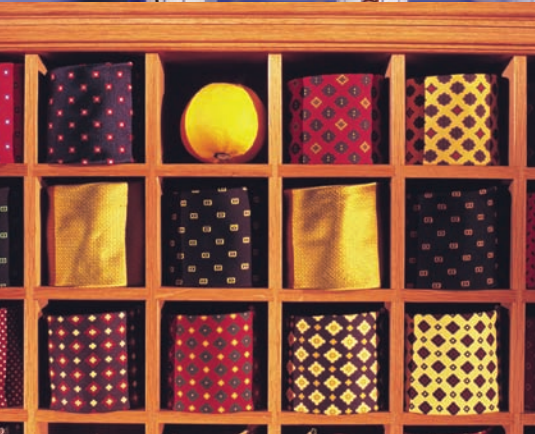
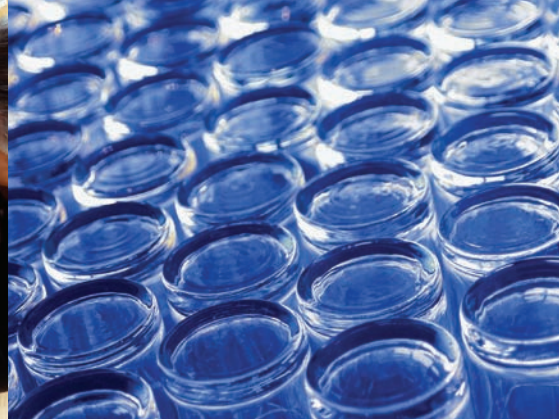




# Worldwide ECM Partner Solutions Handbook



# Worldwide Enterprise Content Management Partner Solutions

You're driven to remain competitive. You need good decision-makers across your company to make it happen. So to keep your edge and run your business intelligently, every employee needs access to the best, most accurate information, every minute of the day.

So where do you turn for an integrated enterprise-wide information infrastructure that will get the job done? IBM's Enterprise Content Management (ECM) suite of products enable you to streamline and automate your business processes. You'll have the information you need—across your company—to make quick, smart and cost-effective decisions.

Further leveraging that infrastructure are more than 200 IBM ECM partner solutions. These line-of-business and technology solutions are built on the IBM ECM platform by partners who are subject matter experts in their field. These innovative, targeted solutions delivered by ECM partners meet stringent requirements and generate tangible value. They span a wide variety of real world needs, such as:

- Prescription administration
- Service level agreement monitoring
- Human resources applicant processing
- Physician credentialing
- Compliance and risk policies
- Emergency permit requests

And much, much more.

The result is a powerful, integrated ECM environment that can help you run your business more efficiently.

Explore the contents of this handbook to review more than 200 ways you can leverage your ECM environment. Plus, check out the links to the 6-minute executive overview webinars, on the back page of many of the profiles, for specifics on the advantages that these ECM solutions can bring to your business.

IBM is a market leader in enterprise content management. Backed by more than 15,000 partner experts who have been trained and certified on ECM products, our powerful partnerships can help you make better decisions faster . . . when it matters most.

For more information or if you have questions, please send an email to [ecmbp@us.ibm.com](mailto:ecmbp@us.ibm.com).

## Table of Contents, by Partner

Partner	Page
aconso	1
Altien	3
Ancept	5
Ascendant Technology	7
Atlantic Technologies Software Inc. (AST)	9
Atos Origin	11
AutoCont CZ a.s.	13
Avrio Corporation	15-22
BearingPoint	23-38
BlueCielo	39
Blueware	41
Bwise, Inc.	43
CENIT	45
CGI	47-68
CM Mitchell Consulting Corporation	69
ContentSilo	71
Cornucopia	73
Crowe Horwath	75-80
Datamatics Technologies	81-84
Dayhuff Group	85-96
DeskNet, Inc.	97
Dienekis Information Systems	99
Document Access Systems (DAS)	101-108
Dolphin	109
EDS	111-114
EKI	115
Electronic Evidence Discovery, Inc. (EED)	117
enChoice	119-128
enherent	131
Enterprise Information Management, Inc. (EIM)	133
FINEOS Corporation	135
Genesys	137
Genus Technologies LLC	139
GoPro	141
Grupo INTeNT	143
HCL AMERICA, INC.	145-154
HTC Global Services, Inc.	155-160
IBM Life Sciences	161
ICG Consulting	163
IFN	165-168
Imagine Solutions	169-172
InfoLinx	173

Partner	Page
Information Management Consultants, Inc. (IMC)	175-182
Infosys Technologies	183
Innovation Group	185-188
Integranium	189
Integro	191
IPD	193-208
ISR	209-212
Itek Solutions, Inc.	213
McLaren Software	215-222
Micro Strategies Inc.	223
Miria Systems	225-234
Mitratach Holdings, Inc.	235
nextevolution AG	237-240
ObjectBuilders, Inc.	241-248
OmniRIM	249
Orchestria	251
Ovations	253
PT - SI	255-258
Pyramid Solutions	259-262
R2K	263-266
Renewtek	267-270
RKO Business Solutions	271
RS Computer Associates	273
Saber Government Solutions, an EDS Company	275
Scalaris AG	277-282
SDI	283
SEEC	285
Silicon Plains	287
Softech & Associates	289-296
Streamserve	297
SYCOR ASIA Pte. Ltd.	299
SYSCOM, Inc.	301
The Agile Factory	303
The BPA Group	305
The Sword Group	307-320
Thunderhead	321-324
TriTek Solutions	325-344
Trivium Health, Inc.	345-350
Unisys	351-356
WeWebU	357
<b>ECM Technology Partners Solution Grid</b>	<b>359-370</b>

# Table of Contents, by Industry

## Banking and Financial Markets

Partner	Solution	Description	Page
<b>Atos Origin</b>	Universal Discovery for Incoming Documents	Implementing a Universal Management Platform for Incoming Documents for Enhanced Operational Efficiency	11
<b>BearingPoint</b>	Enterprise Credit Risk Management	Manage Credit Risk and Enhance Productivity	27
<b>BearingPoint</b>	Money Movement BPM Solution	Automating Money Movement Activities for Enhanced Operational Efficiency, Increased Customer Service and Improved Compliance	29
<b>BearingPoint</b>	Wire Transfer Workflow Application	Automating Wire Transfer Processes for Enhanced Compliance, Security and Customer Service	37
<b>CGI</b>	Enterprise Originations	Providing a Comprehensive, Customer-Centric Credit Origination Solution	49
<b>Crowe Horwath</b>	Straight Through Processing for Commercial Loans	Enhancing Return on Investment through Customer-Focused Commercial Lending Solutions	77
<b>Crowe Horwath</b>	Straight Through Processing for Mortgage and Consumer Loans	Delivering Enhanced Lending Solutions through the Power of BPM	79
<b>DeskNet, Inc.</b>	ContentWelder	Automating Customer Communications	97
<b>Dienekis Information Systems</b>	AUTOMATED LENDING	Optimizing Lending Processes for Increased Profitability	99
<b>HCL AMERICA, INC.</b>	Unsecured Lending Framework	Leveraging Business Process Management to Deliver an Integrated, Scalable and Robust Unsecured Lending Framework	151
<b>HTC Global Services, Inc.</b>	New Accounts Processing and Content Management Solution	Streamlining New Account Creation with Integrated Content and Process Management	159
<b>Imagine Solutions</b>	Paperless Lending	Eliminating Paper in Lending	171
<b>Infosys Technologies</b>	Intelligent Exception Management Solution (iEMS)	Managing Exceptions in Securities Trading to Optimize Operations	183
<b>ObjectBuilders, Inc.</b>	eResolve for Mortgage Banking	A Trusted Source of Content for the Sale, Servicing and Securitization of Assets	245
<b>Pyramid Solutions</b>	Pyramid Loan eXpeditor (PLX) for Mortgage and Consumer Lending	A Business Process Management Solution for Mortgage Underwriting, Post Close Processing and Loan Export	261
<b>R2K</b>	Trade Financial Management System	Streamlining New Business Processing for Improved Trade Finance Processing	265
<b>Thunderhead</b>	Derivatives Trade Confirmation Solution	Automating Derivative Trade Confirmations for Improved Operational Efficiency	321
<b>TriTek Solutions</b>	Trans@ction eXpress for Investor Services	Streamlining the Investor Servicing Account Management Process for Mutual Funds, Annuities, General Securities and Insurance	325
<b>Unisys</b>	Paperless Banking	Moving from "Paper to Profits" with Integrated Document Management	353
<b>Unisys</b>	Paperless Mortgage	Improving Loan Processing Through BPM	355

## Compliance

Partner	Solution	Description	Page
<b>Bwise, Inc.</b>	Governance, Risk and Compliance Suite	Managing Business Risk and Operational Performance for Regulatory Compliance	43
<b>enChoice</b>	KwikWork for PR	Linking Physical Records To the Digital World	127
<b>Grupo INTeNT</b>	Document Management for ISO 9000	Providing Fast, Centralized Access to ISO 9000 Compliance Documentation	143

# Table of Contents, by Industry

## Compliance

Partner	Solution	Description	Page
<b>IFN</b>	IFN Sarbanes-Oxley Solution	Satisfying Existing Laws and Regulations to Meet the Strongest User Requirements	167
<b>Imagine Solutions</b>	Enterprise Records Management	True Enterprise Records Management with IBM FileNet Records Manager	169
<b>InfoLinx</b>	WEB	Uniting Physical and Electronic Records Management	173
<b>OmniRIM</b>	OmniRIM 7 Records Management Suite	Taming the Paper Tiger: Physical Records Management for Improved Operational Efficiency	249
<b>Orchestria</b>	Messaging Compliance	Ensuring Proper Control and Compliance Supervision of Electronic Communications	251
<b>Renewtek</b>	VERS Plug-In	Achieve Compliance with Government Records Management Regulations	269
<b>The Sword Group</b>	Sword Achiever Suite for IBM FileNet P8	Centrally Manage Governance, Risk & Compliance Demands across the Enterprise	309
<b>The Sword Group</b>	Sword Achiever Suite for IBM FileNet P8 - Investigative Management	Transparent and Consistent Investigation into Potential Non-Compliance and Risk Management Issues	311
<b>The Sword Group</b>	Sword Achiever Suite for IBM FileNet P8 - Policy & Controls Management	Centrally Manage Compliance Policies, Processes, Procedures and Control Documentation	313
<b>The Sword Group</b>	Sword Achiever Suite for IBM FileNet P8 - Risk & Analytics Reporting	Improving Risk Analysis via Portal Access and Graphical Reports	315
<b>The Sword Group</b>	Sword Achiever Suite for IBM FileNet P8 - Risk & Controls Assessment	Establishing the Foundation for a Risk-Based Business Management Approach	317

