Mobile ECM: Engage with Content at Speed of Business

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IBM ECM Mobile

Agenda

‣ Mobile Case Study

‣ Navigator Experience Platform

‣ Mobile Overview

‣ Benefits of Mobile ECM

‣ Solution Walkthrough

‣ Additional References

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About the customer

Based in Iowa, USA and focused on creating superior affordable coverage options for churches, schools, home care providers, senior living communities, and auto and home owners.

GuideOne ®
Insurance

Revenues of over $550M USD

Named Top 50 Performing Insurance Companies three years in a row

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Business Need

Act fast when a policy claim or legal case is bending

Work more effectively and serve clients better

The solution

Mobile staff access to ECM and document management content .

The benefit

Faster claims processing boosts customer service

Potentially saves millions by ensuring key documents are always readily available.

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Streamlined document access

Attorneys can bring up digital files in a matter of minutes, anytime, anywhere.

Reduced legal risk

Determine which data needed to be retained and which could be safely disposed of.

Inherent cost savings

Saving millions of dollars by mitigating the risk of key information being lost or misplaced

"

IBM Content Navigator helps teams process claims much faster and with less effort, allowing them to access content anytime, anywhere and anyplace.

Christopher Mahoski
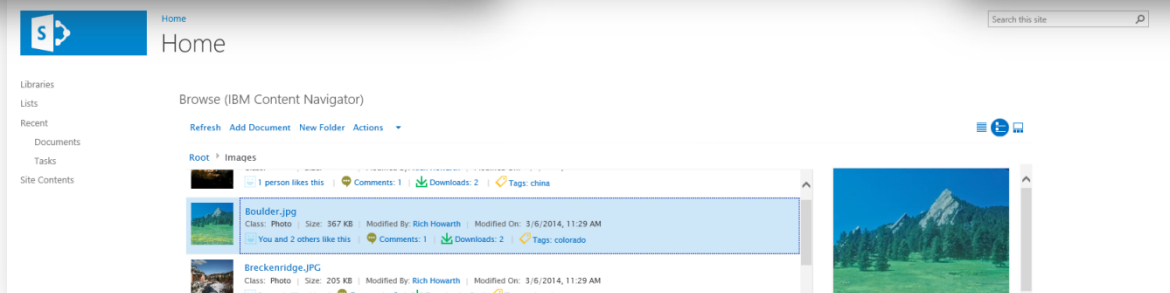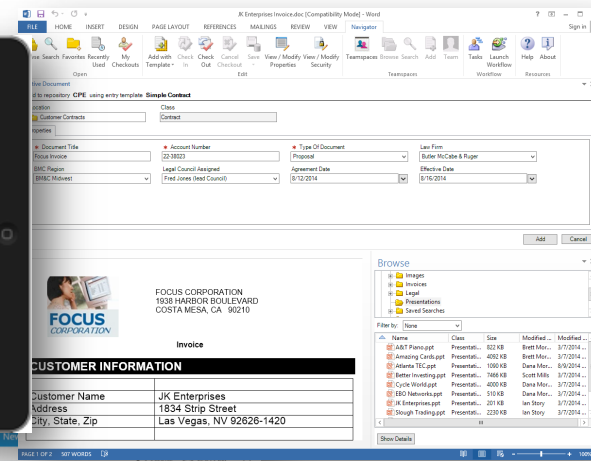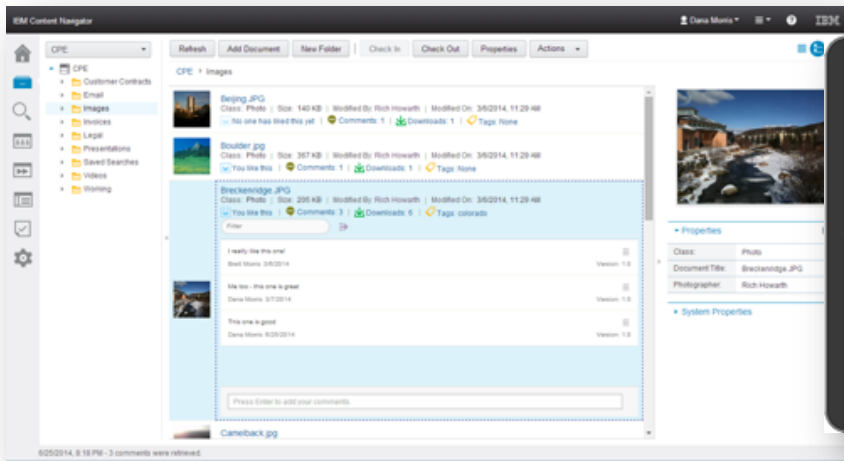Systems Analyst, GuideOne Insurance

