IBM Information Management software

IBM Center of Excellence for Enterprise Content Management

Helping you to promote the adoption and use of IBM ECM software within your organization

ECM Best Practices | Software Assets
Consulting, Architecture, and Scoping for Enterprise ECM Initiatives

Delivering Value

ECM CoE Services can provide many advantages to your ECM enterprise initiatives. For example, *'Building an ECM Center of Excellence'* can help you create an internal organization focused on enabling ECM technology services, which in turns helps to drive the adoption of ECM technologies across your enterprise. Deliverables from '*Building an ECM Center of Excellence'* may include help setting up goals for your CoE, like:

#1 - Maintain individual customer focus: Establish methodologies and resources; use the right technology and solution for the problem.

#2 - Ensure effectiveness across the enterprise: Establish shared repositories, reusable services, best practices.

#3 - Maintain flexibility: Remain agile to respond quickly to business and technology changes.

Other ECM CoE offerings that drive value to our customers include consulting, architecture and scoping support for enterprise engagements, and software assets that extend ECM product functionality.

Our Mission

Specializing in helping customers enable their ECM technology, the mission of the IBM ECM Center of Excellence is to assist customers with the promotion and adoption of IBM ECM software throughout their organizations by bringing deep lab services-based product expertise to their ECM initiatives.

Expertise You Can Use

The IBM Enterprise Content Management Center of Excellence (ECM CoE) helps companies deliver business value through innovative uses of ECM technology. We draw on a staff of senior level ECM technology experts to help you define corporate ECM strategies, assist with solution design and the solution design process, and provide technology research and direction. Additionally, our experts can help to educate your teams on ECM product capabilities, letting your get the most out of your ECM investments.

Software assets include:

- **BatchIt** - High Volume Import for FileNet P8 Content Manager

- **Offline Repository** - Offline repository creation for selected documents

- **File System Archive** - Archive documents from a file system into IBM Content Manager

- **Federated Records Management for OnDemand** - Manage records across multiple repositories from a single interface for IBM Content Manager OnDemand

- **SharePoint Archive** - Archive content from SharePoint into IICE repositories

- C**ontent Exchange Services** - Centralized engine to automatically move content, documents, and metadata between systems

- **Digital Media Archive** - Digital video storage to enable high-definition digital content to be managed, stored, and retrieved faster and easier than conventional production systems

- **TextImport** - ASCII text file archiving to FileNet P8

- **Content Manager Integrator for Workplace Forms** - Integrates content between IBM Workplace Forms and IBM Content Manager

- **Custom LDAP Security Exit for OnDemand** - Single logon user authentication for accessing multiple folders and reports in IBM Content Manager OnDemand using LDAP Security

Related Offerings Also Available

Proper ECM technology positioning is critical for successful solutions and widespread 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. For example: 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 Available Services

We also offer other services that complement and support ECM Center of Excellence offerings, including Program Management, Project Management, and Implementation 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.