## Cross Industry

Partner	Solution	Description	Page
<b>aconso</b>	Digital Personnel File	Implementing Digital Personnel Files for Optimized HR Functionality and Enhanced Employee Satisfaction	1
<b>Altien</b>	Altien for Corporate Legal	Improves the Productivity, Accuracy and Collaboration of Legal Departments by Automating Processes and Providing a Single Point of Secure Access to Information	3
<b>Ancept</b>	Enterprise Video Portal	Improving Communication, Collaboration, Promotion and Information Discovery through Digital Video	5
<b>AutoCont CZ a.s.</b>	Siebel Connector for IBM FileNet P8	Integrating Customer Systems on the Siebel CRM Platform with IBM FileNet P8 for Improved Productivity and Enhanced Customer Satisfaction	13
<b>Avrio Corporation</b>	Intellēgo for JD Edwards Enterprise Financials	Leveraging Business Process Management to Enhance Financial Control	15
<b>Avrio Corporation</b>	Intellēgo for JD Edwards HR	Leveraging Business Process Management to Enhance Human Resources	17
<b>Avrio Corporation</b>	Intellēgo for PeopleSoft Financials	Leveraging Business Process Management to Enhance Financial Control	19
<b>Avrio Corporation</b>	Intellēgo for PeopleSoft HR	Leveraging Business Process Management to Enhance Human Resources	21
<b>GENIT</b>	ECLISO	An Easy-to-Use and Efficient Case, Process and Content Management Solution	45

# Table of Contents, by Industry

<b>Cross Industry</b>			
<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>CGI</b>	Sovera - Accounts Payable (AP)	Minimizing Accounts Payable Costs and Improving Cash Flow	51
<b>CGI</b>	Sovera - Human Resources (HR)	Revolutionizing Human Resources Management for Improved Service and Efficiency	57
<b>CM Mitchell Consulting Corporation</b>	DocSavi	Integrating Oracle E-Business with ECM for Increased Efficiency, Reduced Costs, and Regulatory Compliance	69
<b>ContentSilo</b>	Enterprise Contracts for IBM FileNet P8	Revolutionizing Claims Management	71
<b>Cornucopia</b>	DocuStream	Maximizing Enterprise Content Management through SAP	73
<b>Crowe Horwath</b>	Straight Through Processing for Accounts Payable and Travel Expenses	Transforming Accounts Payable: Reducing Operational Costs and Improving Business Performance	75
<b>Datamatics Technologies</b>	E-Payables Manager	Streamlining the Account Payable Process for Enhanced Operational Efficiency	81
<b>Dayhuff Group</b>	New Employee Processing and On Boarding	Automating Employee Hiring and On Boarding Processing	91
<b>Document Access Systems (DAS)</b>	Cash Management Process Solution	Automating the Accounts Payable and Accounts Receivable Information Lifecycle for Streamlined Processing	101
<b>Dolphin</b>	Process Tracking for SAP Accounts Payable	Streamlining the Accounts Payable process using SAP	109
<b>EDS</b>	Enterprise Report Management Framework	Enhancing Report Management for Improved Efficiency and Cost Savings	113
<b>Electronic Evidence Discovery, Inc. (EED)</b>	eDiscovery Process Manager	Increasing Efficiencies and Reducing Litigation Costs through Proactive eDiscovery Management	117
<b>enChoice</b>	KwikWork BPF 4AP	Leveraging BPM to Maximize Accounts Payable Efficiencies	119
<b>enChoice</b>	KwikWork .NET and JAVA Editions	A Business Process Framework for Expediting Deployments Across the Enterprise	129
<b>Genesys</b>	Business Process Routing	Achieving Superior Customer Service through Genesys Business Process Routing and IBM Business Process Management	137
<b>ICG Consulting</b>	ICG RPM/SP Vendor Supplier Portal	Leveraging BPM to Enhance Vendor/Supplier Relationships	163
<b>IFN</b>	DriveU	Providing Quick ECM and BPM Deployments for Faster Adoption and Optimization	165
<b>Information Management Consultants, Inc. (IMC)</b>	DocConnect	Seamless Access to Captured Documents in Lawson or other ERP Applications	175
<b>Information Management Consultants, Inc. (IMC)</b>	DocPro for Contracts Management	Streamlining Contracts Management for Increased Efficiency, Reduced Costs and Strategic Advantage	177
<b>Integranium</b>	Paperwork	Providing a Rich Internet Application Framework Using the Adobe Flex 2 Platform	189
<b>Integro</b>	Integro Email Manager (IEM)	Reducing the Complexity and Cost of Email Records Management	191
<b>ISR</b>	Accounts Payable Flow	Optimising and Automating Invoice Processing	209
<b>ISR</b>	Customer Service Flow	Providing a Centralised Customer File to Standardise, Optimise and Automate Customer Service Processes	211
<b>Micro Strategies Inc.</b>	Corporate Solution for Legal Compliance	Providing a Unified Matter and Email Management Solution for Enterprise Compliance	223
<b>Miria Systems</b>	Invoices 7-50	Automated Invoice & Accounts Payable Management for Mid-Sized Companies	227
<b>Miria Systems</b>	Managed\$Pay	Automated Invoice & Accounts Payable Management	229

# Table of Contents, by Industry

## ***Cross Industry***

<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>Mitratech Holdings, Inc.</b>	TeamConnect Legal Matter Management for IBM ECM	Enhance Accessibility and Organization of Legal Case Documentation	235
<b>nextevolution AG</b>	neContract Management	Using Business Process Management to Increase the Efficiency of Contract Processing	237
<b>nextevolution AG</b>	neInvoice Processing Management	Using Business Process Management to Optimize the Invoicing Process – from Receipt to Archiving	239
<b>ObjectBuilders, Inc.</b>	The Software Factory	Application Assembly – A Cost-Effective Alternative to Offshore Software Development	247
<b>Ovations</b>	OvaFlo	A Fully Integrated Work Management Framework and User Interface Built on IBM FileNet P8	253
<b>PT - SI</b>	Automated Invoice Processing	A Fast, Integrated and Monitored Way to Go from Purchase to Pay	255
<b>Renewtek</b>	SLA Pulse	Improved Service Level Agreement Monitoring	267
<b>RKO Business Solutions</b>	Bfree - Burden Free Compliance	Making Records Management Compliance a Burden-Free Experience	271
<b>Scalaris AG</b>	Customer Relationship Management	Efficiently Manage Millions of Customer-Centric Documents and Provide Access Anytime, Anywhere	277
<b>Scalaris AG</b>	Human Resources Management	Efficiently Manage, Process and Securely Store Personnel Files	279
<b>Scalaris AG</b>	Legal and Compliance Management	Optimize Legal/Compliance Matter Management via Document Management	281
<b>SDI</b>	Real Estate ProFolio Manager	Leveraging Business Process Management to Maximize the Value of Real Estate Assets	283
<b>Silicon Plains</b>	Intelli.Distribute	Transforming Data into Meaningful, Actionable and Relevant Insight	287
<b>Softech &amp; Associates</b>	DocWizard for Land Survey	Automating End-to-End Workflow and Reporting for Land Surveys	293
<b>Streamserve</b>	Consolidated Account Statements	Producing Unified Customer Views of Accounts Statements to Improve Customer Service, Reporting and Enhance Customer Self-Service	297
<b>SYSCOM, Inc.</b>	Butterfly Business Process Framework	Improving Time to Market and Compliance Management for Business Applications	301
<b>The Agile Factory</b>	Custodian Express Suite	Automating Business Processes for Better Performance in Agile Environments	303
<b>The BPA Group</b>	Meeting Manager	Automating Meeting Management for Lower Administrative Costs and More Highly Focused Meetings	305
<b>TriTek Solutions</b>	Trans@ction eXpress for Vendor Management	Streamlining Vendor Management	329
<b>WeWebU</b>	WeWebU Open Workdesk	Improving Customer Service and Increasing Employee Productivity with ECM	357

## ***Energy and Utilities***

<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>BearingPoint</b>	Energy Engineering Solution	Implementing an In-House Engineering Document Management System for Significant Cost Savings	25
<b>BlueCielo</b>	InnoCielo ImandrA for IBM FileNet P8	Leveraging ECM for Enhanced Engineering Management Capabilities	39

# Table of Contents, by Industry

## Energy and Utilities

Partner	Solution	Description	Page
<b>Document Access Systems (DAS)</b>	Field Check Register	Record, Process and Manage Field-Issued Checks for Increased Return on Investment	105
<b>Document Access Systems (DAS)</b>	Regulatory Compliance Management	Improving Management of Compliance Processes within Complex Regulatory Environments	107
<b>Enterprise Information Management, Inc. (EIM)</b>	GreenCert	Leveraging Content Management to Quantify Greenhouse Gas (GHG) Emissions	133
<b>Information Management Consultants, Inc. (IMC)</b>	Rate Case Submission Management	Modernizing Rate Case Submission Management for Improved Efficiency and Better Customer Service	179
<b>McLaren Software</b>	Enterprise Engineer for Assets	Giving Owner-Operators Greater Control Over Asset Documentation	215
<b>McLaren Software</b>	Enterprise Engineer for Drawings	Engineered to Manage CAD Drawings	217
<b>McLaren Software</b>	Enterprise Engineer for Projects	Intellectual Work Management	219
<b>McLaren Software</b>	Enterprise Engineer for Transmittals	Enhancing Management and Collaboration of Engineering Transmittals	221
<b>The Sword Group</b>	Fusion for IBM FileNet P8	Establishing Best Practice Project Management for Engineering Projects	307
<b>The Sword Group</b>	Sword Collaboration Manager	Accelerating Projects through Enhanced Collaboration	319
<b>TriTek Solutions</b>	Utility Industry Solution Suite	A Comprehensive Solution Suite to Streamline Construction Services, Project Management and Compliance Operations	333
<b>TriTek Solutions</b>	Utility Industry Solution Suite: Central Engineering	Ensure Compliance of Pre-Construction Documents through Integration of Drawing and Project Management Systems	335
<b>TriTek Solutions</b>	Utility Industry Solution Suite: Embargo and Permit Management	Efficiently Process Emergency Permit Requests and Responses through Government Agencies	337
<b>TriTek Solutions</b>	Utility Industry Solution Suite: Mobile Office	Reduce Costs by Providing Construction Services Departments with Real Time Access to Content On-Site	339
<b>TriTek Solutions</b>	Utility Industry Solution Suite: Notice of Violation	Compliance Automation Yields Cost Savings and Improved Government Relations	341
<b>TriTek Solutions</b>	Utility Industry Solution Suite: Office of the Secretary	Streamline the Storage and Retrieval of Corporate Governance Documents to Ensure Compliance for SEC Filings	343