GuideOne®
Insurance

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User Experience

Supports all major devices – HTML5, Microsoft Office, SharePoint, and mobile

Platform

One UI for delivering ECM applications across all repositories: ICF, P8, CM8, CMOD, IS, & CMIS

Navigator User Experience

Browse and search

Add, check out, check in

Access shared searches and favorites

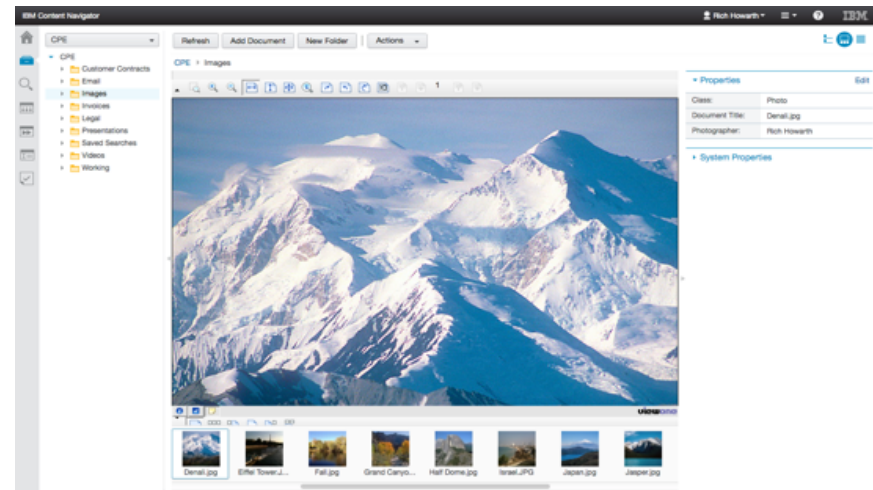Social teamspaces, comments & tags
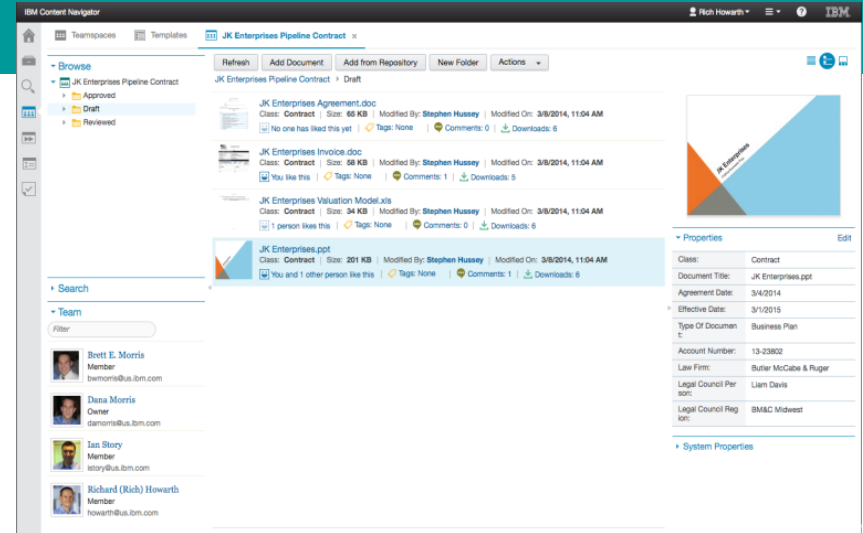
Enterprise search

Sync and offline access

Easy web administration

External data integration

Integration into other business apps

Plugins for features & simple upgrades

Navigator Platform

Platform for ECM applications

- Imaging and Capture

- Records Management

- Case Management

- Secure file transfer

- Partner applications

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Mobile applications are complementary to the Navigator Experience Platform

Delivering Navigator applications on mobile devices:

