



IOD 2013 - ECM breakout sessions



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IOD 2013 - ECM breakout sessions



Advanced Case Management Track

| Track | Title | Abstract | Speaker |
|-------|---|---|---|
| ACM | Upgrade IBM FileNet P8 V4.5.1 to FileNet P8 V5.1 | In 2012, US Bank completely upgraded 32 custom applications from IBM FileNet P8 V4.5.1 to FileNet P8 V5.1. This included software ranging from small, simple applications to highly customized programs. All applications were successfully upgraded in a single weekend. This presentation examines the project management skills necessary to accomplish this task at any organization, the collaboration between development and administration, and the technical challenges to expect and avoid. | Andy Waterous, US Bancorp |
| ACM | Smarter Commerce With Customer Service Solutions From Capgemini and IBM Case Manager | Learn how the Capgemini Collaborative Customer Interactions solution makes customer service more efficient, flexible, and centered on business value. Built using IBM Case Manager, this solution offers a complete set of accelerators to handle business processes and documents related to customer relationship management. | Michael Green, IBM David Caldeira, IBM Scott Siegel, Capgemini |
| ACM | Zurich Mexico Deploys IBM Case Manager | Zurich Mexico selected IBM Case Manager to revamp their policy collection, underwriting, and issuance processes. These processes were designed, integrated, implemented, and taken into production in a span of three months working in concert with Datum Consulting Group. Come listen to Zurich Mexico's CIO, Mauricio Nunez, share his experience in bringing this new technology to the forefront at Zurich Mexico. Representatives from Datum Consulting Group, an IBM Business Partner, are also on hand to discuss their challenges and successes during this deployment. | Mauricio Nuñez, Zurich, Mexico Amar Bukkasagaram, Datum Consulting Group Mike Fannon, IBM |
| ACM | Claim-to-Payment: Advanced Case Management Using IBM Case Manager at the Texas Office of the Attorney General | Managing claims has its share of challenges. Program applications processing, eligibility determination, case management, and claims payouts are just a few of the obstacles to consider. Solutions built using IBM Case Manager can help by automating tasks. Tasks that can be streamlined with automation include application comparison searches, rules-based case assignments, and workload balancing. Additionally, provisional routing, claim payout processing, total payout capping, and appeals management can benefit from automation. Join Adjacent Technologies in an exploration of this IOD award-nominated solution, including how it helped streamline victims of crime compensation claims at the Texas Office of the Attorney General. | Richard Downing, Adjacent Technologies Rudy Montoya, Texas Office of the Attorney General |



IOD 2013 - ECM breakout sessions



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|-------|---|--|---|
| ACM | How IBM Case Manager Works With IBM Business Process Manager | Learn how to use IBM Business Process Manager in an IBM Case Manager implementation. | David Caldeira, IBM Marc Smith, IBM |
| ACM | Creating Mobile Case Solutions With IBM Case Manager | This session demonstrates how to easily use IBM Case Manager and its new mobile capabilities to create case solutions for your mobile workers. See examples of how to harness mobile case solutions to improve the efficiency and responsiveness of your operations. | Oren Paikowsky, IBM Mobile ECM Shimon Stark, IBM |
| ACM | Advanced Intellectual Property Solution: Leveraging ICM to track and monetise intellectual property | As the world leader in patent submission, IBM needed a web-based intellectual property management system for the complete IP lifecycle. IBM Research, leveraging IBM Case Manager, developed a solution that maximises the value of intellectual property assets by aligning IP and business strategies, driving an entity's innovation process. The Solution helps in identifying, tracking, and defining assets and licensing to minimise waste and maximise value. It increases IP personnel efficiency by standardising and automating processes, and is low enough in cost to justify as an SG&A expense. | Rick Hamilton, IBM |
| ACM | Customizing IBM Case Manager web applications | In this session, learn about the new capabilities in IBM Case Manager. These functions provide greater flexibility and time-to-value when customizing the user interface for your case management solution. | Gary Guo, IBM Kevin Trinh, IBM |
| ACM | Deep Dive Session on Solution Design with IBM Case Manager | Case solution design is critical to any successful case management deployment. IBM Case Manager 5.2 includes several enhancements to improve solution designing, such as Collaborative Case Designing, Page and property view layouts, JRules integration into Case Type, Enhanced Step designer, IBM One UI etc. In this session, learn how multiple people can work on the same solution and create various artifacts in a concurrent manner. The session also covers how tighter JRules engine integration simplifies rule design into tasks in a case type. | Srinivas Jandhyala, IBM India Ltd Rajagopalan Krishnan, IBM |



