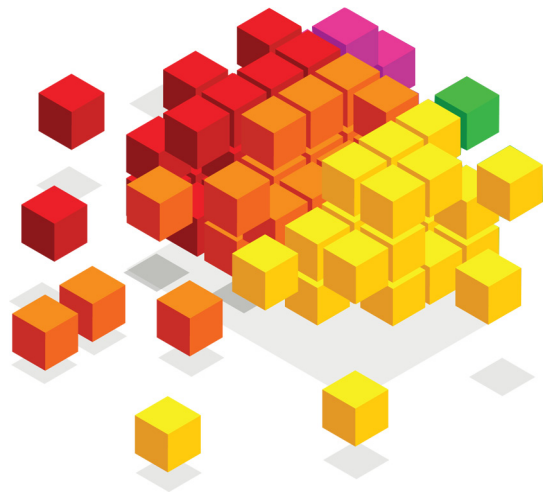


# Long Beach

Putting Content to Work  
ECM UserNet 2011



June 7, 2011

The Westin Long Beach  
Long Beach, California

*My fellow IBM Enterprise Content Management colleagues,*

*Welcome to the annual 2011 Southern California User Group conference here in Long Beach, California. This year's theme "Putting Content to Work" promises to be an exciting and valuable event by providing you with quality information on products and solutions as well as the opportunity to network with fellow peers.*

*New this year is the customized, industry-specific content in three unique tracks; Information Technology Professionals, Business Leaders, and RIM & Legal Experts. We hope this expansion will provide you new opportunities to collaborate with your corporate partners in looking for industry specific ECM solutions.*

*At various times during the conference, our exhibit hall will be open for you to visit and discuss your needs with the partners and product experts. They are here to provide you with solutions, so please take this opportunity to stop by for a visit and take advantage of the resources. Without these sponsors, we would be unable to offer this event free of charge.*

*Each year we try to introduce some new ideas while keeping some of the tried and true ones that have worked well in the past. But we can only continue to improve when we hear from you, so please take the time to fill out the event survey. Your feedback is essential to the continued success of this conference. As always you are welcome to stop any board member or IBM ECM representative to share suggestions as well.*

*Thank you for attending the 2011 Southern California User Group Conference and we look forward to seeing you again soon.*

*Your Southern California User Group President,*

*Richard Daley*



Business	RIM & Legal	IT	Hands-On Lab	Customer Presentation
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Tuesday, June 7 <sup>th</sup>							
9:00am - 10:15am	<p align="center"><b>General Session &amp; Keynote Address</b>  <b>Phillip Jones, Enterprise Content Management Executive &amp;</b>  <b>Paul Van Den Berg, Program Director for Content Products and Strategy, IBM ECM</b>                      Centennial Ballrooms A &amp; B</p>						
10:15am	<p align="center"><b>Break &amp; Sponsor Expo</b></p>						
10:45am - 11:35am	<b>Casablanca</b> Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	<b>Naples</b> Where is the Need for Advanced Case Management in Banking and Financial Markets?	<b>Tokyo/Vancouver</b> Going Beyond Claims with ECM	<b>Centennial Ballroom C</b> How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems	<b>Centennial Ballroom D</b> What's New from IBM ECM for IBM FileNet P8 Customers	<b>Barcelona</b> What's New from IBM ECM for IBM Content Manager Customers	
11:35am	<p align="center"><b>Break</b></p>						
11:45am - 12:35pm	<b>Casablanca</b> IBM's Advanced Case Management - Delivering Better Customer Outcomes	<b>Centennial Ballroom D</b> IBM Watson and IBM Content Analytics	<b>Centennial Ballroom C</b> Too Much Content: Addressing the Challenges Faced by Today's Organizations	<b>Naples</b> Upgrading and Migrating to IBM FileNet P8	<b>Barcelona</b> IBM Document Capture Strategy and Product Update	<b>Melbourne</b> IBM Case Manager Hands-On Lab	<b>Tokyo/Vancouver</b> Best Practices: Building a Next-generation Information and Records Management Archive Using IBM FileNet P8, IER and N Series Storage
12:35pm	<p align="center"><b>Lunch and Vendor Expo Sponsored by Softech &amp; Associates</b>                      Centennial Ballrooms A &amp; B</p>						
2:15pm - 3:05pm	<b>Barcelona</b> Unlock Valuable Insight from Enterprise Content with Content Analytics	<b>Tokyo/Vancouver</b> Helping Your Legal Department Meet Information Obligations and Reduce Risks	<b>Centennial Ballroom C</b> Production Imaging Edition and other IBM Imaging Solutions Update	<b>Centennial Ballroom D</b> IBM Case Manager Product Update	<b>Melbourne</b> Datacap Taskmaster Capture Hands-On Lab	<b>Naples</b> Teaching an Elephant to Dance: Using IBM CMOD to Manage Petabytes of Data with Ease	
3:05pm	<p align="center"><b>Break</b></p>						
3:15pm - 4:05pm	<b>Naples</b> How Marketing, Product Mgmt, Facilities, Customer Service and HR Organizations Use IBM ECM...	<b>Centennial Ballroom C</b> Records and Retention Management for Reduced Risk and Cost	<b>Barcelona</b> Create Rapid Business Insight with Content Analytics	<b>Casablanca</b> IBM FileNet Business Process Manager Product Update	<b>Tokyo/Vancouver</b> IBM Content Manager OnDemand Product Update	<b>Centennial Ballroom D</b> Social Business Meets Enterprise Content Management	<b>Melbourne</b> ECM User Interface Customer Feedback Roundtable
4:05pm	<p align="center"><b>Break</b></p>						
4:15pm - 5:05pm	<b>Naples</b> Reducing the Costs of Explosive Information Growth with a Smarter Approach to Archiving	<b>Barcelona</b> Information Lifecycle Governance Tech Talk and Product Update	<b>Casablanca</b> Create Content Analytic Solutions that Deliver Deep Business Insight	<b>Centennial Ballroom C</b> Office Document Management and SharePoint Update	<b>Tokyo/Vancouver</b> IBM FileNet Content Manager Update	<b>Centennial Ballroom D</b> IBM FileNet System Monitor Product Update	
5:05pm	<p align="center"><b>Reception Sponsored by NetApp</b>                      Centennial Ballrooms A &amp; B</p>						

# Exhibition Area

The IBM ECM local user group would like to thank the sponsors who are participating this year. Without their involvement, this event would not be possible.