▸ Capture

▸ Case

▸ Content

▸ Worklight /SDK
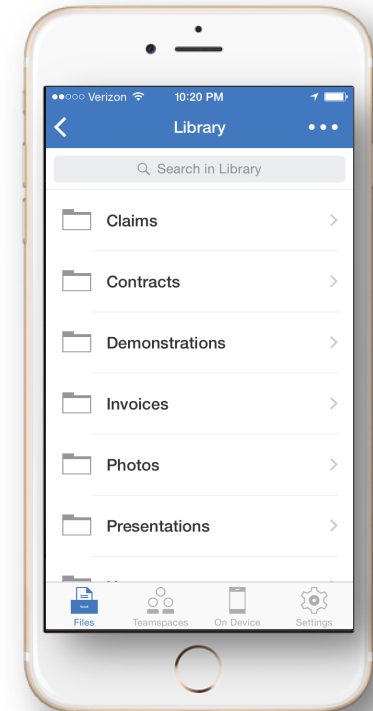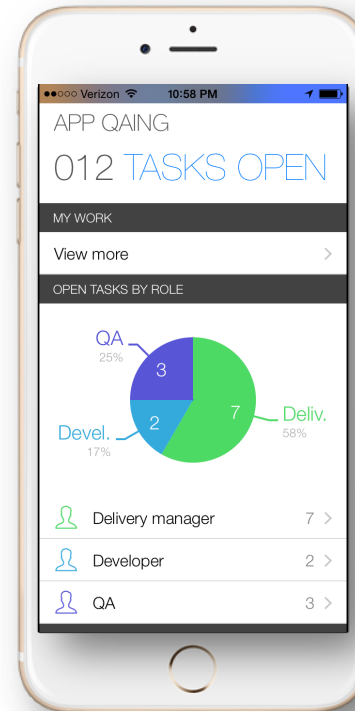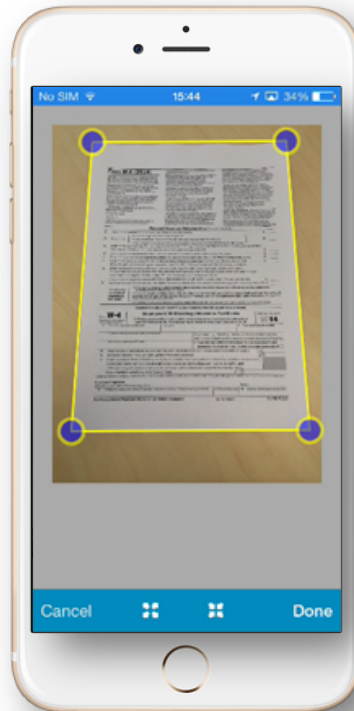
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Mobile is changing interactions and **how work gets done**

> **People are transacting on mobile**

The average user checks their mobile phone 150 times a day

> **Mobile transactions are generating unprecedented amounts of data**

Global mobile data traffic increasing 26-fold between 2010 and 2015, reaching 6.3 exabytes per month

> **Putting the right information into the right hands at the right times**

45% increase in enterprise productivity with mobile apps

> **But the mobile experience is not yet meeting expectations**

80% of apps are used once then deleted

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Mobile is no longer optional

By 2016, the number of mobile apps will quadruple

By 2016, 350 million will use smartphones for work

By 2017, 2.3 billion people will access the Internet using mobile devices

10 billion mobile devices by 2020

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57% of CEOs
Expect digital channels to be one of the key means of interacting with customers

74% of CIOs
Say mobile solutions are part of their vision for increasing competitiveness

70% of COOs
Identify workflow visibility as the top challenge in delivering on their agendas

IBM ECM Mobile: Capabilities

Navigator Mobile

- Work with content on the go
- Synch content, for offline access
- Browse folders and view documents
- Collaborate on Teamspaces
- Edit documents and their metadata

Case Mgr Mobile

- Participate in cases everywhere
- Does not require any change to existing case desktop solution
- Specific mobile case workflows can also be designed
- iPad Optimized, iPad only

Datacap Mobile

- Use your mobile device as a scanner
- Image processing on the device
- Submit captured documents for processing on the TaskMaster server
- Includes image correction and OCR
- Monitor submitted jobs