## Government

Partner	Solution	Description	Page
<b>BearingPoint</b>	Pension Administration Solution	Automating Public Pension Administration for Enhanced Customer Service	31
<b>BearingPoint</b>	Real ID Act Compliance	A Complete Solution for Real ID Act Compliance	33
<b>BearingPoint</b>	Unemployment Framework for Automated Claim and Tax Services (uFACTS)	Transforming the Management of Unemployment Insurance	35
<b>CGI</b>	AMS Advantage	The Benefits of Public Sector-Specific ERP Combined with the Power of ECM	47
<b>CGI</b>	Tax Imaging Processing Solution	Processing Tax Returns More Quickly to Improve Customer Satisfaction	65
<b>Dayhuff Group</b>	iCase Advantage	Streamlining Case Management to Enhance Citizens' Quality of Life	85
<b>Dayhuff Group</b>	Public Utility Commission Docket and Public Access Management System Framework	Standardizes, Streamlines and Automates Case Management and Docket Support; while Providing Constituent Information Access	93
<b>EDS</b>	Claims Processing System - Unemployment	Streamlining Unemployment Claims Processing	111



# Table of Contents, by Industry

## Government

Partner	Solution	Description	Page
<b>enChoice</b>	KwikWork BPF 4Retirement Administration	Leveraging BPM for Comprehensive Management of Retirement Benefits	123
<b>GoPro</b>	GoPro Portal	Automating Case Management for Enhanced Operational Efficiency, Increased Customer Service and Improved Compliance	141
<b>HCL AMERICA, INC.</b>	Case-It	Improving the Efficiency of Fraud Investigation Processing	145
<b>HCL AMERICA, INC.</b>	Collection and Distribution System	Bringing Efficiency and Accuracy to Child Support Payments	147
<b>HCL AMERICA, INC.</b>	PUC Case Manager	Integrated Case Management Tool Supports Seamless, Customer-Centric Services	149
<b>HCL AMERICA, INC.</b>	WoCoS	Delivering Customer-Centric Workers' Compensation Solutions	153
<b>HTC Global Services, Inc.</b>	Electronic Death Registry System	Streamlining Death Registration through Automation and Online Systems	157
<b>Itek Solutions, Inc.</b>	Docket Manager 4.0	A Complete Case Management Solution for Judicial and Quasi-Judicial Departments	213
<b>Miria Systems</b>	Reporting and Fee Collection	Automation Improves Government Oversight of Recycling and Waste Management	231
<b>Miria Systems</b>	Source Testing and Monitoring	Improving Government Oversight of Environmental Compliance to Air Quality Standards	233
<b>ObjectBuilders, Inc.</b>	Case Management - Mobilizing Government	Mobile Case Management: Arriving at the Right Decision, Right Now	241
<b>ObjectBuilders, Inc.</b>	eLicensing	Automated Licensing Procedures Deliver Cost Savings, Enhance Performance and Improve Customer Satisfaction	243
<b>Saber Government Solutions, an EDS Company</b>	CLARETY - Pension Benefit Administration Framework	Providing Increased Efficiencies for Public Retirement Systems	275
<b>Softech &amp; Associates</b>	DocWizard for Child Services Enforcement	Leveraging Business Process Management for Child Support Enforcement	291
<b>Softech &amp; Associates</b>	DocWizard for Motor Vehicle Citation Processing	Modernizing and Improving Department of Motor Vehicle Citation Systems	295
<b>TriTek Solutions</b>	Trans@ction eXpress Sentence Manager	Dramatically Reduces the Time and Expense of Managing and Processing Inmates	331
<b>Trivium Health, Inc.</b>	Trivium Government Rx	Helping State Government Agencies Achieve Compliance in Prescription Administration	347
<b>Unisys</b>	Health & Human Services e-Imaging Solution	Leveraging Content Management to Speed Health and Human Services Case Processing	351

## Healthcare

Partner	Solution	Description	Page
<b>Ascendant Technology</b>	Solution for Clinical Trial Disclosure	Maximize Public Access, Disclosure and Transparency of Clinical Trials Results	7
<b>Blueware</b>	Wellness Connection EHR	Saving Lives, Reducing Costs and Improving Patient and Physician Satisfaction	41
<b>CGI</b>	Sovera - Content Connector (C2)	Delivering Better Healthcare through Improved Patient Records Management Solutions	53
<b>CGI</b>	Sovera - Health Information Management (HIM)	Medical Records Management for Next-Generation Healthcare	55

# Table of Contents, by Industry

## Healthcare

Partner	Solution	Description	Page
CGI	Sovera - Content Connector (C2)	Delivering Better Healthcare through Improved Patient Records Management Solutions	53
CGI	Sovera - Health Information Management (HIM)	Medical Records Management for Next-Generation Healthcare	55
CGI	Sovera - Patient Financial Services (PFS)	Improving the Business of Healthcare and Enhancing Service Through State-of-the-Art ECM Solutions	59
CGI	Sovera - Physician Credentialing	Streamlining Physician Credentialing Via Online Information Access and Workflow	61
CGI	Sovera - Release of Information	Automating the Release of Information Process for Improved Revenues, Productivity and Assured Compliance	63
Information Management Consultants, Inc. (IMC)	WiSPER for Healthcare	Leveraging Voice Recognition and Business Process Management to Automate and Streamline Healthcare Operations	181
Trivium Health, Inc.	Health Path	Improving Healthcare through Better Data Management	345

## Insurance

Partner	Solution	Description	Page
Atos Origin	Universal Discovery for Incoming Documents	Implementing a Universal Management Platform for Incoming Documents for Enhanced Operational Efficiency	11
BearingPoint	Clinical Review Order Fulfillment BPM System	Automating the Clinical Review Process of Pharmaceutical Exception Requests for Enhanced Operational Efficiency	23
CGI	Wynsure	Integrated Administrative Solutions for Multi-Line Insurance Companies	67
Datamatics Technologies	New Business Processing Excellence	An End-to-End Solution for Insurance Application Automation	83
Dayhuff Group	iCL	Streamlining the Application Approval Process for Commercial Lines Insurance Carriers	87
Dayhuff Group	iPL	Streamlining the Application Approval Process for Personal Lines Insurance Carriers	89
DeskNet, Inc.	ContentWelder	Automating Customer Communications	97
enChoice	KwikWork BPF 4Claims	Leveraging BPM to Enhance Business Performance	121
enChoice	KwikWork BPF 4Underwriting	Leveraging BPM to Enhance Business Performance	125
enherent	Text Analytics for Fraud Detection	Leveraging Business Process Management to Improve Fraud Detection and Claims Processing	131
FINEOS Corporation	FINEOS Claims	Delivering Powerful, Customer-Centric Claims Processing	135
HTC Global Services, Inc.	Claims, Salvage, Subrogation and Content Management Solution	Optimizing Claims Processing through Enterprise Content Management	155
Innovation Group	Innovation Claims	Improving Claims Management Processes for Property & Casualty Carriers	185
Innovation Group	Innovation Policy	Providing a Comprehensive Solution for Property & Casualty Policy Management	187
IPD	Ultera/P8 for Complaints & Appeals	Leveraging Content and Process Management for Complaints and Appeals	193
IPD	Ultera/P8 for Disability Claims	Automating Disability Claims Case Management	195
IPD	Ultera/P8 for Healthcare Claim Exceptions	Process and Content Management for Exception Claims Processing	197
IPD	Ultera/P8 for Healthcare New Business & Enrollments	Speeding the Evaluation and Decision-Making Process for Healthcare Enrollment	199

# Table of Contents, by Industry

<b>Insurance</b>			
<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>IPD</b>	Ultera/P8 for Network & Provider Relations	Leveraging Diverse Content and Business Process Management Capabilities to Improve Provider Relations	201
<b>IPD</b>	Ultera/P8 for Policy Owners Services	Leveraging Diverse Content and Business Process Management Capabilities to Improve Provider Relations	203
<b>IPD</b>	Ultera/P8 for Pre- and Prior Authorizations	Automating Insurance Authorization Business Process Workflow for Faster Processing, Improved Performance and Compliance	205
<b>IPD</b>	Ultera/P8 for Underwriting	Improving Underwriting Decision Making through Content and Process Management	207
<b>Pyramid Solutions</b>	Pyramid Insurance eXpeditor (PIX)	Delivering Powerful Claims Processing and Customer-Centricity	259
<b>R2K</b>	Insurance Management System	Streamlining New Business Processing for Improved Proposal-to-Policy Conversion	263
<b>SEEC</b>	Business Component Software for Insurance	Reduce Service Costs and Improve Customer and Agent Satisfaction for Property & Casualty, Life and Annuity Carriers	285
<b>Softech &amp; Associates</b>	DocWizard for Broker Compensation and Commissions	Automating the Process of Broker Registration, Compensation and Commission Calculation	289
<b>SYCOR ASIA Pte. Ltd.</b>	SYCOR Insurance Solution	Automating Insurance Operations for Improved Returns	299
<b>Thunderhead</b>	Derivatives Trade Confirmation Solution	Automating Derivative Trade Confirmations for Improved Operational Efficiency	321
<b>Thunderhead</b>	Enterprise Communications Platform for Insurance Policies, Contracts & Correspondence	Automating the Process of Creating Multi-Channel Insurance Communications	323
<b>TriTek Solutions</b>	Trans@ction eXpress for P&C Claims	Reduce Transaction Costs and Increase Operational Efficiencies by Streamlining P&C Claims Evaluation and Adjudication Processes	327
<b>Trivium Health, Inc.</b>	Trivium Rx	Providing Intelligent Pharmacy Management to Ensure Prescription Accuracy	349
<b>Manufacturing</b>			
<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>Atlantic Technologies Software Inc. (AST)</b>	Custom Imprinting	Managing Custom Logo Imprinting and Customized Manufacturing Process Management	9
<b>BlueCielo</b>	InnoCielo ImandrA for IBM FileNet P8	Leveraging ECM for Enhanced Engineering Management Capabilities	39
<b>EKI</b>	PDL Insight	Streamline the Product Development Lifecycle from Concept through Shelf Placement	115
<b>Enterprise Information Management, Inc. (EIM)</b>	GreenCert	Leveraging Content Management to Quantify Greenhouse Gas (GHG) Emissions	133
<b>Genus Technologies LLC</b>	Dealer Relations Portal for Discrete Manufacturers	Bringing Dealers, Distributors and Manufacturers Together through Business Process Management	139
<b>IBM Life Sciences</b>	IBM Solution for Compliance in a Regulated Environment (SCORE)	Improving Regulated Content and Submissions Management for Life Sciences	161
<b>McLaren Software</b>	Enterprise Engineer for Assets	Giving Owner-Operators Greater Control Over Asset Documentation	215
<b>McLaren Software</b>	Enterprise Engineer for Drawings	Engineered to Manage CAD Drawings	217