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[Content Analytics Track](#)

| Track | Title | Abstract | Speaker |
|-------|---|---|--|
| ICA | IBM Content Analytics at the State Office of Criminal Investigation to Analyze a Real World Phishing Case | A successful IBM Proof of Technology was performed at Germany's largest State Office of Criminal Investigation in North Rhine-Westphalia. IBM Content Analytics analyzed unstructured content like ICQ chat logs and websites that undercover police officers intercepted from a communications server. Nine months of manual investigation were necessary to identify the prime suspects responsible for illegal money transactions using a real-time online banking Trojan horse virus called Katusha. IBM Content Analytics was challenged by the state office to demonstrate its analytical capabilities on this closed case. Three weeks were given to the IBM team to analyze the data and present what they found at the end of the Proof of Technology. | Andreas Schneider, IBM Germany Marcus Gross, IBM Germany Jeffery Sumner, IBM |
| ICA | Content Classification: How to implement Content Classification - A Technical Overview | Automatic Classification will vastly improve the efficiency and reliability of the organization of your content. In this session we'll review IBM Content Classification, and show how to configure and train it to improve your defensible disposal, content discovery and content based processing. | Josemina Magdalen, IBM Oren Paikowsky, IBM Mobile ECM |
| ICA | NASA's Use of IBM Watson Technologies for Enhancing Innovation and Enabling Mission Success | NASA Langley Research Center's mission is to advance science and technologies for aeronautics and exploration to enhance knowledge, education, and innovation. This presentation focuses on how NASA has investigated and used IBM Watson technologies to enhance the knowledge mining capabilities of scientists and engineers. The primary focus of this presentation is the usage and evaluation of IBM Content Analytics. It examines specific use cases for analyzing patterns and clusters in aerospace research topics, and helping identify potential areas for new research opportunities. It examines concepts for the NASA Watson prototype being worked on by the IBM Watson group. | Manjula Ambur, NASA Langley Research Center |



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| ICA | Security First Insurance: Disaster in a Socially Connected World | When thousands of customers rush to contact their insurance company after a natural disaster, its no surprise that call centers get very busy. Additionally, customers now contact insurers through their social media accounts in hopes of reaching an employee. Fortunately, social media has now become a viable communications channel during a major disaster. This session will explain how Security First Insurance has significantly advanced its ability to engage with customers by employing IBM content analytics and Integrities SMC4 solution. Now when customers contact Security First Insurance through their iPhones, Facebook, Twitter, LinkedIn or email, they receive the same timely attention as when they call the company or go to the web portal. | Werner Kruck, Security First Insurance Michael Veenswyk, Integritie |
| ICA | Using IBM Content Analytics for JASMIN: Information System for Military Communications in Germany | This session details the use of IBM Content Analytics on selected data for specific tasks in military communications. Experiences and plans are shared for using Content Analytics after its first successful phase of implementation at the German Department of Defense. | Hanno Wiechmann, IBM Jeffery Sumner, IBM |
| ICA | Embrace Big Data: How NC State Uses IBM Content Analytics, BigInsights, and PowerLinux for Business Analytics | The Center for Innovation Management Studies at North Carolina State University has been working closely with IBM. Their goal for almost four years has been to develop technologies and business processes that allow users to conduct business analytics on unstructured data in a cloud environment. Numerous studies used solutions from IBM, including IBM Content Analytics, IBM InfoSphere BigInsights, and IBM PowerLinux. This research focused on how unstructured text analytics can be used to address specific company needs. A wide range of industries participated in these research activities. This session explores the collaboration between NCSU and IBM on big data analytics. | Mike Kowolenko, North Carolina State University |
| ICA | Content Analytics for Mergers and Acquisitions | Apache Corporation engaged Dayhuff Group, an IBM Business Partner, to perform a proof of concept for IBM Content Analytics. Fine-tuning a proof of concept can require extensive time and effort, but Dayhuff Group was able to change the direction of the proof of concept within 12 hours of Apache's request. The scope of the Content Analytics proof of concept changed from a broad data review to a specific language analysis of unstructured oil and gas contractual documentation. Come listen as Apache describes the proof of concept, the effort spent, and their experiences with IBM Content Analytics. | Brian Grear, Apache Corp Dwight Bowman, Dayhuff Group |