IBM Analytics

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Navigator Mobile

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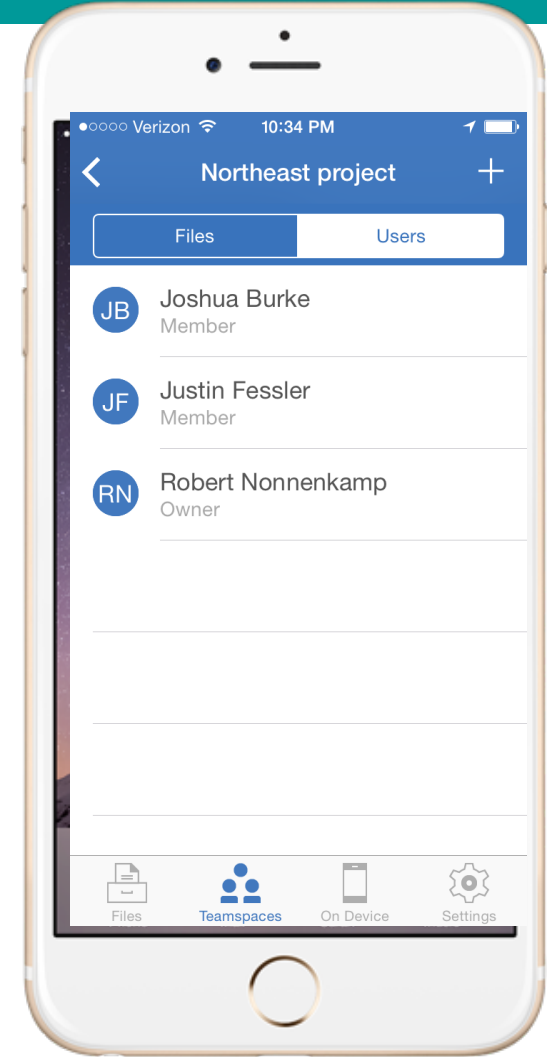