# Table of Contents, by Industry

## ***Manufacturing***

<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>McLaren Software</b>	Enterprise Engineer for Projects	Intellectual Work Management	219
<b>McLaren Software</b>	Enterprise Engineer for Transmittals	Enhancing Management and Collaboration of Engineering Transmittals	221
<b>Miria Systems</b>	Asset Management Suite	Operational Effectiveness Driven through Integration of Processes, Systems and Information	225
<b>RS Computer Associates</b>	controlDOK	Managing the Engineering Document Lifecycle Process with controlDOK	273
<b>The Sword Group</b>	Sword Collaboration Manager	Accelerating Projects through Enhanced Collaboration	319

## ***Retail***

<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>Dayhuff Group</b>	Retail Vendor Management	Effectively Managing Vendor On-Boarding and Merchandise Set Up Tasks	95

## ***Telecommunications***

<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>PT - SI</b>	doc.com	Aggregate Multiple Customer Records into a Single View for Improved CRM	257

## ***Transportation***

<b>Partner</b>	<b>Solution</b>	<b>Description</b>	<b>Page</b>
<b>Document Access Systems (DAS)</b>	Container Billing	Automating the Container Invoicing Process with a Single Enterprise Content Management Platform	103



**A Partner Solution for Cross Industry  
Implementing Digital Personnel Files for Optimized HR Functionality  
and Enhanced Employee Satisfaction**

IBM **Information Management** software

## aconso Digital Personnel File

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Human Resources Administration*

■ **Products**

*IBM FileNet Image Services*

### Business Challenge

As organizations expand due to growth, mergers and/or acquisitions, human resources (HR) departments are tasked with increasing the efficiency and improving the quality of their services to employees. For larger companies and government agencies, managing thousands – or even hundreds of thousands – of paper-based employee files can be daunting. For organizations with multiple global locations, centralized HR management severely limits the visibility of local employee information, generating further inefficiencies.

### Solution

aconso's Digital Personnel File offering is a fully Web-based solution that supports document-based processes in HR departments from document creation to longterm archiving. The solution facilitates the implementation of manager and employee self-services (MSS/ESS) and optimizes HR processes, providing highly secure visibility across the enterprise. Also included are special HR-specific functions, such as full-text retrieval, resubmissions, in-tray, Microsoft Office connector and SAP integration. The Digital Personnel File application

includes the aconso Fast View<sup>®</sup> component, which enables an extremely fast preview with more than 100 documents within three seconds. Optional features include barcode detection and OCR.

### Value Proposition

Thorough analysis at Siemens, the University of Berlin (FU Berlin) and E&E Consulting showed that aconso's Digital Personnel File solution effected a cost reduction of more than 30 percent over document-based HR processes in less than 24 months. In addition, the solution delivers the following benefits:

- Quick preview browsing through eFiles
- High data security
- Access from ERP transactions
- Web browser interface
- No client installation necessary
- Increased compliance with legal standards
- Improved records management
- Workflow support in SAP and in IBM Enterprise Content Management (ECM)



## Company Description

aconso AG has established a market leadership position with their Digital Personnel File solution. The aconso team has long-term experience in Human Resource Management with numerous Digital Personnel File projects. In addition, their experts are one step ahead of their competitors when it comes to technical project realization. aconso AG, supported by a branch in Bielefeld and selected sales representatives in Austria and Switzerland, provides services to their customers with the highest standards. Companies that have implemented aconso's Digital Personnel File solution include Lufthansa, 3M Company, Alcatel-Lucent, ING-DiBa, MAN and many more.

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## A Partner Solution for Cross Industry

Improves the Productivity, Accuracy and Collaboration of Legal Departments by Automating Processes and Providing a Single Point of Secure Access to Information

IBM **Information Management** software

# Altien Altien for Corporate Legal

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### Partner Solution

---

■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Matter-centric Document Management*

*Contract Management*

*Legal Knowledge Management*

■ **Products**

*IBM Content Manager*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Email Manager*

*IBM FileNet Records Manager*

*IBM Information Integration*

*Content Edition (IICE)*

*IBM Records Manager*



### Business Challenge

The pervasive use of standalone legal document management systems within corporate legal departments has created a barrier to information sharing and the coordination of legal and compliance-related business processes across the enterprise.

This impedes the efficiency of corporate legal departments, already facing a number of challenges that include: ensuring businesses meets their compliance requirements; improving contract management efficiency; handling frequent mergers, acquisitions and restructurings; managing litigations and discovery requests, and optimizing the value obtained from outside counsel.

Organizations also struggle with the fact that information critical to the legal department is often housed within various current and legacy business applications and systems, making it difficult to access and aggregate.

Furthermore, the legal department often has a central role in defining information governance and records management policies, designed to ensure regulatory compliance and reduce litigation risk and cost. Implementing such policies across a large organization is challenging, and the legal department needs to lead the business in moving away from a

siloes, departmental mentality towards common, standards-based solutions.

### Solution

Altien has created a compelling alternative to the standalone legal document management systems of the past. Altien for Corporate Legal (A4CL) is an off-the-shelf application that meets the specific document management needs of today's in-house legal staff, yet runs natively on the IBM Enterprise Content Management (ECM) suite of products.

Altien for Corporate Legal delivers a flexible matter-centric document taxonomy, that can be configured for different legal practice areas. This enables consistent classification of all related documents such as contracts, emails and other correspondence. The solution also enables improved knowledge management by providing a similar schema for storing and sharing internal best practices and outside counsel work product.

Altien for Corporate Legal includes tight integration with Microsoft Office providing the ability to retrieve, add, check-in and check-out documents directly within the office application, as well as the ability to create new documents based on templates. The solution can also be integrated with IBM FileNet Email Manager, enabling automated filing of inbound and outbound emails into relevant matter files.

Cross-repository search and retrieval capabilities enable users to search and retrieve documents from legacy or other line-of-business systems via an intuitive interface that provides a single point of secure access.



Altien for Corporate Legal also offers integration with industry leading document comparison tools from WorkShare, enabling users to select any two Microsoft Word documents or any two versions of the same document and – with the press of a button – obtain an instant red-lined comparison report.

### **Value Proposition**

Altien for Corporate Legal enables organizations to reduce risks and legal costs by optimizing business processes, increasing transparency, improving efficiency and resource utilization and enhancing service levels. The solution empowers corporate legal departments with improved access to information and the tools to gain more control over critical legal documents.

Additionally, the solution improves coordination by facilitating collaboration among geographically-dispersed teams, offsite staff members, internal customers and external third parties.

The Altien solution integrates with e-billing, ERP, financial and procurement systems, without the need for coding. This improves data quality and consistency, removes the overhead and data entry error risk associated with re-entering duplicate data.

The Altien solution integrates with other legal department systems, without the need for coding. This improves data quality and consistency, removes the overhead and data entry error risk associated with re-entering duplicate data. By leveraging the IBM ECM suite of products, the organization enables critical legal documents to be automatically controlled as part of an enterprise records management strategy.

Featuring a simple, efficient user-interface, Altien for Corporate Legal enables system users to be up and running quickly with minimal training requirements.

### **Company Description**

Altien develops off-the-shelf business applications that leverage the IBM ECM suite of products. Altien's applications combine best practices for content organization and business processes, together with a focus on usability to deliver satisfaction to business users, simplified solution deployment and rapid payback on investment. Altien's expertise is based on more than ten years of experience in designing and implementing ECM systems with applications that are deployed today with major organizations worldwide in the banking, insurance, energy and government sectors. Founded in 1997, Altien is headquartered in London, UK.

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## Ancept Enterprise Video Portal

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### Partner Solution

---

■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Enterprise Video Communications*

■ **Products**

*IBM Content Manager*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet Records Manager*

*IBM Records Manager*

### Business Challenge

Organizations must become more agile, efficient and responsive to customer needs, while improving the bottom line. Among the ways that companies can achieve these objectives and gain a competitive edge is through communication, collaboration, education, training, and content development and distribution.

Research has shown that visual and multimodal forms of communication are more effective than text or aural methods alone. As such, the use of digital – or Internet Protocol (IP)-based video – is now considered a practical and effective means for fostering communication and collaboration among employees, partners and customers; providing workforce training and educational programs; and creating content for video conferencing, Webcasts, video-on-demand and other interactive marketing programs.

Many organizations remain challenged by the adoption of digital video technologies. Early adopters who pioneered the use of digital video to support communication, collaboration, promotion and information discovery now seek methods to unify the enterprise-wide

use of digital video. Prospective users seeking to gain competitive advantage must learn how to leverage enterprise video portals to connect disparate workforces faster and more cost-effectively, train employees and distribute more accurate and timely messages to employees, partners and customers. Additionally, companies must also comply with local, state, federal and industry regulations concerning content management and archiving. To overcome these challenges, many organizations are now turning to technology-based content management solutions to capture, manage and archive video and multi-media communications across the enterprise.

### Solution

Ancept's Enterprise Video Portal is one of the only solutions in its class to combine the IBM Enterprise Content Management (ECM) suite of products with broad-based digital media capabilities. By leveraging IBM's industry-leading ECM capabilities, the solution supports the comprehensive automation, monitoring and management of all digital media-related business processes, resulting in shorter production cycles, faster time-to-market and improved quality and consistency.

