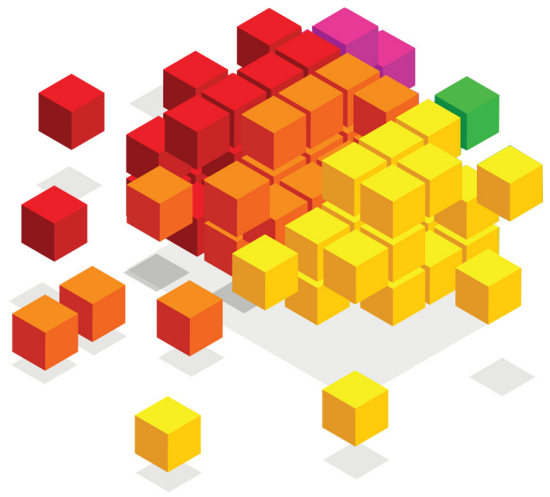


Toronto

Putting Content to Work
ECM UserNet 2011



June 15, 2011

The Fairmont Royal York
Toronto, Ontario

Welcome to the annual 2011 Toronto UserNet conference. This year's theme "Putting Content to Work" promises to be an exciting and worthwhile 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 covering Information Technology Professionals, Business Leaders, and RIM and 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 the time to stop by for a visit and take advantage of the resources provided for you. 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 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 an asset to the continued success of this conference.

Thank you for attending the 2011 Annual Toronto UserNet Conference.

Don't miss the 2011 ECM UserNet Virtual Conference

Recognizing that there's just no way to attend all the UserNet breakouts, plan now to attend the 2011 Virtual UserNet conference. An extension of the annual Regional UserNet event series, you will be able to:

- Interact with experts: **Four live sessions scheduled for June 21, 2011**
- Learn about leading industry solutions in the comfort of your own office
- Experience customized learning curriculum: You can select from more than 30 educational breakout sessions including presentations only available during the virtual conference.
- Network – Leverage the chat functions to share ideas for using information to drive ROI, reduce costs, manage risk and improve case management.
- **Attend for free!**

Register today at: <http://bit.ly/virtualUN>



● Business
 ▲ RIM & Legal
 ■ IT
 ◆ Customer Presentation

Wednesday, June 15 th			
8:45am - 10:00am	Welcome & Keynote Address Phillip Jones, IBM Enterprise Content Management Executive Craig Rhinehart, Director, Products and Strategy, IBM ECM Tudor 7 & 8		
10:00am	Break & Sponsor Expo		
10:40am - 11:30am	● Algonquin IBM Watson and IBM Content Analytics	■ Quebec What's New from IBM ECM for IBM FileNet P8 Customers	▲ British Columbia How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems
11:30am	Break		
11:40am - 12:20pm	● British Columbia IBM Advanced Case Management - Delivering Better Customer Outcomes	■ Quebec Social Business Meets Enterprise Content Management	■ ◆ Algonquin Best Practices: How Viewpointe Uses IBM FileNet ECM, IBM CMOD and N Series Storage to Build Next-generation Content Management Services and Manage Petabytes of Data with Ease
12:30pm - 1:45pm	Lunch Reception Sponsored by NetApp Tudor 7 & 8		
1:45pm - 2:35pm	■ ▲ British Columbia Information Lifecycle Governance Tech Talk and Product Update	■ Quebec Production Imaging Edition and Other IBM Imaging Solutions Update	■ Algonquin What's New from IBM ECM for IBM Content Manager Customers