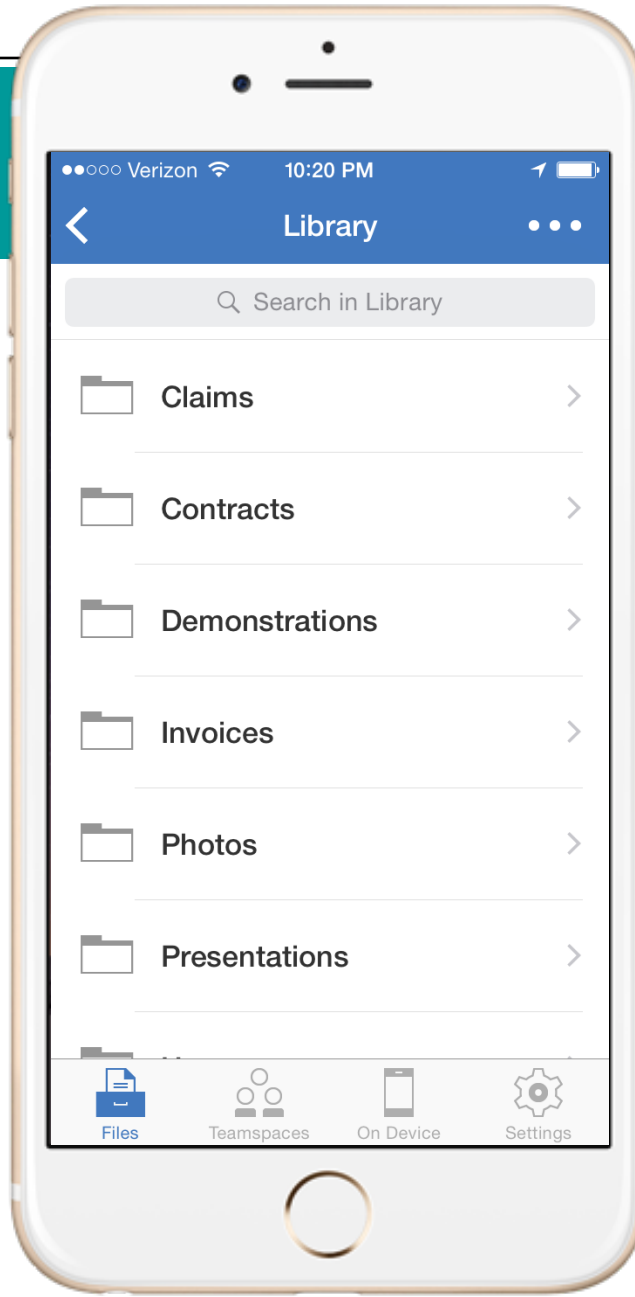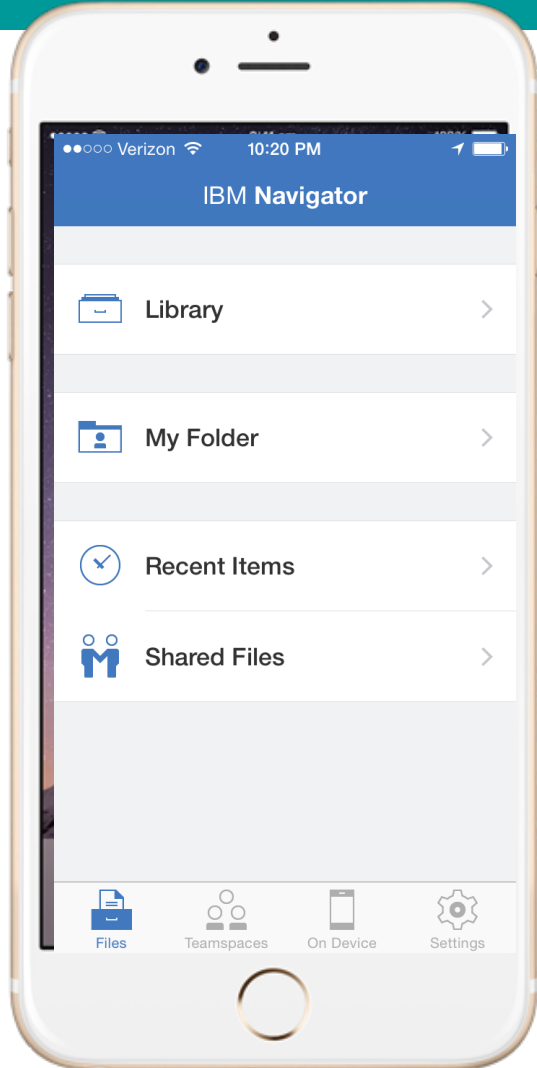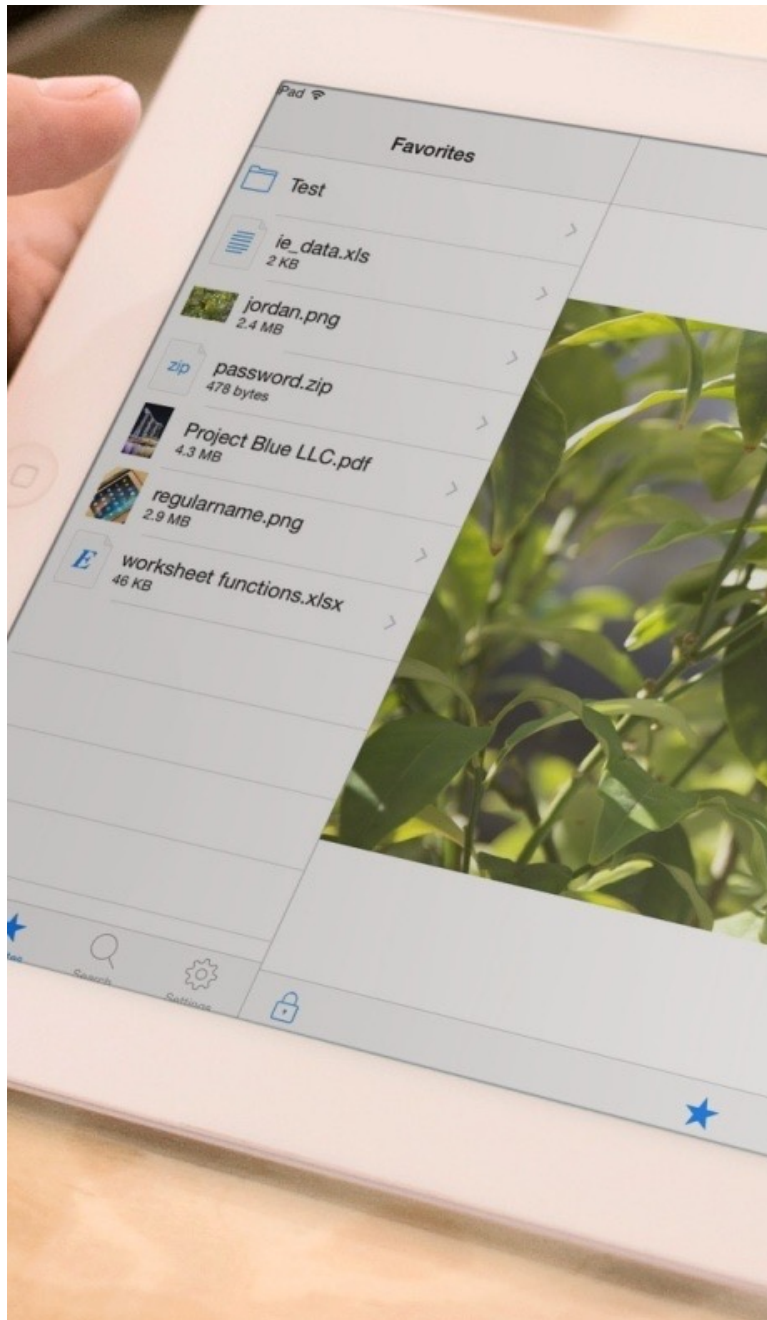
Navigator Mobile Benefits