Ancept®

With Ancept's Enterprise Video Portal, companies can leverage robust content management capabilities to schedule, manage and deliver recorded events, video and Web conference sessions and multi-media presentations. Current trends in education and training dictate a more comprehensive approach to using digital video to enhance learning; that's why Ancept has designed the Enterprise Video Portal to support digital video capabilities on a much broader scale than competitive solutions. As an example, the Enterprise Video Portal can easily be used across a large college or a university campus with multiple locations.

Ancept's Enterprise Video Portal also makes it possible to publish content to public Internet sites and services, corporate Web sites and portals and virtually any other destination, including YouTube™. Conversely, some enterprises may have more complex requirements involving e-commerce and Digital Rights Management (DRM). As such, the solution ensures all video-based content is archived, regulated and managed in accordance with a comprehensive file plan, easing the path to compliance with local, state, federal and industry regulations concerning content management.

### Value Proposition

Offering security, scalability, storage management and enterprise integration, Ancept's Enterprise Video Portal is one of the most reliable video content management solutions available today. This solution improves communication and collaboration among employees, partners and customers. With the Enterprise Video Portal, distance and online training and education is enhanced, making it possible for employees to access vital information and course material from any location, which can result in a more responsive and informed workforce.

With significant productivity gains, reduction in travel related costs, more effective training and other benefits, it's not uncommon for adopters of Ancept's Enterprise Video Portal to recoup their return on investment within 12 to 18 months, with progressive gains in subsequent years. Further top-line benefits can be realized by certain organizations that use the Enterprise Video Portal to introduce new or enhanced products and services.

### Company Description

Ancept provides solutions (Digital Asset Management and Enterprise Video Communications) to help organizations leverage the transformational properties of digital media to, among other things, improve organizational speed and responsiveness, provide new or enhanced services and products, improve brand and marketing communications or train staff more comprehensively.

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IBM **Information Management** software

## Ascendant Technology Solution for Clinical Trial Disclosure

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### Partner Solution

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■ **Target Industries**

*Healthcare  
Manufacturing*

■ **Business Application**

*Clinical Trial Registry*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

Due to new legislation and in response to public and regulatory concerns raised in recent years, pharmaceutical and biotechnology organizations, as well as medical equipment companies, must disseminate information on clinical trials. This information must be made available to the general public on registries such as [www.clinicaltrials.gov](http://www.clinicaltrials.gov) and [www.clinicalstudyresults.org](http://www.clinicalstudyresults.org)

As a result, the top 15 biopharmaceutical companies have spent an estimated \$50-70M on Web-based initiatives to publicize active and completed trials since April 2004. Not only is this effort costly, it is also time- and labor-intensive. To maintain compliance, organizations need to acquire historical information on past trials as well as maintain information related to ongoing trials. They must comply with strict Food and Drug Administration (FDA) guidelines in conjunction with the International Committee of Medical Journal Editors (ICMJE) and the Pharmaceutical Research Manufacturers Association (PhRMA), as well as international and U.S. state mandated requirements.

Aside from the need for support of these legally mandated activities,

there is a need to support similar requirements supporting different yet equally important objectives. Innovative companies have begun realizing the importance of facilitating and managing additional business outcomes by creating their own clinical trial registries. In particular, the recruitment of subjects and doctors for clinical trials and post marketing studies is critical and requires pharmaceutical, biotechnology and medical equipment companies to use and create any competitive advantage that may be available. Additionally, given the recent increase in post marketing studies being conducted following FDA approval, pharmaceutical companies, clinics and hospitals need solutions to assist in the management of data collection and reporting processes.

### Solution

Ascendant Technology's Solution for Clinical Trial Disclosure is a Web-based, secure, password accessible content management system designed to provide life sciences companies with their own clinical trial registry portal and support submission of required clinical trial results to third-party sites. Leveraging IBM Enterprise Content Management (ECM) suite of products, the solution features an easy



to use and friendly interface which captures clinical trial results and helps manage overall data flows across inter-departmental organizations of the pharmaceutical and biotechnology industries.



The solution is designed to support:

- Late Phase Clinical Trial Registries (i.e., Phase III – IV)
- Outcome Registries/Post Marketing Studies
- Clinical Trial Portals (e.g., publicly accessible clinical trial portals)

The solution offers multi-level authentication for access control. Sponsors can remotely manage their own trial results and protocol summaries. Full reporting functionality allows users to view activity and status per summary listing. Additionally, the solution allows for backup and storage on sponsor-operated servers.

### Value Proposition

The solution enables organizations to:

- Improve document management processes across disparate geographical regions;
- Eliminate the need for data quality and collection efforts across global trial sites;
- Improve overall communication efforts from study sites and integrate with marketing initiatives;
- Improve compliance with the International Committee of Medical Journal Editors (ICMJE) and the Pharmaceutical Research and Manufacturers of America (PhRMA) by streamlining data compilation and submission efforts; and,
- Support global protocol registry and results data bases.

As a result, organizations leveraging Ascendant Technology's solution can achieve greater transparency in the clinical trial process and improved accessibility to the general public. The solution promotes more effective recruitment of both patients and doctors to clinical trials and post marketing studies.

### Company Description

Ascendant Technology, an IBM Software ValueNet Partner, helps organizations both large and small achieve the flexibility and responsiveness business demands from technology investments. Our combination of business acumen and deep technical expertise provides insight for our customers to solve business problems and drive business innovation. To learn more, please visit us at [www.atech.com](http://www.atech.com)

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## A Partner Solution for Manufacturing

### Managing Custom Logo Imprinting and Customized Manufacturing Process Management

IBM **Information Management** software

# Atlantic Software Technologies, Inc. (AST) Custom Imprinting

---

## Partner Solution

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### ■ **Target Industry**

*Manufacturing*

### ■ **Business Applications**

*Integrated Custom Manufacturing*

*Order Fulfillment*

*Order Management and Tracking*

### ■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture Professional*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

*IBM FileNet Team Collaboration Manager*

### **Business Challenge**

With the prevalent use of the Internet, consumers have been empowered to customize the look and feel of a wide range of products.

Today, many manufacturers seek to enable customers to order, through the Web or via the phone, products customized to their specifications. Take for example, a gift card imprinted with a custom message, picture or logo.

To this end, the challenge is to take user-provided content and specifications such as message text, picture or logo and enable the user to see how it would appear on the final product. Additionally, to achieve this customization, and to achieve true automation and reduce costs, certain aspects of the manufacturing process have to be automated, such as printing of plates for imprinting.

This customization process requires a streamlined method of collecting customer input and validating the exact specifications for the final product. Additionally, manufacturers require integration with existing order management systems which run and drive the business. Workflows must incorporate all elements from design, verification and final customer approval, leveraging both Internet and email.

Finally, manufacturers require solutions that not only integrate with

back office applications, but also integrate with the shop floor, to trigger and manage portions of the automated manufacturing hardware required to produce custom products.

### **Solution**

The AST Custom Imprinting solution provides manufacturers with a proven process for customized manufacturing, with end-to-end workflow from order input to final order fulfillment. The solution is fully integrated with fax and email systems.

AST streamlines and automates processes as follows:

**Inbound Order Processing/Customer Service** – An order for custom imprinting is automatically routed to the proper customer service representative for review. The orders are received via phone, fax or the Web.

**Specifications Preview and Design** – The Designers/Artists pickup the orders from a queue and refine the product with specifications provided by the customer. Once completed, the specifications in the source file formats are checked into IBM's Enterprise Content Management (ECM) suite of products for version management. The system automatically generates the preview files in PDF format from EPS and other file formats and forwards them in an email message to the customer.



*Atlantic Software*  
TECHNOLOGIES, INC.

[www.ast-software.com](http://www.ast-software.com)



**Scheduling and Production** – Through the workflow scheduling review production requirements and order size. Orders are queued for specific printing machinery to run the job. Automated processes create the proper layout from templates for the specific printing machine and rasterize the encapsulated postscript artwork. During rasterization color screens for dithering and device calibration adjustments for brightness are applied to shaded artwork. Production orders are selected by an automation routine based on priority and a robot loads the desired plate material into a stochastic laser device. Images are burned to plate material and are ready for use in printing machines.

**Quality Control** – Rejected orders are tracked by artist and machine along with reason codes to spot trends and improve output.

**Shipping** – Orders are shipped to customers and automated notifications are sent out.

**Order Fulfillment** – As a final step, the workflow then routes the work item to the relevant manufacturing step. During this process, the specification files are automatically analyzed to determine how the order is to be fulfilled.

**Value Proposition**

In use for more than five years in the manufacturing industry, AST’s Custom Imprinting solution streamlines the custom order management process and reduces fulfillment errors. It improves customer satisfaction levels, providing the customer with the opportunity to preview exactly how the finished product will look.

Manufacturers leveraging the AST Custom Imprinting solution have achieved the following ROI:

- Reduced head count;
- Reduced order fulfillment time and therefore higher throughput;
- Higher customer satisfaction;
- Improved order tracking; and,
- Improved ability to track resource utilization.

**Company Description**

Atlantic Software Technologies, Inc. (AST) is dedicated to helping its clients improve business performance through the application of content management and workflow technologies and products. Through innovative business process improvement, AST’s products and solutions help companies achieve advantages in the management and communication of critical information throughout their value chains and increase revenues and profitability.

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# Atos Origin Universal Discovery for Incoming Documents

---

## Partner Solution

---

■ **Target Industries**

*Banking and Financial Markets  
Insurance*

■ **Business Applications**

*Case Management  
Claims Processing  
Digital Mail Room*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet Image Manager*

### Business Challenge

Every day, insurance companies and financial institutions receive large numbers of diverse customer documents from different channels, such as email, fax, paper and more. While several applications exist to manage the content, they are often incapable of standardizing the sub-process of identifying and cataloging the incoming documents for a federated view. This can cause inefficiencies in the flow of work and result in lower customer satisfaction.

### Solution

Atos Origin's Universal Discovery for Incoming Documents platform helps insurance companies and financial institutions manage any incoming document – whether via paper, fax, email, file transfers or user application. The solution provides an easy-to-configure routing process for content identification that connects to the IBM FileNet Business Process Manager suite on a unique, Web service-oriented platform. Leveraging the IBM FileNet P8 platform, including content, process and Web services, the solution includes document virtualization and polymorphism to provide business users with service access points to any incoming

document displayed according to their business needs.