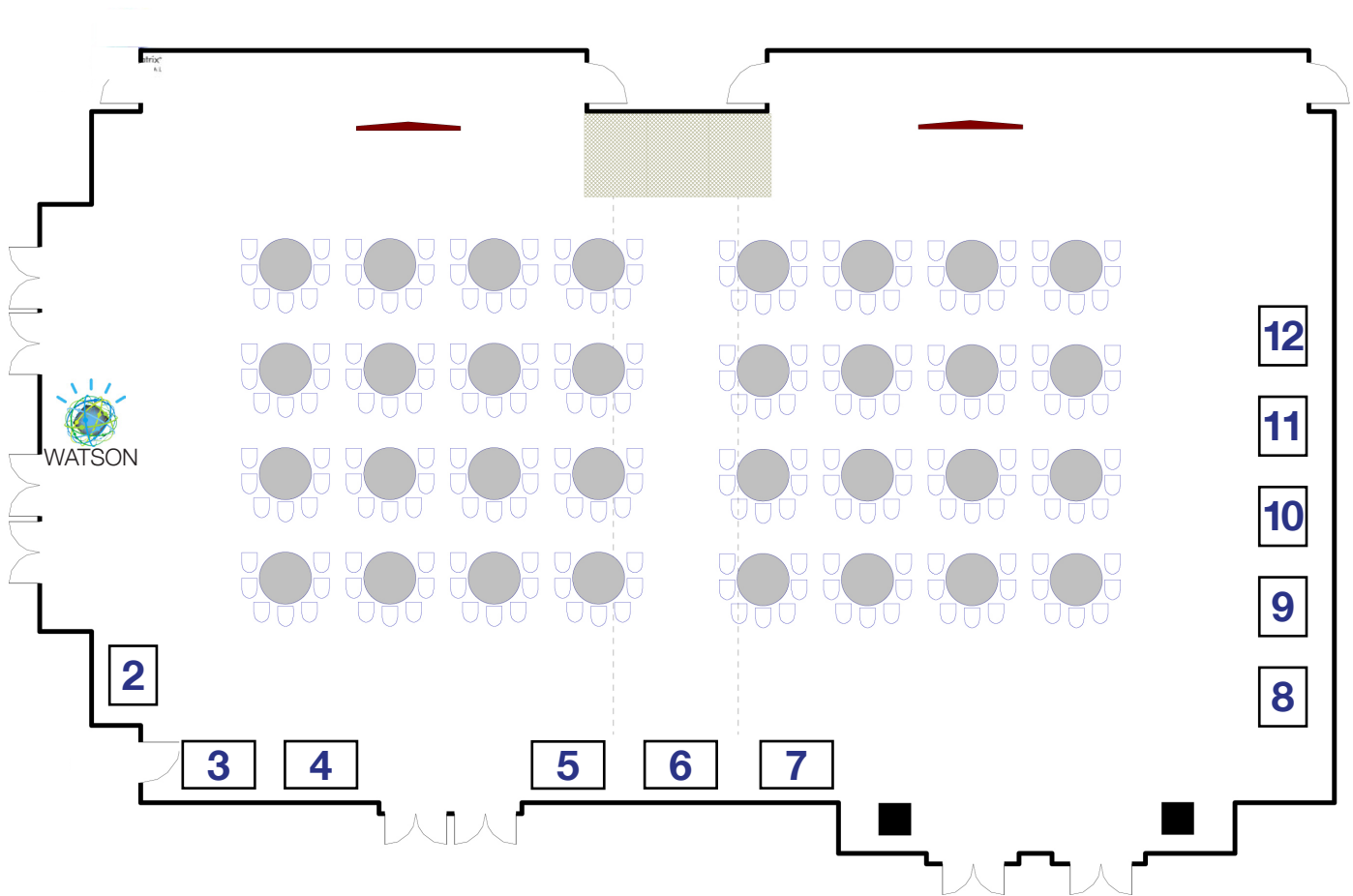


Exhibit #	Sponsor	Exhibit #	Sponsor
1	Watson	7	NetApp
2	CM Mitchell Consulting Corporation	8	enChoice, Inc.
3	Integro	9	Informative Graphics Corp.
4	RGB Projects Inc.	10	ASE Technologies
5	Softech & Associates, Inc.	11	ImageSource
6	Snowbound Software	12	