- Stay productive while you are on the go by having easy access to your business content

- Collaborate with teammates on projects, through Teamspaces, even when you are on the road

- Access your most important content while offline and keep your offline documents up to date with auto synchronization

- Optimized for the iPhone, and also works on the iPad.

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Case Manager Mobile
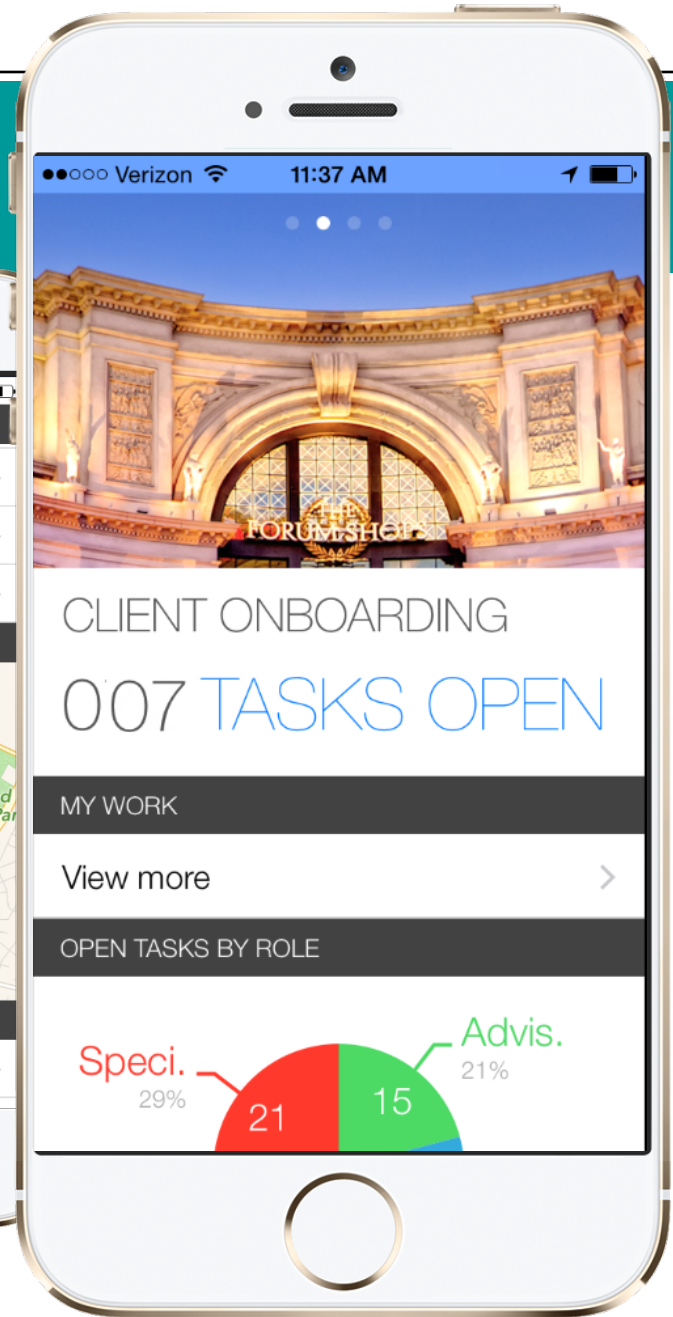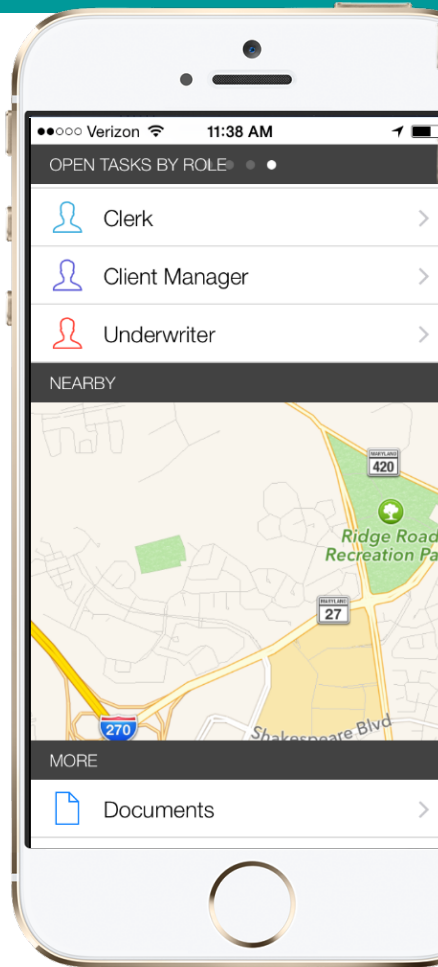
Case Manager Mobile Benefits

- Act on insights from the palm of your hand

- Build face-to-face relationships with customers away from the office

- Turn field-workers into instant experts

- Check on information when workers need it, trigger tasks, and collaborating with remote colleagues

- No more "I'll call you when I'm back at the office"