### Value Proposition

Atos Origin's Universal Discovery for Incoming Documents solution delivers significant benefits to insurance companies and financial institutions, including:

- Providing a paperless incoming documents management solution
- Automating the routing of incoming documents to business users (business rules engine integration)
- Enabling data exchange with external systems for metadata validation/ completion before and during routing
- Providing a full, Web services approach for quick and easy integration enterprise-wide
- Facilitating full-document record management for increased compliance

### Company Description

Atos Origin is a leading international IT services provider of integrated design, build and operate solutions to large, multi-national clients in carefully targeted industry sectors.



Our business approach is based on establishing long-term partnerships that encourage success through mutual benefit. We deliver our solutions within a global framework of three major Service Lines: Atos Consulting™, Systems Integration and Managed Operations. We also provide Business Process Outsourcing (BPO) and specialist processing services on a global basis and are a key European player in payment and card processing services, CRM and multi-channel contact services through Atos Worldline.



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## A Partner Solution for Cross Industry

### Integrating Customer Systems on the Siebel CRM Platform with IBM FileNet P8 for Improved Productivity and Enhanced Customer Satisfaction

IBM **Information Management** software

# AutoCont CZ a.s. Siebel Connector for IBM FileNet P8

---

## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Siebel CRM Connectivity*

■ **Products**

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

### Business Challenge

An important element in business success is the immediate availability of information regardless of where and in what format that information is stored. Many companies file enormous amounts of data in their Siebel CRM system, but the majority of their customer information is contained in electronic archives in an IBM FileNet P8 environment. Instead of having the information instantly available, the Siebel CRM user must open a different application and use a separate search function to access this customer data, causing delays in critical areas like customer service. In addition, legal requirements on archiving business documentation are becoming stricter.

### Solution

AutoCont CZ's Siebel Connector for IBM FileNet P8 provides an interconnection between the Siebel Customer Relationship Management (CRM) and IBM Enterprise Content Management (ECM) systems that does not intervene with common functionality and, at the same time, maximizes the use of the two system's functionality. The Siebel Connector for IBM FileNet P8 leverages IBM ECM functionality allowing the user to work with documents stored across the entire enterprise.

The solution provides the Siebel CRM user with immediate access to all documents that meet pre-defined criteria. It consists of two basic parts – a component contained directly in the respective Siebel CRM screen and the configuration XML file. The component ensures the user's authentication in the environment and subsequent work with documents. The authentication takes place automatically in the background, and the system administrator can set the authentication to be personal or by group. Once authenticated, the user can perform a variety of functions such as scanning displayed files, versioning, and/or inserting, depending on the setup.

The Siebel Connector for IBM FileNet P8 also provides customizable components and templates to define the system's behavior for the end user, including graphic appearance, columns and sequencing, and definition of the document criteria. Use of the Siebel Connector for IBM FileNet P8 functionality makes it possible to consolidate work with documents from within the Siebel CRM environment into a single, central catalogue to simplify the central document administration and better comply with legal requirements for archiving of business documentation.



## Value Proposition

AutoCont CZ's Siebel Connector for IBM FileNet P8 delivers significant benefits to organizations, including:

- Ensuring access to customer data directly from the Siebel CRM environment.
- Empowering frontline employees by providing them with comprehensive and up-to-date customer information that is linked directly to Siebel CRM records and transactions, thereby enabling better customer service.
- Improving decision-making throughout the enterprise.
- Providing an efficient and intuitive way to capture, store, locate, access, and manage critical business information, allowing for better compliance with government regulations.

## Company Description

AutoCont CZ and AutoCont SK are subsidiaries of the Czech private holding AutoCont, a.s. Originally a PC manufacturer and computer technology retailer, the company has evolved into a successful holding operating on the Czech and Slovak ICT markets. AutoCont focuses on three main business lines: Business Applications; Technical, System and Application Infrastructure; Outsourcing and Servicing. Within these lines, AutoCont concentrates on two major customer segments: the Enterprise Business Segment (EBS) and Small- to Medium-sized Businesses (SMB). With the goal of bringing results to its customers, AutoCont is dedicated to the development of competencies in the area of Business Consulting and operates as a System Integrator.

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IBM **Information Management** software

## Avrio Corporation Intellëgo for JD Edwards Enterprise Financials

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

Shortly after investing in an enterprise resource planning (ERP) system, companies are frequently motivated to optimize business processes in order to comply with regulations, efficiently manage transactions and to improve their financial position.

Tracking external processes (e.g., paper invoices, manual check requests, etc.) is arduous and create financial reporting and compliance challenges that ERP systems cannot address. Further handcuffing operational efficiency, labor intensive processes that require additional time as information is routed for review and approval, thus negatively affecting profits due to late payments or lost invoices. Since these inefficiencies are not resolved with an ERP system alone, an organization's ability to manage policies, control costs and obtain savings through shorter pay cycles is negatively impacted.

Of primary concern to companies is the ongoing compliance with the ever-increasing number and complexities of government regulations, including the Sarbanes-Oxley Act (SOX), which details criminal and civil penalties for noncompliance in financial disclosure. Corporate executives are held responsible for ensuring proper controls are in place so that business information

and its associated approval process is reported and tracked with accuracy.

### Solution

Avrio has created Intellëgo for JD Edwards Enterprise Financials, a packaged integration for the popular JD Edwards ERP system. Powered by IBM's Enterprise Content Management (ECM) suite of products, Intellëgo extends and automates both routine and complex accounts payable processes beyond the limits of the standard ERP systems capabilities. Supporting JD Edwards Enterprise One (version 8.12 or higher), Avrio's Intellëgo for JD Edwards Enterprise Financials provides seamless integration via the applications API's and Web Services/Messaging Components and IBM ECM technologies, thus providing a tightly integrated solution based on both IBM and Oracle best practices.

Intellëgo for JD Edwards Enterprise Financials can expand a company's investment in JD Edwards by automating document classification and data extraction, using Advanced Forms Processing and Optical Character Recognition that matches invoice data to corresponding vendors, accounts and purchase orders. The overall cost per invoice is minimized by addressing common exceptions, such as price discrepancies, new vendors, coding corrections, duplicate invoices and invoice short pay. Additionally,



companies and corporate executives are assured that corporate governance and regulatory compliance policies are met.



The solution initiates secure, automated processes within the ERP system, aligning vouchers with invoices, purchase orders and shipping documents creating workflow processes as necessary to route information to appropriate teams or individuals for processing. Worklists display work items within the ERP system and enable accounts payable personnel to sort and select work while simultaneously accessing all related voucher and invoice information. Management is provided with accurate reports on the status of payables and real-time monitoring of active and historical data by the Analysis and Reporting modules.

By delivering payables information to the appropriate employee for approval, Intellêgo for JD Edwards Enterprise Financials provides invoice status, visibility and tracking throughout the approval process.

### Value Proposition

With Intellêgo for JD Edwards Enterprise Financials, Avrio provides a seamless integration, providing the familiar look and feel of the JD Edwards Accounts Payable modules and eliminating the need to train users on a new stand-alone software product.

Essential process routing and controls are added to the system, ensuring rules and timelines are maintained while streamlining the invoice approval process. Organizations are enabled to:

- Automate invoice capturing and processing
- Reduce operational costs
- Retain permanent records of transactions, including signatures
- Automate voucher creation and invoice routing
- Eliminate misplaced and/or lost documents
- Achieve financial control by recording and tracking financial transactions
- Install Records Management as an optional component for content disposition or destruction
- Comply with government regulations

### Company Description

Avrio Corporation is a leading Business Process Management consulting company that specializes in high-value Enterprise Content Management solutions. Leveraging years of implementation experience, Avrio delivers superior value to its customers by designing and deploying unique solutions that resolve mission-critical problems and streamline business practices to reduce operating costs and increase employee productivity.

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IBM **Information Management** software

## Avrio Corporation Intellëgo for JD Edwards HR

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Human Resources*

■ **Products**

*IBM FileNet Business*

*Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

Organizations invest in enterprise resource planning (ERP) systems to improve Human Resources (HR) workforce management challenges, to automate tasks and to enable efficient administration. They are often surprised to find that optimizing HR processes also requires control and access to content, as well as enforcement of policies and procedures. This functionality requires business process capabilities beyond the scope of the ERP platform.

The HR modules within an ERP system are driven by employee records (e.g., paper resumes, tax forms, benefits data, appraisals and termination documents) that can be difficult to track. Managing employee records as paper documents creates administrative challenges and interrupts otherwise automated business processes. It can also be a significant challenge to ensure that proper controls are in place to retain content as required by regulations and that auditing procedures are achieved as required by federal and state agencies. Since these inefficiencies are not resolved within the ERP system alone, an organization's ability to manage key HR processes – such as employee onboarding, performance management and benefit change administration – are negatively impacted.

### Solution

Intellëgo for JD Edwards HR is a packaged integration for the JD Edwards HR ERP System. The solution extends and automates both routine and complex HR processes beyond the limits of existing ERP systems. Intellëgo for JD Edwards HR is powered by IBM's Enterprise Content Management (ECM) suite of products and it enables a tightly integrated solution based on both IBM and Oracle best practices.

The solution successfully leverages an organizations existing investment in JD Edwards HR to capture and manage timesheets, leave requests, expenses, benefits, performance appraisals, services and infrastructure requirements. Intellëgo for JD Edwards HR also effectively minimizes administrative costs by verifying records and addressing common exceptions, such as duplicate data entries and coding corrections. Additionally, inbound documents are automatically stored so they are immediately available to the appropriate HR team members to speed HR processes.

Intellëgo for JD Edwards HR initiates secure, automated processes within the JD Edwards HR application suite, aligning profiles with administrative tasks, creating workflow tasks to route information to appropriate teams or individuals for processing. Work items are displayed via Intellëgo for JD



Edwards HR's intuitive user interface that enables personnel to sort and select work while simultaneously accessing related profile and business process information. This allows HR personnel teams to better coordinate work items and onboarding workflow processes, such as familiarizing new hires with orientation information and initiating training processes.



Intellêgo for JD Edwards HR provides ongoing project status, visibility and tracking of HR processes by delivering profile information to the appropriate employees for approval while IBM's ECM technology ensures that transactions are approved within agreed terms. Electronic forms are used to route HR approvals to users via e-mail. Intellêgo for JD Edwards HR also supports both e-signatures and digital pen signatures to speed the approval process in cases where physical signatures are required. Organizations are able to adhere to defined coaching and counseling procedures, take corrective action when appropriate, implement employee assistance programs and hold performance reviews according to company policy.