# Meeting Locations

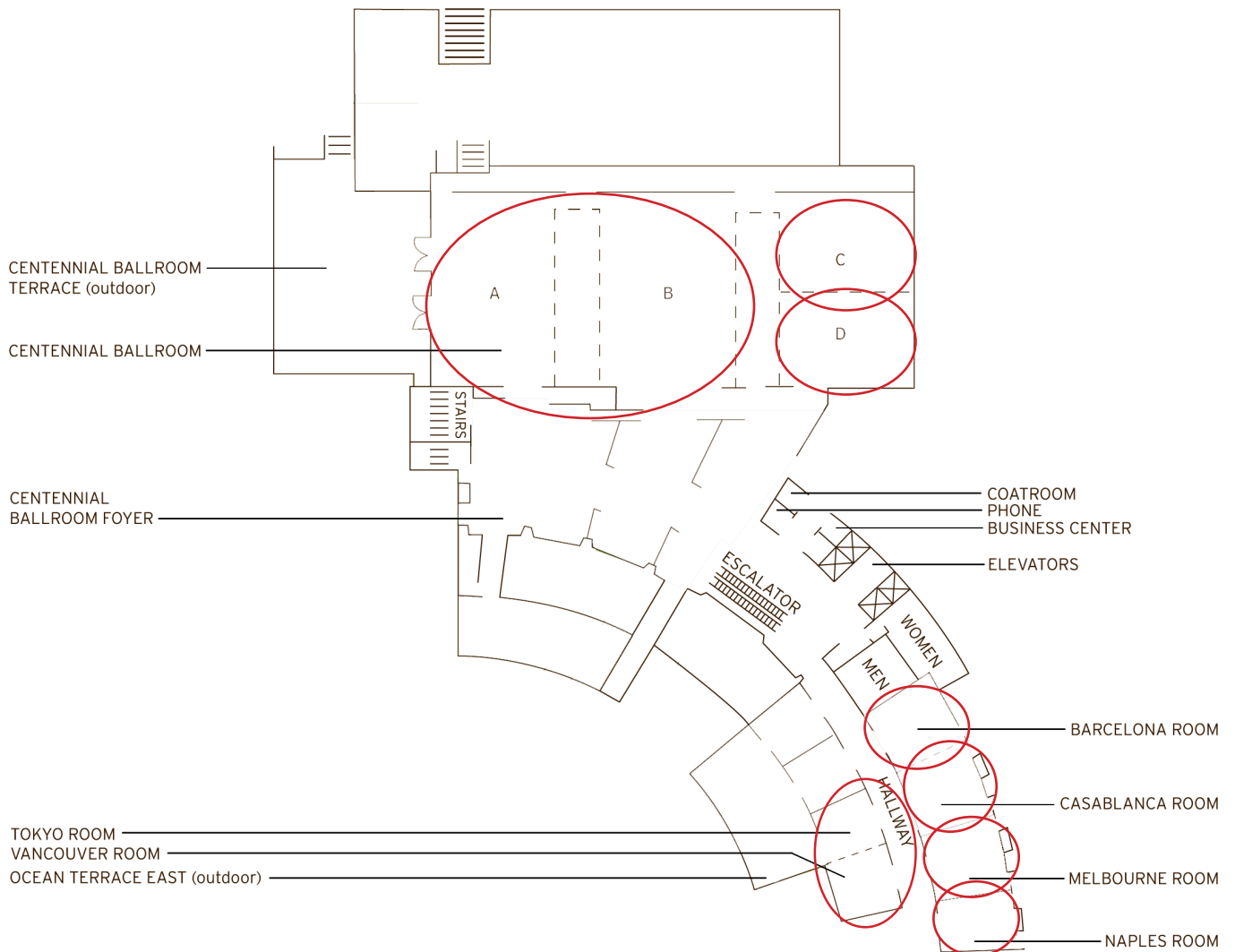
## General Session & Sponsor Expo

The general session and sponsor expo take place in the Centennial Ballrooms A & B







## Breakouts

Breakouts take place in the following meeting rooms:



- Centennial Ballroom C
- Centennial Ballroom D
- Barcelona
- Casablanca
- Melbourne
- Naples
- Tokyo/Vancouver



# Presentation Information

Category	Breakout	Presenter(s)	Summary
Keynote	Does ECM Still Matter?	Paul Van Den Berg	The business of enterprise content management has changed considerably. Today's businesses need faster, deeper business insight. But you can't have insight into your business without insight into your content. IBM commissioned three global studies of CEOs, CIOs and CFOs. The results will be discussed in the context of ECM, showing how business leaders can use the information today to help their companies stand out in a complex world. You will also learn practical advice involving the latest IBM ECM strategies around document imaging and capture; social content management; advanced case management; content analytics, and information lifecycle governance.
	Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	Campbell Robertson	Many organizations grapple with a strategy for ECM deployments. The need for converging technologies to improve case management or information lifecycle governance is paramount. This session will illustrate two use cases of clients who have or are implementing various stages of Advanced Case Management (ACM). ACM is the transformative model for: incorporating structured with unstructured information while enforcing advanced rules and business processes; providing a collaborative environment to capture all decision making aspects; and for employing content analytics to derive even greater knowledge. An Impact Analysis Tool will be discussed, allowing participants to start to build a business case for ACM.
	Best Practices: Building a Next-generation Information and Records Management Archive Using IBM FileNet P8, IER and N Series Storage	Zev Rubenstein & Kevin Kearns	To meet the record retention, compliance, archive and eDiscovery challenges facing businesses today, Viewpointe needed a robust, next-gen environment capable of extremely high transaction rates and nearly zero planned downtime with low management costs. Viewpointe created OnPointe™, the trusted solution for digital storage and records management. The first step in building OnPointe™ was to deploy a proof of concept (POC) utilizing IBM FileNet P8 ECM for a major US bank. The goal was to create a hosted, managed solution that reduced cost, risk and cycle time for multiple bank data management applications, and the same time to develop the tools required to support ingestion and management of numerous data types. By implementing this POC in 2009, we not only met our business requirements, but we also leveraged the unique dev/test capabilities to bring our new OnPointe™ services online. This POC validated our plan to use IBM N series unified storage for a production rollout. Throughout 2010, Viewpointe worked with IBM to solidify the OnPointe™ architecture with FileNet P8, CMOD, N series storage, and other IBM ECM and analytics tools.
	Create Content Analytic Solutions that Deliver Deep Business Insight	Bob Foyle	Organizations continue to seek new ways to integrate business insight derived from their unstructured enterprise content to gain competitive advantage. While IBM Content Analytics enables you to find, assess and derive insight from enterprise content through its "rapid insight" experience, it also enables "deeper insight" through the integration and customization with other systems and solutions. Come learn how IBM Content Analytics can enable your organization to create deep insight through other systems like business intelligence, predictive analytics, industry vertical solutions and IBM Case Manager, and see how Content Analytics can be used as content middleware to integrate unstructured data with data warehousing and other structured data systems.
	Create Rapid Business Insight with Content Analytics	Bob Foyle	Increasingly, your knowledge workers are being challenged to develop business insight from unstructured enterprise content to help retain customers, reduce fraud and address new market opportunities. IBM Content Analytics is a platform that optimizes decision making by finding, assessing and deriving insight from enterprise content. Come see a demonstration of Content Analytics that will show you how your organization can create "rapid insight" from unstructured, enterprise content within days and weeks by enabling your knowledge workers to organize and understand their data using hands on visualization and exploratory tools.
	Datacap Taskmaster Capture Hands-on Lab	Margaret Worel	IBM Datacap Taskmaster Capture is the latest addition to IBM's suite of ECM products, and with it, IBM has acquired an industry innovator in the intelligent capture arena. Datacap Taskmaster easily distributes content capture, be it paper, faxes or even emails; and it automatically classifies, separates and extracts important data elements. This lab will introduce you to some of Datacap's key differentiators, including fingerprinting technology and advanced data validation capabilities.
	ECM User Interface Customer Feedback Roundtable	Bob Foyle	This session is an open forum for discussion on ECM UIs. ECM Product Managers will facilitate a roundtable format to get your input on the future of ECM user interfaces, including mobile, web (HTML5, Dojo, etc.), reusable components (widgets, digits, etc.), and more. This session is an interactive discussion, not a presentation, bring your ideas and questions and be ready to participate.