Meeting Locations

General Session

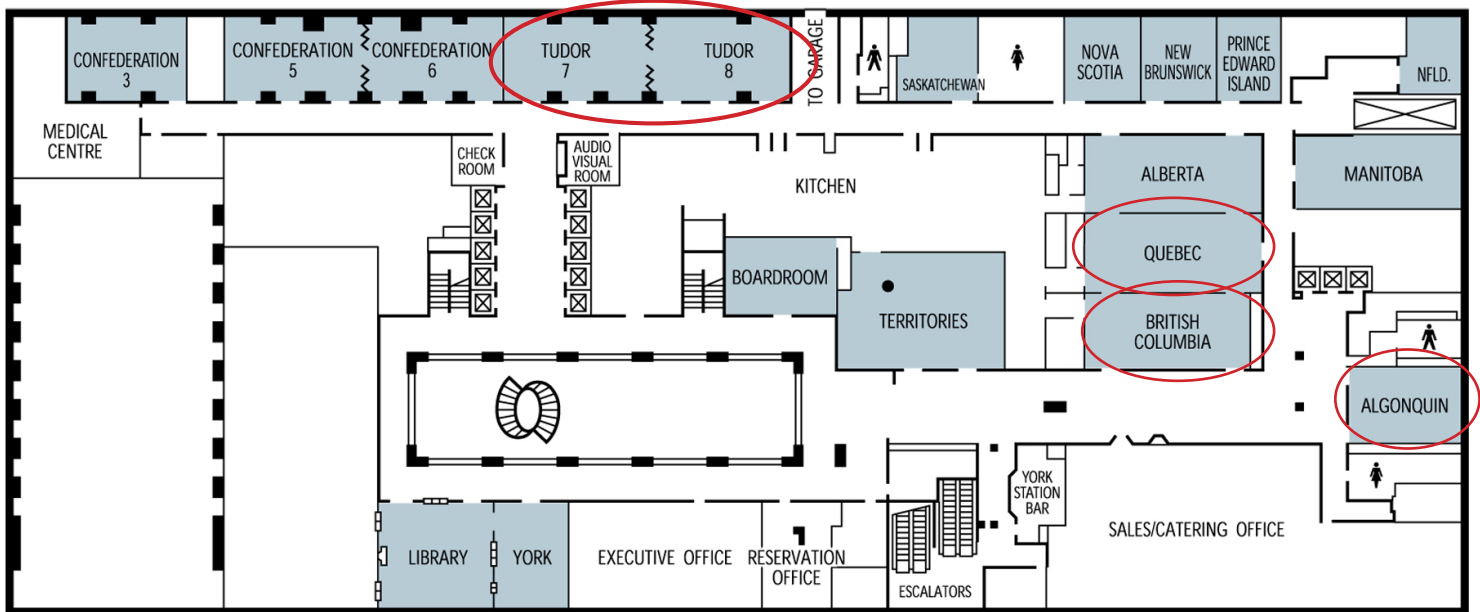
The general session and exhibits take place in Tudor 7 & 8

Breakouts

Breakouts take place in the following meeting rooms:

- British Columbia
- Quebec
- Algonquin

Main Mezzanine

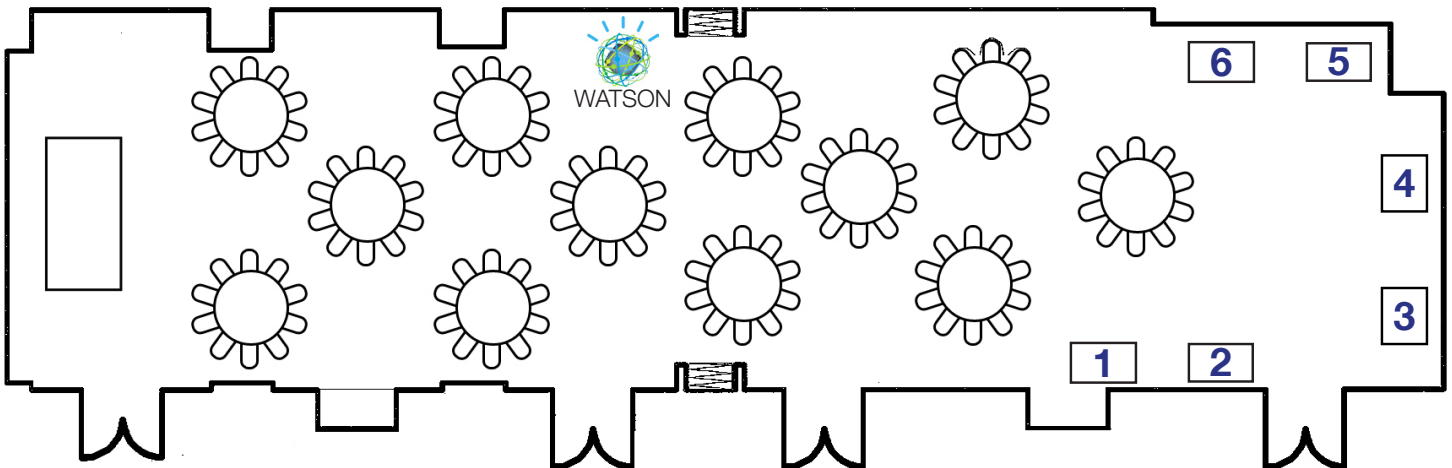








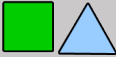




Exhibition Area

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
	Watson
1	CENIT North America
2	ECMG (Enterprise Content Management Group)
3	NetApp
4	Snowbound Software
5	enChoice, Inc.
6	Tritek Solutions