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| ICA | IBM Content Analytics With Enterprise Search Product Update and Demonstration | By using IBM Content Analytics with Enterprise Search, organizations can benefit from having both an industry-leading enterprise search solution and an advanced content analytics solution. This combination can be used to gain the most value from your information repositories. Attend this session for a product overview and live demonstration of Content Analytics with Enterprise Search. | Bob Foyle, IBM Julie Vaccaro, IBM |
| ICA | IBM Content Analytics With Enterprise Search: Finding the Right Information at the Right Time | Companies have invested in numerous technologies to manage and control enterprise information, but the widespread nature of these investments has resulted in information silos and redundancies. A problem for all organizations and workers is finding the information you need, when you need it. IBM Content Analytics with Enterprise Search delivers knowledge-driven, semantic search capabilities that provide greater accuracy, deliver business context, and accelerate time to knowledge. Come see how true Enterprise Search helps customers move beyond embedded and federated search. | Bob Foyle, IBM Julie Vaccaro, IBM |
| ICA | Bringing Enterprise Search to Market | Phoenix Contact is a worldwide manufacturer of components, systems, and solutions in the area of electrical engineering. They implemented a unique approach to integrating IBM Content Analytics as a central element in web content management for their multilingual websites and applications. Beyond simple website text search, Phoenix Contact used advanced techniques like deep integration of customer processes and web content. Topics explored in the session include powerful custom ranking, query pre-processing, user-based security, custom seed lists, event-based index modifications, and more examples of how to cultivate real business value. | Daniel Schoppmann, IBM |



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Document Imaging and Capture Track

| Track | Title | Abstract | Speaker |
|---------|--|--|--|
| Imaging | Best Practices in Designing IBM Datacap Taskmaster Applications | This session presents practices in designing IBM Datacap Taskmaster applications based on specific customer needs. Various technologies can be used in designing an application, such as FastDoc, Flex, APT, Medical Claims, or even building the application from scratch. This presentation addresses the selection criteria for the best methods and technology to use in the application development process. | Krish Lakshminarayanan, IBM |
| Imaging | Imaging and Capture Product Update | This session provides an update on IBM imaging and capture products. It overviews the latest releases in IBM Datacap, IBM Production Imaging Edition, and new additions to the IBM imaging and capture portfolio. Product functions, use cases, and licensing are covered. | Thomas Simalchick, IBM Patrick Chesnot, IBM Jun Xu, IBM Reginald Twigg, IBM |
| Imaging | How Union Bank Implemented Time and Production Efficiencies Using IBM Datacap | Union Bank identified high-volume, high-risk processes that included manual steps. Using IBM Datacap, Union Bank was able to streamline processes for both structured and unstructured documents. Datacap helped in eliminating the index and commit steps of scanning bar-coded documents. Datacap was also used to integrate IBM FileNet Imaging Services. Datacap's optical character recognition technology was used to improve process efficiency by extracting viable data from unstructured documents and creating transactional data streams for backend applications. | Albert Pena, Union Bank David Gomez, Union Bank |
| Imaging | Mobile and Multifunction Peripheral Transactional Capture to IBM Datacap and Enterprise Content Management | AutoStore is a server-based application that orchestrates the capture and secure delivery of paper and electronic documents into business applications. It is suited for organizations of all sizes that want to eliminate error-prone manual document handling. AutoStore uses your existing infrastructure and captures information from sources such as multifunction peripherals and smartphones. The captured information is then processed based on your organization's predetermined workflow. When processing is complete, the documents, and the keywords describing them, are distributed to any number of locations. Destinations can be FTP sites, secure network folders, or even IBM Datacap, IBM Content Manager, or IBM FileNet P8 repositories. | Anthony Vigliotti, Notable Solutions, Inc. |