Category	Breakout	Presenter(s)	Summary
	Going Beyond Claims with ECM	Joe Dzigiel	Most asset intensive organizations have separate document and asset management systems. These systems are frequently silos within operations and/or engineering departments. However, input from multiple departments is necessary to supply knowledge workers with information that's necessary to perform crucial jobs. Maintenance personnel carrying out work scheduled and managed by EAM systems may not have easy access to all the information they need to perform the work. An integrated EAM and FileNet solution bridges the gap between silos in operations, maintenance and engineering, resulting in trusted content, optimized processes and ensured corporate compliance. The primary benefits of this are reduced maintenance costs, improved safety and increased plant availability.
	Helping Your Legal Department Meet Information Obligations and Reduce Risks	Servando Varela	General Counsel today are ill equipped to manage their obligations for information and face a stark reality: too much risk. The litigation and discovery, privacy, and regulatory obligations for information have gotten infinitely more complex as companies expand globally to face new country legal obligations, US discovery rules change significantly, and information volume and diversity explode. Unfortunately, most corporate legal departments are not well versed in business process or information management and need expert guidance from seasoned project and information professionals. This session will help ECM leaders understand: <ul style="list-style-type: none"> <li>• The causes and effects of too much information-based legal risk</li> <li>• The stakeholders in defining and meeting legal obligations for information</li> <li>• A process maturity model and assessment tool for determining and addressing the root causes within attendees' own organizations</li> <li>• Approaches to developing an internal business case and ROI model for systematically lowering legal risk</li> <li>• How attendees can build on their existing technology assets and skills to lower legal risks and</li> <li>• How IBM's ECM products drive a sizeable ROI from defensible disposal for the CIO and the enterprise</li> </ul>

## POWERFUL NEW PRODUCTS > REVOLUTIONIZING IBM FILENET P8 WORKFLOW

RGB Projects Inc. announces a robust new product line that empowers companies to streamline workflow, improve productivity, enhance customer service, and increase the bottom line.

### > Mobile Case Manager™

A mobile workflow add-on that extends the reach of IBM FileNet P8 for use on any iPad or Android tablet to access critical work data and perform work on the GO.

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This time and cost-effective FileNet P8 extension for iPad and Android enables insurance adjusters to capture data and initiate new cases from the field.









### > P8 Connector for CogniVision™

Connects P8 Content Manager to ImageScan Corporation's pioneering CogniVision search and display engine, which allows users to leverage the unsurpassed pattern-matching capabilities of the human brain.






Visit our booth for a demonstration or call 310.491.0637 for a free consultation.

[www.RGBprojects.com](http://www.RGBprojects.com)