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Analysis modules provide management with accurate reports on the status of employee services and workforce management as well as real-time monitoring of active and historical data. As benefits administration grows more complicated, HR departments can avoid being distracted from strategic initiatives by the manual administrative aspects of their jobs. Intellêgo for JD Edwards HR also helps HR departments process new hire benefit plan participation in accordance with eligibility requirements of specific plans, maintain employee benefit reports and reconcile/audit monthly insurance/benefits invoices.

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### Value Proposition

Intellêgo for JD Edwards HR provides real-time integration to the ERP system, significantly reducing the number of steps and interfaces required to onboard an employee. The solution enforces routing and controls the approval process ensuring corporate policies and procedures, as well as regulatory compliance, is achieved while streamlining human resource management. Intellêgo for JD Edwards HR allows organizations to achieve the following administrative benefits:

- on-boarding and/or termination
- performance management and benefits administration
- reduction in operational costs
- the ensured collection of required documentation and forms
- a securely managed lifecycle of HR content

### Company Description

Avrio Corporation is a leading Business Process Management consulting company that specializes in high-value Enterprise Content Management solutions. Leveraging years of implementation experience, Avrio delivers superior value to its customers by designing and deploying unique solutions that resolve mission-critical problems and streamline business practices to reduce operating costs and increase employee productivity.

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IBM **Information Management** software

## Avrio Corporation Intellġgo for PeopleSoft Financials

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

Seeking to improve their financial position, comply with regulations and efficiently manage accounts payable transactions, organizations are now motivated to optimize business processes. During the design phase, or shortly after production, it becomes clear that in addition to what an enterprise resource planning (ERP) system can cost-effectively deliver, an organization also needs the ability to automate document capture, manage content and enable business process automation to effectively manage exceptions and external events as part of the accounts payable process.

Financial processes are driven by paper invoices and manual check requests that can be difficult to track, which creates financial reporting and compliance challenges. Further compounding operational efficiency, labor intensive processes take more time as they are routed for review and approval, resulting in late payments or lost invoices. These inefficiencies cannot be resolved within the ERP system alone.

Add to that the concerns of compliance with government regulations, including the Sarbanes-Oxley Act, which details criminal and civil penalties for noncompliance in financial disclosure. Now more than ever, companies must ensure that proper controls are in place so that content and its associated approval process is reported and tracked with accuracy.

### Solution

Avrio has created Intellġgo for PeopleSoft Financials, a packaged integration for PeopleSoft Financials. Powered by IBM's Enterprise Content Management (ECM) suite of products, Intellġgo for PeopleSoft Financials extends and automates both routine and complex accounts payable processes beyond the limits of existing ERP systems. Supporting PeopleSoft Financials, Avrio's Intellġgo for PeopleSoft Financials provides seamless integration via the application program interface, Web Services/Messaging Components and IBM ECM technology, enabling a tightly integrated solution based on both Oracle and IBM best practices.

Leveraging the existing investment in PeopleSoft, Intellġgo for PeopleSoft Financials automates document classification and data extraction using advanced form processing and optical character recognition (OCR) functionality that matches invoice data to corresponding vendors, accounts and purchase orders. Intellġgo for PeopleSoft Financials minimizes the overall cost per invoice by addressing common exceptions, such as new vendors, duplicate invoices, coding corrections, invoice short pays and price discrepancies. Intellġgo for PeopleSoft Financials also ensures that corporate governance and regulatory compliance policies are met.

Intellġgo for PeopleSoft Financials initiates secure, automated processes



within PeopleSoft, aligning vouchers with invoices, purchase orders and shipping documents, creating workflow processes as necessary to route information to appropriate teams or individuals for processing. Work items are displayed via Worklists within PeopleSoft Financials that enable accounts payable personnel to sort and select work while simultaneously accessing all related voucher and invoice information. The analysis and reporting modules provide management with accurate reports on the status of payables and real-time monitoring of active and historical data.

By delivering payables information to the appropriate employee for approval, Intellēgo for PeopleSoft Financials provides invoice status, visibility and tracking throughout the approval process. IBM ECM technology ensures that transactions are approved within agreed vendor terms. Invoices are presented for approval as electronic forms that are routed to users via their internal e-mail system. Intellēgo for PeopleSoft Financials leverages IBM FileNet eForms and supports both e-signatures and digital pen signatures to speed the approval process in cases where physical signatures are required.

### Value Proposition

With Intellēgo for PeopleSoft Financials, Avrio provides a seamless integration, ensuring the same look and feel of a standard component within the PeopleSoft user interface, thus eliminating the need to train users on a new separate application.

Intellēgo for PeopleSoft Financials brings necessary process routing and controls to the ERP system, streamlining the invoice approval process, while ensuring that rules and timelines are maintained. Additionally, Intellēgo for PeopleSoft Financials enables organizations to:

- automate invoice capturing and processing;
- reduce operational costs;
- retain permanent records of transactions, including signatures;
- automate voucher creation and invoice routing;
- eliminate misplaced and/or lost documents;
- achieve financial control by recording and tracking financial transactions;
- install IBM FileNet Records Manager as an optional component for content disposition or destruction;
- comply with government regulations.

### Company Description

Avrio Corporation is a leading Business Process Management consulting company that specializes in high value Enterprise Content Management solutions. Leveraging years of implementation experience, Avrio delivers superior value to its customers by designing and deploying unique solutions that resolve mission critical problems and streamline business practices to reduce operating costs and increase employee productivity.

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IBM **Information Management** software

## Avrio Corporation Intellġgo for PeopleSoft HR

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Human Resources*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

Seeking to adhere to standardized workforce management best practices, automate manual labor-intensive and error prone tasks, and more efficiently manage employee records; organizations have realized the importance of optimizing human resources (HR) processes. The HR modules within an enterprise resource planning (ERP) system are driven by employee records that may be difficult to track (e.g., resumes, tax forms, benefits data, evaluations and termination documents). Managing paper-based employee records creates administrative challenges and limits the ability to automate business processes. Further compounding operational inefficiencies are the labor-intensive processes that may result in missed deadlines and inaccurate information. Since these inefficiencies are not resolved within the ERP system alone, an organization's ability to manage key HR processes – such as employee onboarding, performance management and benefit change administration – are negatively impacted.

### Solution

Avrio has created Intellġgo for PeopleSoft HR, a packaged integration for PeopleSoft HR. Powered by IBM's Enterprise Content Management (ECM) suite of products, the integration extends and automates HR processes beyond the limits of

an existing ERP system. The solution provides seamless integration to PeopleSoft HR via the application program interface and Web services/messaging components that enable a tightly integrated solution.

While leveraging the existing ERP investment, Intellġgo for PeopleSoft HR effectively captures and manages HR related content. This solution does not replace your current human resources information system, rather it works as a complimentary offering to electronically capture and store all supporting information (e.g., unstructured information such as faxes, audio, video, email, forms, etc.) associated with the discipline of human resource management.

Intellġgo for PeopleSoft HR also minimizes administrative costs by authenticating users/data and addressing exceptions, such as duplicate or incorrect data entry. The solution also initiates secure, automated processes within PeopleSoft, aligning profiles with administrative tasks, creating workflow tasks that route information to appropriate teams or individuals for processing. Work items are displayed via Worklists that enable personnel to sort and select tasks while simultaneously accessing related profile and business process information. This allows HR personnel teams to better coordinate processes, such as, notifying the



appropriate departments of a new hire or the modification of benefits (e.g., payroll, administration, security, etc.).



Analysis modules provide management with accurate reports on the status of employee services and workforce management as well as real-time monitoring of active and historical data. Intellġgo for PeopleSoft HR helps HR personnel process new hire benefit plan participation in accordance with eligibility requirements of specific plans, maintain employee benefit reports and reconcile/audit monthly insurance/benefits invoices.

By delivering profile information to the appropriate employees for approval, Intellġgo for PeopleSoft HR provides ongoing project status, visibility and tracking of HR processes which enable transactions to be approved within the agreed to terms. HR administrative information is presented for approval as electronic forms that are routed to users via e-mail. Intellġgo for PeopleSoft HR supports e-signatures and digital pen signatures to speed the approval process in cases where physical signatures are required. Intellġgo for PeopleSoft HR helps organizations adhere to defined coaching and counseling procedures, take corrective action when appropriate, implement employee assistance programs and hold performance evaluations according to company policy. The solution can also monitor warnings, suspensions and related communications for documentation purposes.

With Intellġgo for PeopleSoft HR, best practices are applied to standardize and automate HR workforce business processes and content with seamless integration to PeopleSoft. Intellġgo for PeopleSoft HR enables organizations to:

- automate onboarding, termination, performance management, and benefits administration processes which helps reduce operational costs;
- eliminate data entry into multiple HR ERP user interfaces,
- facilitate approval routing and exception handling workflow processes;
- notify appropriate departments of an approved HR transaction,
- ensure all required content is obtained and secured,
- retain permanent records of transactions, including e-signatures;
- enable strategic management by recording and tracking HR procedures;
- authenticate users and approve records for future reference;
- comply with government regulations.

### Company Description

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## A Partner Solution for Insurance

### Automating the Clinical Review Process of Pharmaceutical Exception Requests for Enhanced Operational Efficiency

IBM **Information Management** software

# BearingPoint Clinical Review Order Fulfillment BPM System

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## Partner Solution

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■ **Target Industry**

*Healthcare Insurance  
Providers*

■ **Business Applications**

*Case Management  
Order Fulfillment*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Capture Professional  
IBM FileNet Process Analyzer*

### Business Challenge

Health insurance companies continue to struggle with a variety of market forces, such as escalating healthcare costs, industry consolidation and regulatory requirements, including HIPAA, Sarbanes-Oxley, NCQA and Medicare. Surviving in today's competitive arena requires not only innovation but also process refinement.

While standard pharmaceutical order fulfillment is an automated and highly efficient process, Pharmaceutical Exception Requests (PER) are often handled manually by the Clinical Review Team. This paper-intensive and time-consuming process leads to duplication of efforts and creates bottlenecks in the flow of work. In addition, the lack of visibility makes searching for PER client-related documents cumbersome. This, in turn affects the speed at which customers are updated regarding their PER approval or denials and challenges the Clinical Review collaborative environment when managing the lifecycle of order requests.