IBM ECM Mobile

Datacap Mobile
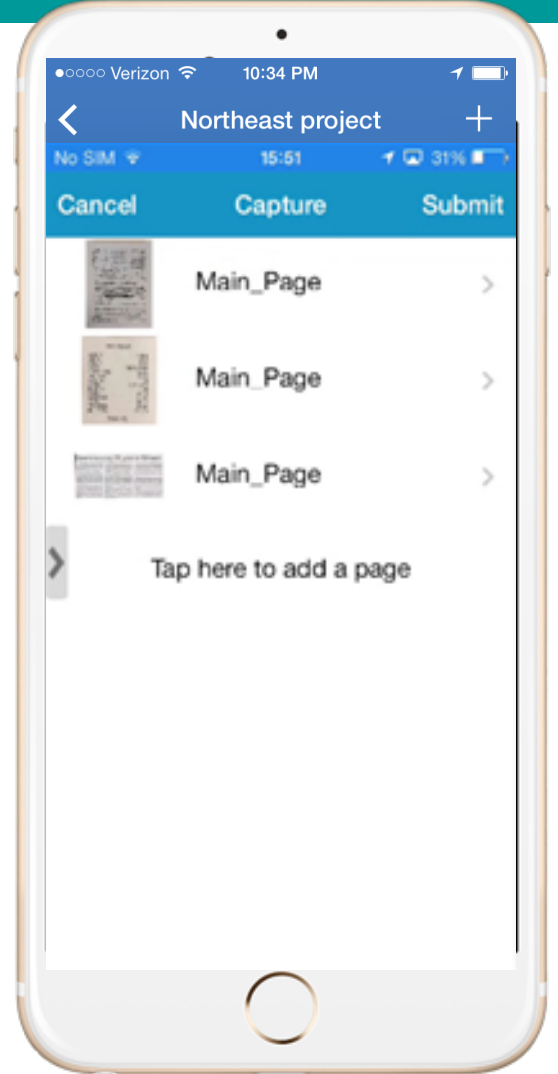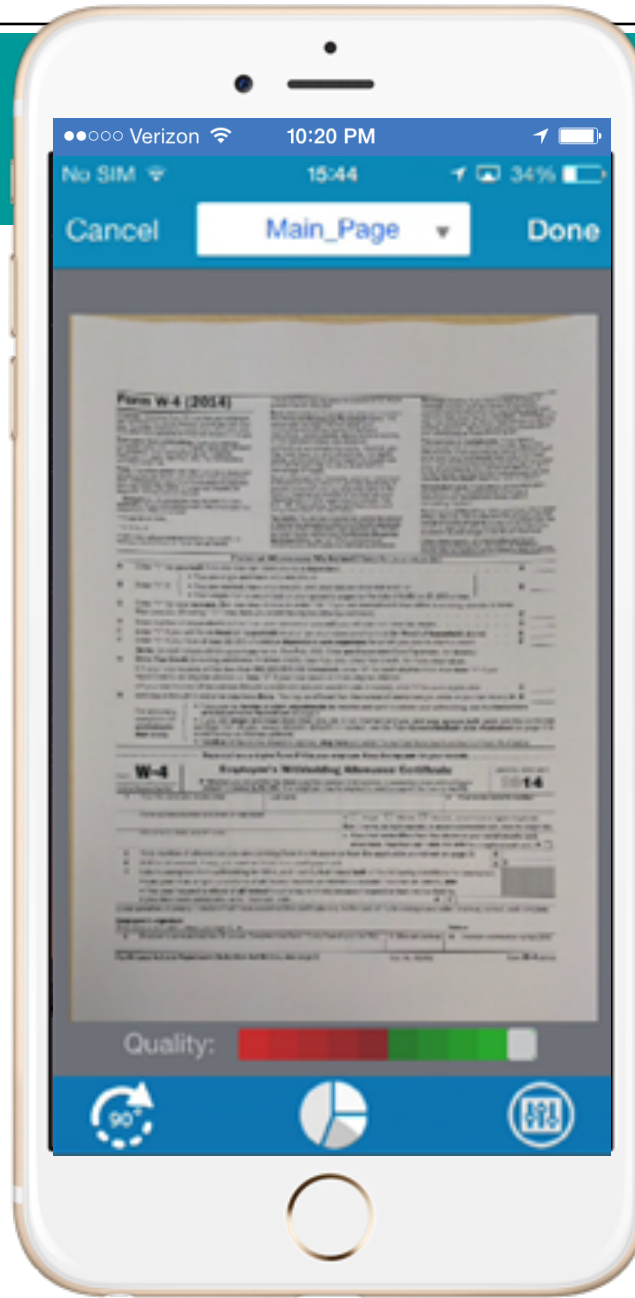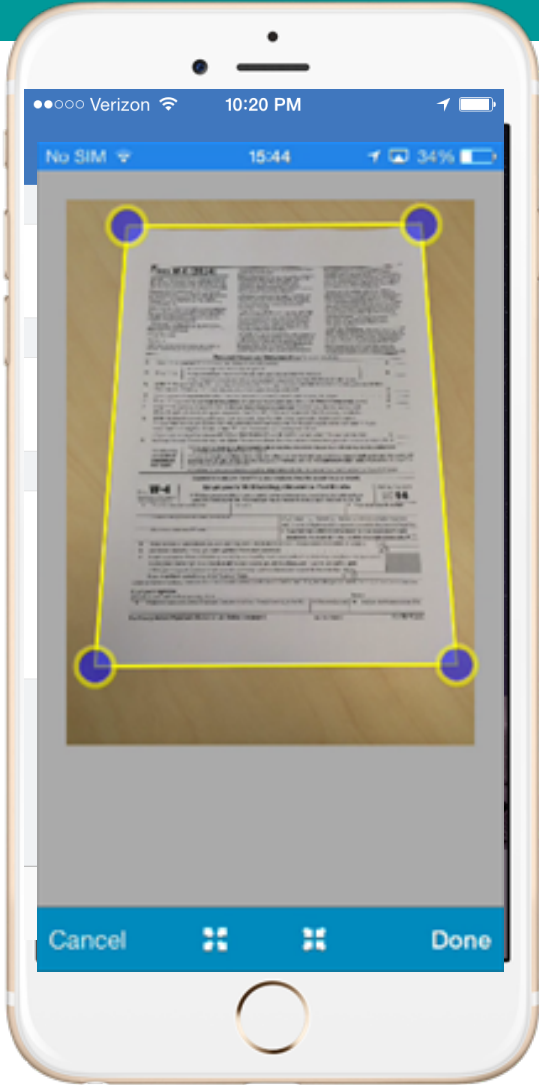
Capture Mobile Benefits