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| Imaging | Building a Solid Output Strategy with IBM Content Navigator | Using multiple ECM repositories to achieve document management needs is becoming the norm. IBM Content Manager OnDemand (CMOD) allows you to archive your print assets while engaging the powerful business process engine of IBM FileNet P8 to use the knowledge gained from your company's content. The emergence of IBM Content Navigator allows organizations to seamlessly integrate CMOD, FileNet P8, and IBM Content Manager. This single interface for all repositories allows you to take advantage of content across the enterprise. Content Navigator requires the development of a strong document output strategy while combining the value of various IBM repositories. | Jay Baumgarten, ASE, a CrawfordTech Company |
| Imaging | IBM Datacap Taskmaster Custom Actions: Best Practices | Custom actions in IBM Datacap Taskmaster provide unparalleled power and flexibility in customizing your data capture application. One of the most experienced engineers from IBM Software Services presents the critical components of developing solutions with Datacap Taskmaster. Functions and libraries that are important, but often underused, are explored in this session, in addition to proven methods for using Datacap Taskmaster. Topics covered include supported programming languages, exception handling, debugging techniques, web service and database calls, and third-party integration. Other programming tricks and shortcuts that allow you to get the most from your Datacap investment are examined. | Brian Vaughn, IBM |
| Imaging | Capturing Content With Your Mobile Device | This session gives you a preview of some of the new capabilities being developed for directly capturing content with your ordinary mobile device. Join this session to better understand how to use mobile document capture for improving efficiency and responsiveness in your operations. | Mattias Marder, IBM Michael Davidovich, IBM |
| Imaging | Extracting Meaning From Medical Documents Using IBM Datacap Taskmaster Capture and IBM Content Analytics | Routine data entry has become automated using basic recognition technology, but many tasks still require skilled experts to read and understand more complex information. This session presents a live demo on how to automatically extract meaning from documents using IBM Datacap, IBM Content Analytics, and IBM Content Classification. The demonstration shows how the system's optical character recognition can classify medical correspondence based on text content. The system then applies Natural Language Processing to automatically extract and emphasize specific diseases, symptoms, and procedures based on the context of the captured text. | Ben Davies, IBM Ben Antin, IBM |



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| Imaging | Processing Images Stored in IBM FileNet Content Manager Using IBM Datacap | Images can arrive in an IBM FileNet system through many different methods. Many organizations have millions of images already stored and cataloged in their existing systems. Even after documents are stored, you can use IBM Datacap to enhance, convert, burst, classify, and extract data. You can also unlock information contained in archived images. Using web services for Datacap, this session shows how documents stored in IBM FileNet Content Manager can be processed using IBM Datacap Taskmaster. | Ben Antin, IBM |



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ECM Solutions Track

| Track | Title | Abstract | Speaker |
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| Solutions | Electronic Personnel File Management for SAP ERP Using xft Add-On Products for SAP | Cost control and cost reduction are ongoing requirements for all organizations. Learn how process management and automation in human resources can lead to higher productivity within your company. Holistic business process management requires the integration of transactional records with both paper and electronic documents and workflows. A highly cost-effective add-on solution to SAP HR is xft personnel file. This solution integrates electronic records into your SAP personnel file. | Jochen Hager, xft |
| Solutions | Account Opening Document Life Cycle Management at Northern Trust | This presentation provides insight into how Northern Trust Bank is building a service-oriented architecture (SOA) based implementation for the creation and management of documents in an Account Opening process. Built as part of an End to End (E2E) Onboarding Project, this solution is designed and implemented to optimize common processes for opening, maintaining, and closing accounts across all lines of business, products, and geographic regions. | Bob Schwarz, Northern Trust Bank Venkat Srinivasan, Northern Trust Bank Kiru Veerappan, Prolifics |
| Solutions | Smarter Content Drives Smarter Cities | State and local governments face increasingly complex challenges providing citizen-facing services without increasing costs. This session explores integrations of content and processes in IBM FileNet Enterprise Content Management products with IBM Smarter Cities Intelligent Operations Center applications. The purpose of this session is to provide insight into how content can improve Smarter Cities. Topics include a demonstration of a citizen-generated alert flowing through the IBM Intelligent Operations Center to initiate a case in IBM Case Manager. The case then retrieves related documentation from the city's content repository. | Fred Heilbronner, Document Access Systems Burton Boucher, IBM |
| Solutions | Combine the Best: Highly Integrated Enterprise Content Management for SAP Solutions from xft and IBM | Learn about highly sophisticated enterprise content management solutions for SAP. These solutions were jointly developed by xft and IBM. The solutions are characterized by a high level of integration with SAP, and scalable, high-performance capture and archiving technology. This presentation outlines the advantages of integrating various solutions from xft with IBM Content Collector for SAP and IBM Taskmaster. This session includes demonstrations of SAP HR file management and accounts payable, in addition to SAP PLM, email, and office integration. | Jörg Stolzenberg, IBM Holger Koenig, IBM |



