IBM

Information Management software

IBM FileNet Content Manager

Highlights

- *Helps improve the quality of decisions by providing the right information when it's needed*

- *Makes content more accessible, secure and manageable to support business initiatives*

- *Delivers active content that can drive process automation, reducing time, cost and risk*

- *Delivers solid ROI, as demonstrated by real-world deployments*

- *Supports an agile ECM environment that can help your organization gain a competitive edge*

Improving business decisions by managing information

Thousands of decisions, large and small, are being made across your business every day. Each one affects your short-term effectiveness and long-term success. Improving the quality of those decisions begins with having the right information—when it's needed. This information is contained in numerous forms of content spread across your organization. Managing this content is essential to the success of your business.

Meeting the growing challenge of handling enterprise content

Based on IBM's experience, this unstructured information represents 80 percent of your total information. Worse, it is growing at more than 75 percent per year.

Regardless of the content format, managing and making intelligent use of the information contained within an organization has become a necessary element of enterprise competitiveness. Simply stated, content must be easily accessible, protected and placed under full life-cycle and compliance management to support critical business initiatives.

IBM FileNet® Content Manager software conquers these challenges by combining the power of content and process to substantially improve the availability and agility of content in your business functions. FileNet Content Manager combines comprehensive content management functions with specialized document management capabilities to gain active control over your unstructured corporate assets.

Making content active to drive process automation

FileNet Content Manager delivers the advantage of active content—content and documents that actively drive process automation to completion. Its active content capabilities are designed to enable your documents and other forms of content to drive task resolution and help reduce time, cost and risk. Your business can respond immediately to the business and transaction events that set critical processes in motion and drive them quickly to completion, increasing the overall responsiveness and agility of your operations.

Achieving real-world results that deliver proven ROI

The active content capabilities of FileNet Content Manager have delivered a significant return on investment (ROI) for organizations worldwide, and deployments have yielded a wide range of benefits such as:

- *Processing work more than 50 percent faster while significantly reducing processing cost.*
- *Saving 35,000 man-hours every year by drastically reducing the time spent looking for information.*

- *Reducing operating costs by more than US$1.5 million and adding a significant amount of incremental profit to the bottom line.*
- *Delivering a 25 percent reduction in fixed costs.*

Enabling more informed decisions—in less time

When it comes down to the moment of decision, you need the right information. That moment happens in an instant—thousands of times a day. FileNet Content Manager can help ensure that the right information is available when it's needed most. Its capabilities can help your business:

- *Reduce the costs associated with managing and accessing all forms of content.*
- *React immediately to customer demands by automating processes triggered by business and customer events.*
- *Leverage content across multiple legacy repositories.*
- *Enhance information security, accuracy and regulatory compliance and, consequently, reduce and better manage risk.*
- *Extract the information and knowledge contained in your documents and other content.*
- *Extend the reach of information wherever and whenever it is needed.*
- *Leverage existing investments by joining disconnected systems so they can share content.*

Building an agile ECM environment with content, process and connectivity

FileNet Content Manager can help your organization gain a competitive edge by building a flexible, powerful enterprise content management (ECM) environment designed to enhance your response to changing business conditions. To help build your agile ECM environment, FileNet Content Manager provides capabilities and tools including:

Extensible object model—combines content, process and compliance resources as native capabilities that allow content to be dynamically managed and that can dramatically reduce development complexity.

Active content—facilitates proactively moving content and content-related business tasks through a business process—with no human initiation required.

Content federation services—delivers the ability to actively manage content across the enterprise regardless of the repository it resides in. Provides full content management capabilities, not just search, so users and applications can focus on what needs to happen rather than where the content is stored.

Document management services—streamlines document management tasks by providing mature versioning and parent-child capabilities, compound document handling, approval workflows and integrated publishing support. Comes with pre-configured, customizable document wizards and workflow templates. Supports standards-based content (such as XML) to allow flexible document composition.