- ▪ Put content creation into the hands of mobile workers

- ▪ Improve customer service with content in context

- ▪ Deepen customer engagement with faster responsiveness

- ▪ Reduce costs by eliminating manual data entry, document shipping, paper handling, and storage

- ▪ Reduce typos and lost documents

- ▪ Manage regulatory risks from the moment a document arrives

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Offline access to government team documents on iPad

Provide each team a tailored set of documents via iPad

Sync enables simple delivery and offline access to content

Business Challenge: Content delivery of documents via iPad to the correct team required staff to manually load content onto MacBooks and deploy documents by plugging iPads into sync carts

Proposed Solution: Identify team content using Navigator teamrooms and folders. Sync team content wirelessly to iPad via Navigator Mobile app and provide offline access to documents.

IBM ECM Mobile

International Banking and Investment Company

Over 8000 employees.

Over 60 years of customer service

Speeds processing of corporate account documents with Datacap Mobile

Business Challenge: Already has a customer iOS application for online banking and services. Wants to bring the flexibility of mobile to enhance their corporate account experience.

The Solution: Building a custom Datacap mobile app to enable account manager to visit corporate customers and scan account documents and remotely into FileNet.

IBM ECM Mobile

Government ministry of commerce

Provides leadership in commercial policy guidelines and regulations

Builds business relationships with foreign countries

Provides electronic services to businesses throughout the country

Supports registration, inquiry, and trademark processes

Ministry of Commerce
Formed to develop and expand domestic and foreign trade, and provide services to the business community.

The Solution: Built a custom Content Navigator iPad app to store relevant correspondence (such as letters and documents), search for important communication documents, and initiate communication workflows.

IBM ECM Mobile

Navigator Mobile	Work with content on the go

Case Mgr Mobile	Participate in cases everywhere

Datacap Mobile	Use your mobile device as a scanner and image processor

- **Allows users better access** to information and expertise any time, any where by providing an outstanding mobile experience

- **Drives better results** by providing access to information anywhere at any time

- **Provide better customer service** through better access to information and expertise

- **Spark innovation**

IBM ECM Mobile: Our plans for the future

Navigator Mobile

- Build the next generation Navigator Mobile app for Android

- Invest on enhancing the user experience of this app with the aim of enabling more productive uses of the app

Case Mgr Mobile

- Evolve the Case Manager Mobile solution and invest on industry specific case management solutions

Datacap Mobile

- Continue to invest in Datacap Mobile and do more on-device operations while leveraging the power of Datacap on the backend

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