Category	Breakout	Presenter(s)	Summary
	How Marketing, Product Management, Facilities, Customer Service and Human Resource Organizations Use IBM ECM to Increase Efficiency, Reduce Costs, Improve Quality and Go Home Early on Friday Afternoons	Dan Bigos	Learn how IBM ECM enables customers to develop and deliver better products, provide better customer service at lower cost, manage human resource activities more efficiently, reduce maintenance cost and extend the life of facilities and capital assets, and achieve greater supply chain efficiency. Examples are drawn from actual customer use cases worldwide and present best practices. Quantifiable benefits will be cited. This is the business-oriented session that your marketing, product management, facilities or operations, customer service and human resources colleagues would have attended if you had invited them. A copy of IBM's white paper "Improving the Efficiency, Accuracy and Cost Effectiveness of Core Business Activities" will be provided to all attendees.
	How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems	Kathleen Grave	This session will discuss some of the biggest enterprise information problems today and how seasoned ECM practitioners can leverage their expertise and advance their careers by tackling problems that cost organizations hundreds of millions each year. The results of a recent Compliance, Governance, and Oversight Council (CGOC) Information Governance Benchmark Report will be presented which highlight the gaps in information processes across business, legal, records and IT stakeholders, help quantify the impact on the enterprise, and provide guidance on mitigating the gaps and lowering total information and compliance costs. ECM leaders will learn how their skills can help legal and IT executives break through organizational and process barriers.  A copy of the CGOC's "Information Governance Benchmark Report in Global 1000 Companies" will be provided to all attendees.
	IBM's Advanced Case Management - Delivering Better Customer Outcomes	Mike Braendel	IBM's Advanced Case Management strategy gives your knowledge workers the ability to deliver better results for your customers. Today's challenge is to optimize the outcome of all the interactions between your organization and its constituents, whether citizens, consumers, or business partners. The ultimate goals are to improve service, increase loyalty, and grow revenue while efficiently addressing internal processes and policies. Using industry scenarios and use cases, we will describe how IBM Case Manger can be used to provide better solutions for servicing your customers, managing incidents, or conducting investigations - with a clear focus on delivering successful outcomes.
	IBM Case Manager Hands-on Lab	Johnny Meissler	IBM Case Manager unites information, process, and people to provide a 360-degree view of case information. In addition to content and process management, IBM Case Manager utilizes advanced analytics, business rules, and collaboration to help drive more successful, optimized case outcomes. In this hands-on exercise, these capabilities will be explored as you perform the roles of several case workers.
	IBM Case Manager Product Update	Allen Takatsuka	This session will cover the newly released IBM Case Manager 5.0 product which runs on top of IBM FileNet BPM 5.0. We will cover all major components of IBM Case Manager including Case Builder, the new widget-base Case UI, and Case Analytics. In addition, we will discuss the other major components of IBM Case Manger, including IBM Content Analytics, ILOG JRules, Sametime, and WebSphere Process Server integration.
	IBM Content Manager OnDemand Product Update	Neil Parrott	Learn about important new capabilities introduced with CMOD MP v8.5. and CMOD z/ OS v8.5. And discover how to further lower CMOD storage costs with Enhanced Retention. Managing enterprise report data is critical to customers being able to reduce costs, increase user productivity and increase customer satisfaction by providing fast access to essential report and print content required by 'front' and 'back' office applications. IBM Content Manager OnDemand (CMOD) leverages your enterprise report documents from within your ECM Content, Process and Compliance applications.
	IBM Document Capture Strategy and Product Update	Reggie Twigg	With the acquisition of Datacap, IBM significantly expanded its document capture portfolio to offer distributed thin client capture, SOA-based advanced capture process management, and advanced capture automation to make enterprise capture a reality. Datacap introduces IBM's first complete capture offering for IBM Content Manager--in addition to FileNet and third party content repositories--built upon innovative technology that provides more deployment options and approaches to scaling that delivers fast ROI, adapts easily to change, and lowers the cost and risk of enterprise capture operations. This session will provide a detailed update on IBM's document capture strategy, the latest Datacap release, which is now available through IBM, and the latest developments in FileNet Capture.
	IBM FileNet Business Process Manager Product Update	Allen Takatsuka	This session will provide a comprehensive update of IBM FileNet Business Process Manager (FileNet BPM) with a focus on the newly released version 5.0. We will cover all major components, including the Java process engine implementation, process designer, widgets and mashups, eforms, Business Process Framework and Cognos Real Time Monitor (formerly CognosNOW!). In addition we will discuss considerations for customers interested in implementing IBM Case Manager with FileNet BPM.





Category	Breakout	Presenter(s)	Summary
	IBM FileNet Content Manager Update	Rodney Cockrell	IBM FileNet Content Manager has matured into an offering that goes far beyond core content repository functions. It now includes non-chargeable components* such as DB2, WebSphere Application Server, Content Federation Services (CFS), FileNet Content Manager SharePoint Web Parts, FileNet Integration for Microsoft Office, WorkPlace XT and DITA standards for advanced document management. Learn more about the latest capabilities of IBM FileNet Content Manager v5.0, and see how its many features and components provide a broad and flexible platform for the FileNet P8 family of offerings. Making Essential ECM a reality, IBM FileNet Content Manager enables your company to take advantage of the content management repository which offers the greatest depth and breadth of functionality in the industry.  * restricted use license terms apply
	IBM FileNet System Monitor Product Update	Steve Bass	Learn about important new capabilities introduced with FSM 4.5. And discover new ways that FSM can monitor your infrastructure with Business Views. IBM FileNet System Monitor proactively monitors the health of IBM FileNet Systems to increase uptime and reduce your Total Cost of Ownership. Meet your service level agreements, and provide unique visibility to Line of Business owners within your organization. FileNet System Monitor (FSM) is the tool of choice for monitoring of the ECM platform. Reduce problem diagnosis and resolution time while providing a single point for control for a distributed system.
	IBM Watson and IBM Content Analytics	Kathleen Grave	Between February 14 & 16, an IBM computer called "Watson" competed on Jeopardy!, beating two of the show's most successful contestants--Ken Jennings and Brad Rutter. More than just a game player, Watson is a breakthrough in the scientific field of open-domain Deep Question Answering and Natural Language Processing (NLP). Come learn how you can leverage IBM Content Analytics and the same NLP technology found in Watson to develop answers to your critical business questions.