Full life-cycle management—enables management and control of the content life cycle to help improve efficiency and support compliance in content-related tasks such as publishing, expiration and retention. Maintains audit trails to help meet regulatory mandates. Enables management of the content life cycle at the software, not hardware, level to provide and promote choices in storage policies and platforms.

Transformation and rendition services—provides automated content publishing into multiple universal formats such as HTML and portable document format (PDF).

Unified repository and metadata model—delivers a single, unified content repository and metadata model virtually regardless of the type of digital content being managed. Uses its metadata model to provide a comprehensive and streamlined environment for searches, repurposing and application development.

Leading-edge categorization and classification—supports both people- and machine-based content categorization and classification. Supports automatic classification for documents and other forms of context.

Universal content types—stores virtually any kind of digitized information, including Microsoft® Office documents, XML documents, Web pages, photos, images, sound, process definitions and templates, content components and associated metadata descriptors. Manages the content and the associated metadata not simply as static items, but as individual business objects.

Enterprise search capabilities—enables end users to simultaneously search content categories, other metadata definitions and unstructured text using a single query. Allows content searches across federated repositories even when the user does not know where the content is stored.

Interoperability with world-class FileNet imaging—leverages IBM FileNet Image Manager Active Edition software to provide power, scalability and performance that gives thousands of users rapid access to billions of fixed objects, such as documents, reports, print streams, faxes, e-mail and rich media.

Seamless ECM integration—provides the content management capabilities that all IBM FileNet P8 suites utilize, enabling suites to share the same content, metadata and policies in an environment where functionality and suites are inherently integrated.

FileNet Content Manager provides comprehensive content management capabilities along with process management and connectivity to existing systems. Expanded ECM capabilities can be easily added for records management, large volumes of fixed documents, and for enhanced process management and connectivity.

Platform

Operating systems
IBM AIX®, Microsoft Windows®, Sun Solaris, HP-UX, Red Hat Linux®, Novell SUSE Linux and zLinux platforms

Databases
IBM DB2®, Microsoft SQL Server and Oracle Database systems

Security services
IBM Tivoli® Access Manager, IBM Tivoli Directory Server, CA eTrust SiteMinder, Microsoft Active Directory, Novell eDirectory, Sun Java™ System Directory Server and Kerberos services

Java Platform, Enterprise Edition (Java EE) application servers
IBM WebSphere®, BEA WebLogic and JBoss software

Enterprise portals
IBM WebSphere, BEA WebLogic, Microsoft SharePoint and SAP NetWeaver software

Storage systems
IBM, EMC, Hitachi, HP, NetApp and Sun technology

Systems management
IBM Tivoli, BMC Patrol, CA Unicenter, HP OpenView, Microsoft Operations Manager software

Base

Content

- *Enterprise catalog management*
- *Specialized document manage-
  ment tools*
- *Robust library services*
- *Extensive classification capabilities*

Process

- *Specialized document versioning,
  reviewing and approval workflows*
- *Audit and logging tracking*
- *Integrated business process man-
  agement (BPM)-managed content/
  process flows*

IBM FileNet expansions

- *IBM FileNet Records Manager
  software*
- *IBM FileNet Image Manager Active
  Edition software*
- *IBM FileNet Email Manager software*
- *IBM FileNet Forms Manager software*
- *IBM FileNet Business Process
  Manager software*
- *IBM FileNet Services for IBM Lotus®
  Quickr™ software*
- *IBM FileNet Connectors for Microsoft
  SharePoint software*

Why IBM?

ECM solutions from IBM are part of a
unified content, process and compli-
ance platform designed to accelerate
application deployment, increase oper-
ational flexibility and lower total cost of
ownership (TCO). IBM solutions provide
interoperability to a wide selection of
database, operating system, storage,
security and Web server environments.
FileNet Content Manager is an ECM
solution that can help organizations
manage complex documents and con-
trol, share and quickly access virtually
any form of content in a security-rich
and highly scalable environment. It
activates critical business content to
deliver the right information when it mat-
ters most.

For more information

To learn more about IBM FileNet
Content Manager software, contact
your IBM representative or IBM
Business Partner, or visit:

ibm.com/software/ecm