Presentation Information



Category	Breakout	Presenter(s)	Summary
Keynote	Does ECM Still Matter?	Craig Rhinehart	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.
	Best Practices: How Viewpointe Uses IBM FileNet ECM, IBM CMOD and N Series Storage to Build Next-generation Content Management Services and Manage Petabytes of Data with Ease	Zev Rubenstein & Kevin Kearns	<p>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 U.S. bank. The goal was to create a hosted, managed solution that reduced cost, risk and cycle time for multiple bank data management applications. By implementing this POC in 2009, Viewpointe not only met its business requirements, but also leveraged unique development and test capabilities to bring its new OnPointe services online.</p> <p>Also, as service demands grew for its industry-leading Check Archive service, Viewpointe needed to enhance its core service offering to keep pace with the growing petabytes of data under management while concurrently optimizing both performance and cost. Their platform of choice was IBM Content Manager on Demand (CMOD) using IBM N-series storage to enable extremely high transaction rates and availability. Viewpointe found this combination of CMOD and N-series storage exceeded both their internal and customer expectations for data reliability, cost and performance.</p>
	How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems	Aliye Ergulen	<p>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.</p> <p>A copy of the CGOC's "Information Governance Benchmark Report in Global 1000 Companies" will be provided to all attendees.</p>
	IBM's Advanced Case Management - Delivering Better Customer Outcomes.	Michael Green	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 Watson and IBM Content Analytics	Paul O'Hagan	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.
	Information Lifecycle Governance Tech Talk and Product Update	Aliye Ergulen	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).
	Production Imaging Edition and Other IBM Imaging Solutions Update	Philip Page	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.
	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.
	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	Armando Mastracci	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.



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 www.netapp.com.</p>
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Gold Level Sponsors

	<p>CENIT is specialized in Service Level Management for IBM ECM, providing IBM FileNet System Monitor (FSM) implementations, trainings and value-adding solutions for enduser performance management and configuration management. CENIT projects are turnkey implementations tailored to customer-specific needs, enriched with CENIT Best Practices. Focusing on Service Level Management CENIT's FSM implementations go beyond the core IBM ECM components, covering all applications and systems that build the IT Service ECM / BPM – including 3rd party and homegrown solutions e.g. for Input & Output Management. Value-adding solutions enrich the functionality of FSM: ServiceTracer provides the ECM administrators with insight into their enduser's service quality experience by measuring response times for ECM frontend applications for typical use cases in any location. The CENIT ValuePack extends FSM with an autodiscovery of the ECM platform's hardware & software configuration and mobile applications to access the FSM Console with smartphones. www.cenit-group.com</p>
	<p>ECMG, LLC (Enterprise Content Management Group, LLC) provides innovative software and world-class consulting services focused exclusively on Enterprise Content Management (ECM) and Content Exchange. Founded in 2005 by ECM professionals, ECMG has developed an experience base and demonstrated best practices on all the major ECM platforms. ECMG's Content Transformation Suite (CTS) is a standards-based suite of tools and XML-based models that enable content exchange. CTS allows IT professionals to maximize their ECM investments by facilitating the core practices of Content Exchange such as content migration, taxonomy mapping, metadata transformations, universal bulk loading, and more. ECMG and CTS are used extensively within the Energy, Oil and Gas, Utilities, Financial, Manufacturing and Government sectors. For more information please contact us at www.ecmg.com.</p>

Silver Level Sponsors

	<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>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 www.snowbound.com.</p>
	<p>TriTek Solutions, an IBM ECM Software partner since 1998 and Premier PartnerWorld member, has become the leader in the design, development and delivery of Enterprise Content and Business Process Management solutions. Offering industry-specific applications for the financial services, insurance, utilities and government verticals, TriTek is dedicated to solving the greatly varied and complex business problems of its customers. Having earned the distinguished honor of IBM FileNet North American Partner of the Year three of the past 7 years, TriTek's community-wide leadership status in the implementation of IBM FileNet-based ECM and BPM solutions is consistently recognized.</p>

IBM® System Storage™ N series

Fast, Efficient Storage Solutions for IBM Enterprise Content Management



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.

- Unified storage reduces complexity for ECM deployments with a single IBM storage platform for database, index, BPM, content, and compliance.
- 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.

Attend the Viewpointe Customer Case Study sessions for more information!

Visit the IBM N series Community to download more information: www.netapp.com/ibmnseries