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Category	Breakout	Presenter(s)	Summary
	Information Lifecycle Governance Tech Talk and Product Update	Kathleen Grave	IBM Information Lifecycle Governance (ILG) solutions enable organizations to more effectively retain, classify and archive information, efficiently meet eDiscovery obligations, and defensibly dispose of information, to lower both cost and risk. Learn about the latest ILG product updates (including Content Collector, eDiscovery, Enterprise Records, PSS Atlas and related products).
	Office Document Management and SharePoint Update	Cengiz Satir	SharePoint and Office Document Management are very popular topics these days. Learn how IBM can enable and extend Microsoft SharePoint and Office Document Management to leverage high value content combined with a comprehensive ECM application support. This session will cover SharePoint (WSS 3.0, MOSS 2007 & SharePoint 2010) Office 2003-Office 2010, CMIS and more.
	Production Imaging Edition and Other IBM Imaging Solutions Update	Reginald Twigg	While IBM continues to develop its FileNet Image Services, Image Manager Active Edition, and related products, it recently announced IBM Production Imaging Edition (a solution bundle comprising Datacap Taskmaster, FileNet Content Manager, imaging-centric workflow components, and Daeja ViewONE Pro). This presentation will provide an update on current and upcoming imaging product releases, and a detailed look at Production Imaging Edition.
	Records and Retention Management for Reduced Risk and Cost	Servando Varela	Records and information management leaders today need to meet and prove compliance with regulatory obligations, and also need to manage retention across business units and information sources. This session will help ECM and Records Information Management leaders learn more about how to extend their skills and technology assets to manage more information in concert with information and records policies to lower risk and cost, including: <ul style="list-style-type: none"> <li>Managing the complete records lifecycle, including records declaration, file plan design, classification, physical records, federation, disposition and more</li> <li>Developing the business case for records management and for value-based retention</li> <li>Managing records and retention for all information</li> <li>Special challenges in managing a global information initiative</li> <li>How to extend existing investments in IBM's ECM products to lower information cost and risk</li> </ul>
	Reducing the Costs of Explosive Information Growth with A Smarter Approach to Archiving	Jerry Bower	Many organizations are faced with uncontained information growth across email, files, SharePoint, SAP and other application data that is exceeding current infrastructure and is driving cost up and efficiency down. This session will help ECM experts understand: <ul style="list-style-type: none"> <li>The problems presented by explosive information growth across multiple information types</li> <li>The challenges with first-generation email archiving solutions</li> <li>How to extend an IBM ECM foundation with a smarter approach to archiving</li> </ul>
	Social Business Meets Enterprise Content Management	Cengiz Satir	Social and collaborative tools integrated with enterprise content are transforming how people interact, work and leverage information. As the market leader in ECM software, IBM is bringing social business capabilities to high-value, content-related applications and use cases. Join us in learning how IBM's social software and ECM portfolio together are enabling organizations to make better decisions faster by connecting people to content--and driving real business results.
	Teaching an Elephant to Dance: Using IBM CMOD to Manage Petabytes of Data with Ease	Zev Rubenstein & Kevin Kearns	As service demands grew, Viewpoint needed to enhance its industry-leading Check Archive service to keep pace with the growing petabytes of data under management while concurrently optimizing both performance and cost. Our platform of choice was IBM Content Manager OnDemand (CMOD) using IBM N series storage to enable extremely high transaction rates and availability. Throughout 2010, Viewpoint began transitioning to new IBM N series storage. At this time we have migrated approximately half of the 25 petabytes of check images Viewpoint manages for its banking customers. We have found that this technology combination of CMOD and N series storage has exceeded both our internal and customer expectations for data reliability, cost and performance. The transition to N series storage continues as we proceed with our all-disk and technology refresh projects.
	Too Much Content: Addressing the Challenges Faced by Today's Organizations	Kathleen Grave	IT departments today face a daunting problem that they simply can't solve alone: too much content. In fact, the CIO's budget is rapidly being eroded by the heavy cost of managing endless information waste which undermines the ability to make strategic IT investments. This session will cover: <ul style="list-style-type: none"> <li>The causes and effects of too much content</li> <li>The stakeholders who have a role in determining what to dispose of and when</li> <li>A process maturity model and assessment tool for determining and addressing the root causes within attendees' own organizations</li> <li>Approaches to developing an internal business case and ROI model for defensible disposal</li> <li>How attendees' can build on their existing technology assets and skills to break the cycle of data accumulation and lower enterprise information costs</li> <li>How IBM's ECM products drive a sizeable ROI from defensible disposal for the CIO and the enterprise</li> </ul>




Category	Breakout	Presenter(s)	Summary
	Unlock Valuable Insight from Enterprise Content with Content Analytics	Bob Foyle	Forward-looking organizations are recognizing new opportunities to optimize their business operations through insights gained from their unstructured enterprise content. Our customers are using these new insights to improve customer care, better assure product quality and detect and mitigate fraud by analyzing business interactions using Content Analytics. Join us to learn how your lines of business can leverage the power of content analysis to unlock valuable business insights from your enterprise content.
	Upgrading and Migrating to IBM FileNet P8	David Nguyen Softech & Associates	<p>Are you moving to FileNet P8 4.5 or 5.0? Are you moving from FileNet Report Manager to CMOD? Softech will present some of the challenges in upgrading and migrating to current IBM ECM offerings and the key decisions you will need to make.</p> <p>This session will discuss three types of upgrade/migrations:</p> <ul style="list-style-type: none"> <li>• Panagon IS/CS to FileNet P8 4.5 / 5.0</li> <li>• FileNet P8 3.x, 4.x to FileNet P8 4.5 / 5.0</li> <li>• FileNet Report Manager to Content Manager OnDemand (CMOD) or FileNet Content Manager</li> </ul> <p>Softech's many years of experience, solid references, proven methodology and tools will be presented to assist you in a smooth and successful upgrade or migration.</p>
	What's New from IBM ECM for IBM Content Manager Customers	Cengiz Satir	In this session, you will hear the latest updates on IBM ECM products, including new releases as well as new capabilities in existing products such as IBM Content Manager, Datacap, Content Manager OnDemand, and Case Management, Compliance and Analytics suites.
	What's New from IBM ECM for IBM FileNet P8 Customers	Steve Hussey	In this session, you will hear the latest updates on IBM ECM products, including new releases as well as new capabilities in existing products such as IBM FileNet Content Manager, Case Management, Production Imaging, Content Manager OnDemand, and Compliance and Analytics suites.
	Where is the Need for Advanced Case Management in Banking and Financial Markets?	Alan Horton-Bentley	<p>While the World's Financial Markets struggle to recover from the negative effects of the credit turmoil, new regulation and improved business processes will be adopted in an effort to regain trust, drive down costs and avoid unacceptable risk exposure. As a result, the Industry remains focused on the following Imperatives:</p> <ul style="list-style-type: none"> <li>• Improving liquidity via profitable and controlled growth</li> <li>• Regaining investor and client trust by reducing risk and increasing transparency</li> <li>• Reducing costs by improving efficiency</li> </ul> <p>This session centers on where IBM believes Advance Case Management will have a positive impact on addressing these important imperatives.</p>



