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eForms for IBM FileNet P8
White Paper

Positioning Statement / Value Proposition

Organizations find IBM FileNet eForms compelling because they can realize substantial operational cost savings, improve customer service, increase revenues, and ultimately gain competitive advantage by accelerating how work gets done. Using FileNet eForms, business executives can exceed objectives and help ensure regulatory compliance, while IT organizations can increase productivity and develop business process solutions faster than when using custom programming tools.

FileNet eForms allows organizations to build high fidelity, highly intelligent e-forms without custom programming. eForms for IBM FileNet P8 is tightly integrated into the IBM FileNet P8 Enterprise Content Management (ECM) platform. Thus, eForms is the only electronic forms solution based on best-of-breed enterprise-class repository and business process management technology. With eForms, enterprises can garner significant returns for business and IT executives.

Business Drivers

Enterprises spend 6-10% of total revenue on processing documents and forms. Thirty billion original documents are handled every year in the United States alone – 10 billion are forms. Thirty percent of pre-printed forms become obsolete before they are ever used.

Continuing pressure to cut costs and improve productivity - Paper-based processes are slow and inefficient. Replacing paper forms with electronic forms allows process automation and increased employee productivity.

Agility and time to market - All companies are now operating lean and mean. The difference between success and failure is often the ability to bring new and innovative products and services to market ahead of the competition, and to respond quickly to rapidly changing conditions. e-Forms enable new ways to do business and service customers for less money.

Regulatory compliance - New legislation and regulation have increased the requirements for electronic record keeping. As business processes become increasingly electronic and internet based, creating archivable transaction records has become a key compliance requirement demanding the attention of senior executives.

Paperwork elimination - In government, financial services, and similar regulated environments, deadlines for paperless solutions are driving the transition to new e-business processes that preserve many of the positive features and benefits of paper records electronically.

Staying competitive - This is consistently the number one issue mentioned by senior industry executives. Staying competitive is an ever-increasing problem with the speed of change in their markets, pushing their competitive positions.

Product Description

IBM FileNet eForms is a key component of FileNet's ECM and BPM offerings. Electronic forms (e-forms) are a fast and efficient means of collecting, processing, and storing information. E-forms are the simplest way to reduce human error. This enables your organization to replace inefficient, manual, paper-based processes with streamlined, automated business processes.

FileNet eForms provides the tools necessary to easily design, deploy, and manage electronic forms. Organizations can use FileNet eForms to create a common forms infrastructure and design platform.

Features and Benefits

Feature	Benefit	Impact
High-fidelity user interface for automating business processes	Provides comfortable or known interface to conduct work and/or business processes	Increase employee productivity and satisfaction. Reduce cycle time 50 to 90 percent. This translates into competitive advantage and ultimately increased revenues
Business people versus programmers can build e-forms	Frees expensive programming resources for other high value tasks	Reduce human capital costs
Easily build intelligence into the form	Improve user productivity by minimizing user input errors (~80-90%) and data re-keying (~100%).	Save time and money and reduce risk.
Create pixel perfect forms	Can create an e-form that matches the original paper form.	Meet particular government regulations.
Pure HTML client form filling	No client side software to install and manage	Minimize IT resources and associated costs
Built-in formatters, functions for calculations and validations, and digital signature capabilities	No coding or scripting is necessary	Develop forms-based solutions faster. Create more forms with existing resources
Offline form filling	Users can fill out an e-form while not connected to the network	Increase user productivity
Standards-based architecture that includes support for J2EE, JDBC and HTTP. E-form templates and data documents are stored in XML format.	Eases support and internal application integration requirements	Save time and money
Rendering form to standard image formats (i.e. PDF, TIFF, JPEG, and BMP)	Easily archive completed forms	Reduce risk and ensure compliance with regulations

Representative Applications

Since the need to capture information is fundamental to businesses in today's information economy, organizations use forms (technology) in all aspects of their business. The following are just a few application examples for e-forms:

Government - Constituent facing forms and services. DMV Applications, Leave Accounting, Contracts Processing, Utility Complaint Management, Permit applications

Manufacturing - Engineering Procedures, Engineering Change Orders, Maintenance, Quality Inspection/Non-conformance, EPA Compliance Reporting

Finance - Account Analysis, Loan Applications

Insurance - Underwriting Guides and Forms, Claims Processing

Cross-Industry - Supplier enablement and certifications; Finance: Expense Reporting, Capital and purchase requisitions; Human Resources: Vacation Requests, New hire and benefits enrollment/changes, corporate policies & procedures

eForms provides significant returns for business and IT executives

Migrate from paper-based forms to a more efficient paperless solution to help accelerate business processes across the enterprise. Capture information more economically than from paper. With eForms, capture data at the point of origination and get it into business processes much more quickly.

Compared to developing electronic forms with generic Web programming tools, eForms is the easiest and fastest easy way to get complex (paper) forms into HTML. There are a number of key advantages to using eForms over generic Web tools such as: e-form design without programming, precise printed layout, built-in content and process integration, calculations, validations and version control/management.

eForms provide significant annual savings, or cost avoidance, for any organization. Savings include:

→ Reduced paper-related costs such as printing, storing, locating and shipping forms
→ Reduced labor costs by improving user productivity through
  – Minimized user input errors (~80-90%)
  – Eliminated data re-keying (~100%)
→ Help ensure regulatory compliance
→ Gain a competitive advantage by accelerating how work gets done
→ Reduced cycle times (~50-90%)
→ Reallocated programming resources to focus on higher value activities
→ Faster development of business process applications (RAD)
→ Enhanced customer service. By offering a Web-accessible form that can be filled and submitted electronically can mean the difference between retaining and losing a valued customer
→ Maximized system adoption by using high fidelity forms as a familiar user interface. It looks like the original paper form they're used to

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To find out how your organization can benefit from IBM FileNet P8, contact us at 1-800-FileNet (345-3638) or outside the U.S. at 714-327-4800. Or visit us at filenet.com/accelerate