IBM Information Management software
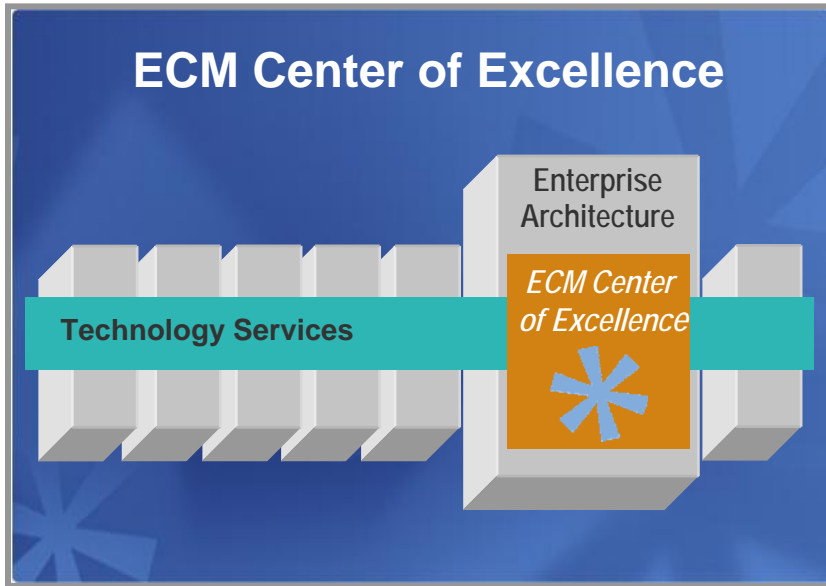
IBM Enterprise Content Management Services
Building an ECM Center of Excellence

ECM Center of Excellence

Enterprise Architecture

ECM Center of Excellence

Technology Services

Overview

"Building an ECM Center of Excellence" – a Consulting Services offering from IBM ECM Lab Services assists customers to build an organization focused on the enablement of ECM technology services. Staffed with their own ECM specialists, the Center of Excellence maximizes the business value of ECM throughout a customer's organization.

Take Control

IBM Enterprise Content Management (ECM) technologies enable your organization to manage and leverage unstructured enterprise content to drive business value.

To effectively advance the adoption of ECM technologies, however, you must first organize the skills, processes and services that support these technologies in a manner that ensures repeatable, cost effective, and flexible business solution success.

An ECM Center or Excellence (CoE) provides a proven organizational framework to drive adoption of, and thus business value from, ECM technologies throughout the enterprise.

Teaming with Customers

For more than a decade, IBM ECM Lab Services has teamed with our customers to successfully implement Centers of Excellence worldwide. By capturing the lessons learned from these implementations, we have developed a framework of success criteria based on mature and proven disciplines to help organizations build CoE teams tailored to their specific needs.

And we can help you to build a Center of Excellence within your enterprise that will expand the adoption of ECM technologies by generating business value through successful implementations.

ECM COE Objectives

The CoE organizational framework outlines three primary objectives of a successful CoE.

The first objective is to ensure the end solution meets the customer's needs. This is achieved by applying the right resources, methodologies and technology to solve the business issue.

Secondly, the Center of Excellence aspires to have ECM leveraged properly across the enterprise. Solutions built for one department should also have broad-reaching

capabilities for other departments or business units. By providing ECM governance and best practices, the Center of Excellence develops partnerships within the lines of business to ensure repositories and assets are reusable, allowing solutions to be delivered in a cost-effective and timely manner.

And finally, the Center of Excellence strives to remain flexible to the needs of the ever-changing business world by introducing new products and services that incorporate the right technology for the job at hand.

Cornerstones of Success

A successful ECM Center of Excellence can only be built when a strong foundation exists. The CoE organizational framework is based on four ECM foundational cornerstones:

- Established Skill Sets – ECM professionals, certified in various IT disciplines and technologies
- Defined Engagement Model – Consisting of people, processes, designs, deployment, reuse
- Validated Funding Model – Costs are tracked for each project and recovered as services are delivered
- ECM-Focused Services – ECM services shared and promoted across the enterprise

COE Complementary Services

Proper ECM technology positioning is critical for successful solutions and wide spread adoption. IBM ECM Lab Services also delivers companion offerings to help your Center of Excellence teams put the right technology in place to support your business now and in the future. Enterprise Planning and Design Services for IBM ECM can help you define how ECM is deployed within your particular technology environment to increase employee productivity, enhance business processes, address risk and compliance concerns, and improve operational efficiency.

Other Services Also Available

We also offer other services to complement and support the Center of Excellence, including Program Management, Project Management, and Deployment Services. IBM ECM Premium Support services are also available to provide an additional layer of proactive support options. Your Lab Services representative can provide more information on these service offerings.

Contact

To learn how IBM ECM Lab Services can help meet your business needs, please contact your local Lab Services representative at http://www.ibm.com/software/data/ services/contacts.html