## Diamond Level Sponsors

	<p>NetApp creates innovative storage and data management solutions that deliver outstanding cost efficiency and accelerate business breakthroughs. Our dedication to the principles of simplicity, innovation, and customer success has made us one of the fastest-growing storage and data management providers today.</p> <p>Customers around the world choose us for our "go beyond" approach and broad portfolio of solutions for server-to-storage virtualization, business applications, data protection, and more. Our solutions provide nonstop availability of critical business data and simplify business processes so companies can deploy new capabilities with confidence and get to revenue faster than ever before.</p> <p>Discover our passion for helping companies around the world go further, faster at <a href="http://www.netapp.com">www.netapp.com</a>.</p>
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## Platinum Level Sponsors

	<p>Softech &amp; Associates is an IBM FileNet Business Partner that has been implementing FileNet ECM solutions and providing FileNet migrations since 1994. Softech is a leading provider of flexible client configurable document imaging and workflow solutions and tools that allow IBM ECM customers to better leverage their investment.</p> <p>Softech provides consulting services expertise in IBM ECM solution design and architecture, system installation, implementation, application development, release upgrades, FileNet P8 migrations, high-speed document import/export, volume image conversions, media migration, system conversion and FileNet application, database and hardware platform migrations. As an authorized IBM FileNet Technical Support Provider Softech provides direct customer support to FileNet clients.</p> <p>Softech is ready to assist customers that require upgrades to their FileNet systems (Image Services/P8 Content Manager), migration from FileNet Report Manager to IBM CMOD or migration of archived data out of your OSAR to NetApp, MSAR or CSAR. <a href="http://www.softechis.com">www.softechis.com</a></p>
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## Gold Level Sponsors

	<p>CM Mitchell Consulting Corporation, an IBM Certified Partner, is a leading ECM Professional Services company. CMMC's DocSavi middleware solution is an Oracle Validated Product that leverages standard API's to provide a light footprint integration between any Oracle E-Business Suite module and IBM FileNet P8 repositories.</p> <p>DocSavi allows users to easily access their supporting documents stored in the IBM FileNet Content Manager from within the Oracle EBS applications. No new training is involved, as DocSavi maximizes the Oracle workflow and attachment functionality. DocSavi supports all documentation related to any E-Business Suite module. DocSavi has a quick ROI due its configurability and the use of existing infrastructure.</p> <p>In addition to their integration product, CMMC offers architectural design, implementation, setup and BPM services for the FileNet P8 product line as well as for the DataCap capture product.</p>
	<p>RGB Projects Inc. (RGB) provides innovative, robust IBM FileNet technology solutions for Enterprise Content Management (ECM), Business Process Management (BPM) and Advanced Case Management (ACM). Our team of FileNet consultants leverage decades of experience creating cost-effective ECM and Case Management systems to help clients manage content, re-engineer business processes and ensure compliance. We offer packaged solutions for pension administration and e-commerce, as well as technology for tablet-based solutions, and advanced searching and browsing of large folders.</p>