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| Solutions | Overview of Intelligent Investigation Manager: Changing the Game in Fighting Fraud | Join us as we walk you through how Intelligent Investigation Manager is changing the game in terms of how organizations fight fraud. IIM combines case management, link analysis and content analytics to optimize the investigation of fraudulent activity. We will walk through use cases, give an overview of the solution and show how it fits into IBM's broader point of view on fighting fraud. We will describe key features, including industry specific solution packages that you can directly apply to your specific requirements. Finally, we will walk you through specific customer implementations and do a demonstration of the capabilities in the context of a real fraud scenario. | Jeff Douglas, IBM |
| Solutions | Case Study: Smarter Telehealth management and Improved Well Being for Good Samaritan Society Clients | Learn how The Evangelical Lutheran Good Samaritan Society, the nation's largest not-for-profit faith based provider of senior care and services, is partnering with IBM to transform its service offerings and improve client well being. Hear how the Society will be working with IBM in utilizing the IBM care management solution to enable multiple medical device streams to be visualized and analyzed in one holistic view of the client. This will improve care coordination and maximize labor efficiencies for remote client monitoring. Learn why the Society chose IBM technology, including robust content extraction, predictive models and similarity algorithms, to serve as the basis for its innovative Bundled Payment/Client Advocate program. | Craig Rhinehart, IBM Rusty Williams, The Evangelical Lutheran Good Samaritan Society |
| Solutions | How IBM Patient Care and Insights complements the Healthcare Analytics QuickStart, Initiate MDM, and IBM WebSphere | IBM Patient Care and Insights provides advanced analytics and care management technology. These tools enable healthcare organizations to derive insight from the full breadth of patient information, acquired from multiple systems and care providers. To facilitate access to clinical, financial, and social data, IBM Patient Care and Insights integrates with complementary IBM healthcare solutions including the IBM Healthcare Provider Data Model, IBM WebSphere Message Broker Connectivity Pack for Healthcare, and IBM Initiate Master Data Management. This session examines technical aspects related to the integration of these solutions with IBM Patient Care and Insights. | Andy Jacobs, IBM |



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ECM General Track

| Track | Title | Abstract | Speaker |
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| General | IBM Content Manager OnDemand for Smarter Content: Product Update | Managing enterprise report data is critical to customers being able to reduce costs, increase customer satisfaction, and increase user productivity. Such management includes providing fast access to essential report and print content required by Smarter Commerce applications. Review the latest capabilities introduced in IBM Content Manager OnDemand V9.0 including security, performance, and usability enhancements. Discover why Content Manager OnDemand is your solution for smarter content. | Greg Felderman, IBM Neil Parrott, IBM Thom Garcia, IBM |
| General | Optimizing Customer Communications and Self-Service With High Performance | Today's fast-paced, constantly connected consumers expect instant access to information that has traditionally been delivered in printed format. These customers seek partnerships with organizations that embrace the ecologically friendly delivery of information, but still constantly expect full access. IBM Content Manager OnDemand embraces these concepts. Enable your organization to meet these requirements while saving costs associated with print, fulfillment, and retention of critical transaction documents. Explore novel use cases that seamlessly connect today's e-commerce applications with online consumers and constituents. | Thom Garcia, IBM Neil Parrott, IBM William (Bill) Shute, Viewpointe |
| General | IBM Enterprise Content Management System Monitor: Travelers Implementation Strategy | This session reviews the implementation strategy of IBM Enterprise Content Management System Monitor at the Travelers Companies, Inc. Topics covered include features of the products that were used, methods for setting up alerts, strategies for the use of alert levels, event forwarding guidelines, and what customizations were made. Additionally, the presenters share the results they have achieved and how to keep up with their changing environment. | Joseph Bilski, Traveler |
| General | What is New for the IBM FileNet Portfolio | Attend this session to learn about the latest developments for the IBM FileNet product line. Learn about new functions that can help you manage your enterprise content. Grow to meet the increasing demand on production imaging, collaboration, and social business with FileNet. | Stephen Hussey, IBM Susan Chen, IBM |
| General | What is New for the IBM Content Manager Portfolio | Attend this session to learn about the latest developments for the IBM Content Manager portfolio. Learn about new capabilities in the IBM Enterprise Content Management portfolio that can help you manage your enterprise content and grow to meet your increasingly demanding business requirements. | Stephen Hussey, IBM Shailesh Gupta, IBM |



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|---------|--|---|--|
| General | A Tale of Two Migrations: A Contrast Between Two Large-Scale Migrations of Image Services to IBM FileNet | After completing a 45 million document migration in 18 months, MassMutual looked for a simpler, less-invasive approach for the remaining 100 million documents. This session reviews the issues MassMutual encountered with a traditional migration approach, and presents a different approach. This approach can significantly increase the overall throughput while reducing the burden on existing systems, especially the image services system. With this approach, MassMutual estimates that they can complete the migration of the remaining 100 million documents in 2013. | Paul Thibault, MassMutual Manoj Bagga, MassMutual |
| General | Upgrade IBM FileNet Through Migration to the Cloud | IBM FileNet P8 V4.0 was originally deployed in the Fall of 2008. Over the ensuing years, the environment was patched one time. When extended support became necessary, approval was given to start researching options. While exploring options, it was realized that there were a number of cloud offerings that were viable. It was determined that the biggest challenges around patching and upgrading were related to the internal availability of resources. After many discussions at IOD 2012, an RFI was created that solicited responses along two tracks. Those tracks were to upgrade on company premises, or migration to a Software-as-a-Service (SaaS) solution. Migration to a SaaS vendor was selected, and work is expected to begin during July of 2013. | Jeffrey Campbell, Yale University |
| General | CMIS and IBM Content Manager: Success and Frustration, an Implementation Story | CMIS can be a challenge to implement. Functions were added to IBM Content Manager in recent versions to better align with CMIS and other folder-based products. Most important of these changes are the concepts of a universal file name and a hierarchical folder model. At the Principal Financial Group, there are hundreds of existing item types and nearly one billion documents that do not conform to these changes. Fortunately, CMIS for IBM Content Manager can work with these existing item types, but not without tradeoffs and complications. This session is the success story of how the Principal Financial Group implemented CMIS, the tradeoffs they made, and the complications that arose. | Jake Pavlovec, Principal Financial Group |



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| General | IBM Content Navigator: The Enterprise Content Management User Experience | IBM Content Navigator is a transformative platform for building enterprise content management (ECM) user experiences, whether using its out-of-the-box interface with configuration, customizing it or building entirely new applications that are compatible with both IBM ECM and third-party systems. In this session, you will see the latest Navigator innovations for conventional web, desktop and mobile users. Learn how Content Navigator can accelerate the deployment of intuitive and engaging ECM experiences on IBM FileNet Content Manager, IBM Content Manager, IBM Content Manager OnDemand, and CMIS repositories. | Stephen Hussey, IBM Ian Story, IBM |
| General | Once Upon a Bank: How to Accelerate Your Retail Business by Using IBM Enterprise Content Management | This session is a success story of real project experience from building centralized electronic document management with distributed scanning on bank branches and departments for client contract documentation. The benefits and savings of moving toward paperless operations between branches and back-office departments are shared. Optimize your retail client handling processes with the automated document classification and intelligent document content recognition indexing from IBM Datacap. | Martin Lukac, UniCredit Bank Slovakia a.s. Jan Sehnal, UniCredit Bank Slovakia a.s. Roman Knazko, IBM |
| General | How to Integrate IBM Enterprise Content Management Solutions With Microsoft SharePoint and IBM Connections | The session covers use cases for IBM Enterprise Content Management content and tasks that must be accessed with Microsoft SharePoint and IBM Connections. Topics covered include overall integration architecture on how to integrate IBM Content Navigator and IBM Case Manager with Sharepoint and Connections. Several real life examples on how to easily implement the integration are shared. While this session features some complex technical content, it is also helpful for business decision makers who must understand the possibilities and business impact of social and enterprise content management integration. | Ari Juntunen, Elinar Oy Ltd, Petri Sysilahti, Elinar Oy Ltd |
| General | erasa-Experian: Supporting Non-Stop Six Million Daily Inquiries at the Largest Latin America Credit Bureau | Serasa-Experian, a leading information services group, selected IBM Content Manager OnDemand as the cornerstone of its business in Brazil. The major asset of Serasa-Experian is a credit information database going back 12 years. This database consists of 45 applications backed by an IBM Content Manager OnDemand repository of image file formats and AFP reports. Six million online credit inquiries arrive at this infrastructure daily with almost 100 percent availability. | Luciano Franklin, Serasa-Experian |