## Silver Level Sponsors

	<p>Riptide Server provides P8 users with a powerful server-side output management solution. With Riptide, users can output disparate document types to email, fax or printers without the document's originating application. The Riptide API provides 3rd party applications with complete control of the output process and can combine content from the repository, file system and local client. Integrate Riptide with WorkPlace or WorkPlace XT with Riptide's Connector. Set up server-side batch output processes, build packets with cover pages or simply provide users with an easier, more efficient means to output content. Riptide is one click output for P8!</p>
	<p>An IBM Premier Business Partner, enChoice® offers the most comprehensive range of enterprise content management solutions and services available, from system design and installation to deployment, hosting, and single-point-of-contact support. Solutions are offered for a wide range of business needs including content management, business process management, records management, and data protection. The company delivers fast ROI by leveraging KwikWork®, its award-winning universal user interface, to deploy IBM® FileNet® P8 quickly, easily, and cost-effectively. It is also the only company offering business continuity solutions such as CYA SmartRecovery™, its application-aware hot backup and granular recovery solution for P8 that maximizes availability while providing complete protection from all types of information loss and corruption. enChoice is a recipient of the 2009 IBM Most Distinguished Achievement Award, and possesses unrivaled ECM expertise, with over 500 implementations and 200 certifications.</p>
	<p>ImageSource® is a full-service Enterprise Content Management systems integrator, providing infrastructure and services that streamline information processes using advanced paperless technologies. We help you leverage your information assets through document imaging, distributed capture, workflow and integration with existing business software systems.</p> <p>Our comprehensive approach, including analysis, training and support, will advance efficiencies, security, compliance and competition through your entire organization.</p>
	<p>Informative Graphics Corporation is the leading developer of viewing, collaboration, redaction and publishing software.</p> <p>Brava!® is IGC's flagship product-line offers viewing, annotation, redaction and secure content sharing in a single, intuitive interface. Brava supports virtually any file, including Adobe® PDF, TIFF, Microsoft Office and all popular image and CAD formats. Brava is integrated with IBM FileNet P8 to allow organizations to more easily collaborate with colleagues, suppliers, and customers.</p> <p>Redact-It® is IGC's market-leading family of redaction products which uses patent-pending technology to remove sensitive content and privacy information as an effortless part of business processes. Redact-It works with any format and creates a PDF, TIFF or IGC's own Content Sealed Format (CSF) rendition of the redacted file, leaving the source document untouched. Redact-It is integrated with IBM FileNet Capture and IBM eDiscovery Manager to help with complete document security both inside and outside of the enterprise.</p>
	<p>Integro is an award-winning IT consultancy and software developer specializing in eDiscovery, email management, records management, and information lifecycle governance solutions on the IBM/FileNet platform. As a Premier IBM Business Partner and leading specialist, Integro has designed and delivered hundreds of successful solutions for customers. Integro's solutions directly impact the bottom line, drastically reducing eDiscovery and IT management costs, minimizing risk, ensuring regulatory compliance, and boosting user productivity.</p> <p>Integro's product, Integro Email Manager (IEM), performs Information Lifecycle Governance of non-records and classification of records through 'autoclassification with human oversight'. IEM addresses the critical need in today's enterprises to keep the email that is important for business and legal obligations, and eliminate the costs and risk exposure associated with day-to-day email.</p>
	<p>VirtualViewer®, Snowbound's pure HTML Zero Footprint viewer makes reviewing, collaborating, and processing documents quick and easy. It gives you anytime, anywhere access to your documents whether on your computer or on the go with your mobile device. VirtualViewer integrates with your IBM and FileNet application(s) to provide a universal User Interface for users to quickly and securely view, annotate, redact, and manipulate multiple formats including: PDF, Word, Excel, IBM ImagePlus MO:DCA (AFP, IOCA, MMR, PTOCA), TIFF, and more. VirtualViewer is the only pure HTML viewing solution you need to view virtually ANY document or image format, on ANY platform, anywhere. Complimentary trials/demos available at <a href="http://www.snowbound.com">www.snowbound.com</a>.</p>

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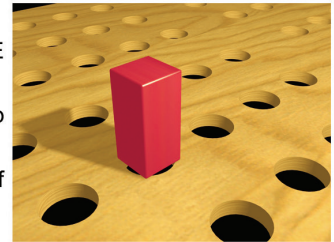


## Upgrading IBM FileNet P8 3.x to IBM FileNet P8 4.5/5.0

It could be like trying to put a square peg in a round hole...if you do it alone.

### CHALLENGES your company may face tackling a system upgrade:

- FileNet P8 3.x to P8 4.x/5.x is a change of underlying architecture from Microsoft technology to J2EE technology that may be of unfamiliar territory for your in-house resources.
- Costly Maintenance of System Administration: Installation & Configuration expertise is very costly to acquire and maintain and the infrequency of usage are inefficient to have in-house resources.
- The Chicken and Egg problem: mapping data and security structures requires detailed knowledge of both old and new versions – BUT you would not gain expertise until after you've migrated the system.



We have extensive experience performing several successful upgrades. You will have a transparent view of the upgrade tasks via our methodology, project plans, reports and as-build documentation for your future reference. Contact us for assistance with your FileNet P8 upgrade.

## Need to migrate or consolidate your images, documents, and COLD reports to the latest IBM ECM product suites?

### Migrating FileNet Panagon IS 3.x, 4.x system to FileNet P8 4.5/5.0

#### STUMBLING BLOCKS to clear in your IS to P8 migration

- Panagon IS and P8 are two different products based on different architectures.
  - Content Federation Services vs. Data Migration options
  - Applications developed on Panagon IS must be converted to P8 ECM applications.
  - Storage options may not be supported on the new system
  - Migrating large volumes of data in a timely manner requires experience and high performance migration tools.
  - The migration process should not impact or interrupt production.
- Softech's experience and migration tools can isolate impact to the production environment.

### Migrating FileNet Report Manager to IBM Content Manager OnDemand (CMOD)

#### HURDLES to overcome migrating your RM to CMOD.

- FileNet Report Manager and IBM CMOD are two different products. Performing the migration successfully in a timely manner requires extensive product knowledge and experience in addition to robust and high performance migration tools.
  - IBM CMOD is IBM's direction for Report Management.
  - Exporting data from RM is challenging due to its proprietary storage format.
  - Mapping RM report formats and templates to CMOD report templates require knowledge on both products.
- Softech's tools and processes have been successfully used and deployed in customer projects.

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Long Beach ECM UserNet

Visit us at our booth and Breakout Session:  
Upgrading and Migrating to IBM FileNet P8



### Softech Value Add Offerings

- Child Services Enforcement
- Motor Vehicle Citation Processing
- Contracts Lifecycle Management
- Land Survey Workflow and Reporting
- DataTran
- Offline Content Access



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# IBM® System Storage™ N series

Fast, Efficient Storage Solutions for IBM Enterprise Content Management



Learn About  
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**Visit the NetApp booth to see how IBM N series can help you reduce risk, cost and complexity for your Enterprise Content Management environment.**

IBM ECM applications on IBM N series storage require half the storage space, increase business agility, and reduce risk compared to traditional solutions.

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- Reduce business interruptions with **unique hot backup** and application-consistent recovery capability for the *entire* IBM ECM application, even if federated.
- Use up to 50% less storage end-to-end for IBM ECM environments.
- IBM N series includes deduplication and compression to help you store more data using less disk, and even works for file versioning and compliance content!
- Supports FileNet P8, FileNet IS, Content Manager and CMOD.

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