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| General | Creating Enterprise Content Management Mobile Applications Using IBM Worklight and IBM Content Navigator | A new version of IBM Content Navigator has been released with many great functions for building your own mobile application enabled for enterprise content management (ECM). This session features a walkthrough of using IBM Worklight Studio to create an ECM iPhone app. | Oren Paikowsky, IBM Mobile ECM Michael Davidovich, IBM |
| General | Case Study: How To Establish an Information Agenda in a High Tech Engineering Company | This session demonstrates how to develop an information management solution that helps customers use content coming from disparate sources. This solution affects most of the company examined including engineering, sales, and account management. Also included is the migration of the customer information assets from a competing document management system to an IBM Enterprise Content Management repository. The solution, based on IBM technology, decreased the time needed to find information by approximately 40 percent. The IT maintenance costs for the information infrastructure were also reduced by approximately 25 percent. The presenters give a brief outlook for their next steps, including a collaboration and portal strategy with analytics. | Stephan Rossbach, GIS AG Bernd Finger, IBM Deutschland |
| General | IBM FileNet Distributed Deployments | Over time, more enterprises are using, or contemplating, the international distribution of resources for managing content. Long-distance communications can add unique challenges to the design process. This session describes IBM FileNet capabilities aimed at distributed deployments. Also described are several common patterns and alternatives for how systems can be deployed and managed. | Bill Carpenter, IBM |
| General | Moving From eClient to IBM Content Navigator | This session reviews considerations for taking solutions that were realized with eClient for use with IBM Content Manager V8 and IBM Content Manager OnDemand, and moving them to IBM Content Navigator. | Brett Morris, IBM Raghuram Tadipatri, IBM |



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Information Lifecycle Governance Track

| Track | Title | Abstract | Speaker |
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| ILG | Developing A Holistic Governance Program | In this session, learn how IBM's customers use defensible disposal solutions to automatically apply legal holds to information, establish an executable retention schedule for all information, archive and retain information based on its value, and defensibly dispose of valueless information. | Geoff Barneby, IBM |
| ILG | E-Discovery Solution Enhancements and Strategies for Success | For many organizations, the annual cost of eDiscovery is estimated at \$18,000 per gigabyte. Join this session to learn how IBM's latest eDiscovery management solution capability enhancements -- including in-place evidence assessment and collection from disparate data sources with StoredIQ -- can lower your company's eDiscovery costs. | Adele Carboni, Hess Corporation Amir Jaibaji, IBM |
| ILG | Legacy Data Cleanup and SharePoint Governance | Companies have a data hoarding problem. In fact, much of the data in an organization is redundant, obsolete, or trivial and has the potential to be deleted. How can we clean up legacy data? What can we do to control SharePoint sites that are over running business and IT controls very quickly once deployed? Join this session to hear about the best practices for cleaning up corporate clutter, assessing SharePoint environments, and maximizing the data that matters. | Adele Carboni, Hess Corporation Amir Jaibaji, IBM |



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Social Content Management Track

| Track | Title | Abstract | Speaker |
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| SCM | CMIS Across IBM Product Lines: What is New? | This lecture covers all aspects of CMIS across IBM product lines with an emphasis on what is new in enterprise content management in 2013. Topics include what has already arrived this year like Navigator R3, and all of the changes that are coming with technology preview discussions for CMIS V1.1. | Scott Malabarba, IBM Jay Brown, IBM Florian Muller, SAP |
| SCM | Living and Working Social: It Is Not Just About the Conversations and Topics | Today, a great deal of content is presented in various social forums on mobile devices, the desktop, and the web. Businesses must access this content while ensuring appropriate governance. Context is the key to bringing relevance, intelligence, and insight to content. Integrating teams, communities, and social elements into analytics, governance, imaging, and content and case management is what social content management is all about. Join this session for a compelling conversation about how you can transform your business into a social business. | John Mancini, AIIM Cengiz Satir, IBM Richard Medina, Doculabs |
| SCM | Integrating IBM Connections with IBM Content Navigator | The modern content management system must not only be intuitive and accessible from anywhere, but it must also support open standards like CMIS for extending to third-party content systems. It must also provide an extensible system whereby organizations can quickly integrate existing applications and components of those content applications that allow businesses to get the most out of their IT investments. See how Elinar, a premier IBM Business Partner, has customized IBM Connections with IBM Content Navigator. | Ari Juntunen, Elinar Oy, Ltd Ian Story, IBM Firas Yasin, IBM |
| SCM | How to Integrate Your Systems of Engagement With Your Systems of Record | This session explains why it is important to prioritize social-enabled enterprise content management (ECM) applications. These applications integrate your systems of engagement with your solid systems of record. The session then classifies these social-enabled ECM applications into three groups and explains the benefits and consequences of implementing each. The best roadmaps for typical organizations are then outlined, and you are shown how to calculate the ROI for candidate opportunities. This session uses IBM ECM and IBM Social Business products as examples throughout. | Richard Medina, Doculabs |



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| Track | Title | Abstract | Speaker |
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| SCM | Best Practices for Implementing FileNet with Connection/Connections Content Manager | In this detailed best practices session, customers and partners alike will be taken through the most common scenarios for implementing Connections Content Manager with IBM FileNet, e.g. Virtual Member Manager (VMM) considerations with existing FileNet installations. | Tom Brawn, IBM Scott Malabarba, IBM |
| SCM | Living and Working Social: It Is Not Just About the Conversations and Topics | Today, a great deal of content is presented in various social forums on mobile devices, the desktop, and the web. Businesses must access this content while ensuring appropriate governance. Context is the key to bringing relevance, intelligence, and insight to content. Integrating teams, communities, and social elements into analytics, governance, imaging, and content and case management is what social content management is all about. Join this session for a compelling conversation about how you can transform your business into a social business. | John Mancini, AIIM Cengiz Satir, IBM Richard Medina, Doculabs |
| SCM | IBM Content Foundation: Nimble, Consumable, Social, and Mobile | Join this session for a product update on the new IBM Content Foundation offering. In this session, customers and partners learn about the new capabilities of this powerful content offering. | Cengiz Satir, IBM Stephen Hussey, IBM |
| SCM | A Global Social Collaboration and Content Management Architecture and Deployment Strategy | The United Nations established a strategy for global social collaboration and content management architecture and deployment. To achieve these goals, their teams needed effective collaboration, document sharing, and the ability to follow established procedures. The UN needed a unified tool set capable of providing these functions to all of its 16 permanent missions. Additionally, the UN needed these same services at its temporary sites. The UN needed a strategy that allowed teams to deploy quickly to critical mission areas. Using IBM Connections Enterprise Content Edition, the UN provided unified services for email, social collaboration, document management, and business process management to its missions around the world. | Greg Morin, IBM Richard Rose, IBM |
| SCM | Content and Connections, Managing Documents in the Social Business | IBM Connections Content Manager (CCM) is the industrys first integrated offering combining a Social Business Platform (IBM Connections) with an Enterprise Content Management solution (FileNet CM). IBM Connections combines social collaboration tools like rich user profiles, Wikis, Blogs, Forums, Media Galleries, Ideation, Surveys and much more into one Social Platform that now also provides integrated Document Management. We will demonstrate the value our customers gain from Connections Content Manager and give an insight into the products full capabilities. | Rene Schimmer, IBM Heidi Ambler, IBM |



IOD 2013 - ECM breakout sessions



| Track | Title | Abstract | Speaker |
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| SCM | An Exploration of Social Content Management with IBM FileNet, IBM Connections, and IBM Content Navigator | IBM FileNet Content Manager V5.2 and IBM Connections V4.5 work together to provide rich social content management capabilities in a highly collaborative environment. Join the technical exploration into this new integration to learn what you can do, how it works, and how it can solve your organization's social business challenges. Learn how IBM Content Navigator and its new social features complement and interoperate with IBM Connections. Leave this session with new ideas for social content management in your organization. | Scott Malabarba, IBM Tom Brawn, IBM |