### Solution

BearingPoint's Clinical Review Order Fulfillment BPM System provides an automated, paperless solution

for handling PERs. The solution leverages IBM's Enterprise Content Management (ECM) suite of products, for indexing, storing, archiving, and automating document-centered work processes. By streamlining Clinical Review workflow processes for work distribution, exceptions are more efficiently routed to the most appropriate member of the work group based on customizable rules and events. The system proactively notifies staff of vital work tasks that need to be processed, based on regulatory compliance and/or service level agreement guidelines. Order fulfillment accountability is tracked with automation of action and in-action. Workflow escalation mechanisms are also built into the application to promote timely processing of Clinical Review fulfillment orders.

IBM ECM helps improve customer service by allowing users to quickly access all relevant information regarding a particular Clinical Review order from the IBM repository. This feature also helps users track how decisions were made via an electronic audit trail, which provides a holistic view of the approval or denial of a particular order request and provides for documentation designed to meet compliance regulations.



The Clinical Review Order Fulfillment BPM also helps organizations to:

- Process Clinical Review order requests in real-time, based on automatic workflow priority settings and SLA flags
- Access order request workflow cases and documents quickly and efficiently
- Integrate with RightFax to digitally receive documents from clients
- Automatically produce company letters to inform clients of order request processing results
- Provide aggregate data for Clinical Review workflow cases through productivity reports

### Value Proposition

BearingPoint's Clinical Review Order Fulfillment BPM solution delivers significant benefits to healthcare insurance organizations, including:

- Streamlined Clinical Review workflow processes for work distribution
- Enhanced operational efficiency due to the reduction of process bottlenecks
- Automated routing of documents to the appropriate Clinical Review staff
- Electronic audit trails to track order fulfillment document activity
- Event-driven notification of vital work tasks based on regulatory compliance guidelines
- Improved order fulfillment accountability with automation of action and in-action
- Faster response to Clinical Review information inquiries and improved customer service
- Reduced misfiling and order fulfillment document loss
- Decreased Clinical Review manual data entry time, expenses and errors
- Increased use of electronic systems for work retrieval
- Increased management information reporting capabilities

### Company Description

BearingPoint is a leading management and technology consulting company that serves the Global 2000 and many of the world's largest public services organizations. Our experienced professionals help organizations around the world set direction to reach their goals and create enterprise value. By aligning their business processes and information systems, we help our clients gain competitive leadership advantage – delivering results in an accelerated time frame. To learn more, contact us at 1.866.BRNGPNT (+1.508.216.2523 from outside the United States and Canada) or visit our Web site at [www.bearingpoint.com](http://www.bearingpoint.com).

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## A Partner Solution for Energy and Utilities

### Implementing an In-House Engineering Document Management System for Significant Cost Savings

IBM **Information Management** software

# BearingPoint Energy Engineering Solution

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## Partner Solution

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■ **Target Industry**

*Energy and Utilities*

■ **Business Application**

*Engineering Document Management*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

Many oil and gas construction and engineering firms are dependent on external vendors to manage their engineering documents, resulting in lengthy upload times and a lack of an auditable transmission process. This adversely affects the efficiency with which project and operations groups transmit official documents to external parties that are responsible for design, procurement and construction, as well as the turnover of documents from projects to the “care and custody” of operations.

### Solution

BearingPoint’s Energy Engineering Solution is a fully functional enterprise content management (ECM) system for managing construction and engineering documents. Developed using the BearingPoint® ProvenCourse® Methodology, the solution consists of:

- Installation and configuration of IBM FileNet P8 and McLaren software
- Migration of all documents from external systems to IBM FileNet P8
- Migration of key documentation from existing systems to IBM FileNet P8

- Bulk load automated process for importing documents
- Transmittal (statement of work)/ markup functionality

Because the Energy Engineering Solution creates a transmittal portal for engineering documents, the back-and-forth process between engineering firms and their vendors is accelerated. The solution also creates a more visible audit trail for engineering documents, and establishes a foundation for a more robust records management system in the future.

### Value Proposition

By bringing engineering document management and storage in-house instead of relying on external companies, oil and gas construction and engineering firms can realize significant savings. In fact, it is not uncommon for the return on investment to be recouped in under a year. In addition, the implementation of a transmittal portal improves the efficiency with which engineering firms transmit documents to and from vendors.



Management  
& Technology  
Consultants

## Company Description

BearingPoint provides strategic consulting, application services, technology solutions and managed services to Global 2000 companies and government organizations. We help customers achieve results by identifying mission critical issues and implementing innovative and customized solutions designed to generate revenue, reduce costs and access the right information at the right time.



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# BearingPoint Enterprise Credit Risk Management

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## Partner Solution

---

■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Commercial Lending*

*Credit Risk Management*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

The extension of credit is a significant business line for most financial institutions. From lines of credit and revolvers to term loans, ACH lines and overdraft accounts, credit is extended by a variety of different groups within the organization that often act wholly independently of one another. Each group typically has its own set of business processing and technologies. As a result, credit packages tend to be inconsistent. At the same time, financial institutions must deal with the ramifications of the fact that no pre-validation is done to ensure that each package has all the required elements and compliance guidelines have been met. This opens the institution up to unnecessary regulatory and credit risk.

Beyond these issues, the siloed nature of the credit review process has created significant inefficiencies for today's financial institution. Origination can't determine where their deals are in the credit process, and loan administration groups have no way to anticipate volumes and balance workloads. Groups responsible for managing organizational credit risk and exposure must manually assemble and aggregate data across lending programs, which can prove a time-consuming and potentially

error-prone process. As a result, many financial institutions are saddled with an unnecessarily costly credit operation and, in many instances, exposure to additional risk.

### Solution

BearingPoint Enterprise Credit Risk Management is a single process and technology platform that supports and automates the credit and loan lifecycle. Built on the IBM Enterprise Content Management (ECM) suite of products, this solution helps organizations provide a single view of the customer across the organization and create consistency of credit package elements in all lines of business. As part of creating this process, the solution collects and retains integrated data on borrowers and exposures, measures integrated credit risk throughout the loan lifecycle, and extracts common credit criteria elements to develop consistency enterprise-wide.

Enterprise Credit Risk Management collects and retains integrated data on borrowers and exposures for the entire organization. Because it creates a single customer view, Enterprise Credit Risk Management helps financial institutions have a more complete picture of the credit review process and overall organizational



Management  
& Technology  
Consultants

exposure. By automating modeling for credit risk management workflows, Enterprise Credit Risk Management reduces non-value-added tasks, reduces the potential for error and decreases cycle time. At the same time, the single view, dashboards and reporting functionality provide closer monitoring by origination and loan administration for improved customer service and more efficient workload balancing. Additionally, the automated validation before submission improves accuracy.



## Value Proposition

Using Enterprise Credit Risk Management and IBM ECM, financial services institutions can better manage credit risk and enhance productivity. By providing a single view of the customer, Enterprise Credit Risk Management offers financial institutions the ability to:

- Attain a more informed perspective on exposure risk by customer and enterprisewide
- Measure credit risk throughout the loan lifecycle for more proactive management
- Leverage common credit data to reduce re-entry and repetitive low value-add activities
- Deliver more accurate estimates of total risk exposure, concentrations and anticipated workload
- Shorten lead times for loan approval and document processing
- Reduce time required for closing and booking
- Improve compliance with regulatory and risk requirements
- Speed problem resolution and design a more responsive customer service
- Enhance data quality through more effective error and exception handling
- Reduce future cost of maintenance and functionality enhancement

## Company Description

BearingPoint provides strategic consulting applications services, technology solutions and managed services to Global 2000 companies and government organizations. BearingPoint's approximately 16,000 professionals serve customers from offices in 39 countries. The company helps customers achieve results by identifying mission critical issues and implementing innovative and customized solutions designed to generate revenue, reduce costs and access the right information at the right time.

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## BearingPoint Money Movement BPM Solution

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Application**

*Money Movement  
Requests*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet eForms  
IBM FileNet Forms Manager  
IBM FileNet Image Manager  
IBM FileNet Process Analyzer  
IBM FileNet Process Simulator*

### Business Challenge

For financial institutions, the movement of money – inbound, outbound and internal – is often a people- and paper-intensive process, fraught with human error. From initiating the request, to monitoring its status, to validating the transfer of funds, the process can take weeks. Furthermore, the inherent lack of an audit trail not only impedes a business user in determining the whereabouts of a request at any point of time, it fails to satisfy compliance requirements set forth by the various regulatory bodies. Manually intensive processes, in general, lend themselves to increased risk of fraudulent activity, higher total cost of ownership and reduced customer satisfaction.

### Solution

BearingPoint's Money Movement Business Performance Management (BPM) solution automates and streamlines the business processes involved in transferring funds and puts in place appropriate audit, tracking and security measures to address compliance requirements. Automatic data validation will confirm that required fields have been completed

prior to submitting a money movement request. Once the submission is accepted, an email notification is sent to the supervisor and requestor, introducing immediate visibility into the process.

The system also notifies the various stakeholders of important information at appropriate times throughout the process. After the money movement request is initiated, it can only move forward when the required Dual Control is met, thus reducing the security and audit risk generally associated with paper-based transfers. Upon validation of the money transfer, the completed money movement request is stored in the Content Engine file store for deep archive storage purposes. The Money Movement BPM solution easily integrates with existing legacy system to leverage existing enterprise infrastructure and with existing security framework for transaction authorization purposes.

### Value Proposition

BearingPoint's Money Movement BPM solution turns a manually intensive, paper-based process into an efficient



Management  
& Technology  
Consultants

electronic application that can deliver significant benefits to financial institutions, including:

- Providing a real-time view into any money movement request
- Decreasing human error and increasing processing speed
- Accelerating the securing of funds, thus positively impacting the bottom line
- Increasing customer confidence, loyalty and service levels
- Improving information capture, trend and financial analysis abilities
- Aggregating information for better process management at a transaction level
- Creating both predefined and ad hoc reports

### Company Description

BearingPoint provides strategic consulting, application services, technology solutions and managed services to Global 2000 companies and government organizations. We help customers achieve results by identifying mission critical issues and implementing innovative and customized solutions designed to help our clients increase revenue, reduce costs and access the right information at the right time.

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## BearingPoint Pension Administration Solution

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Pension Administration*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Image Services*

### Business Challenge

Public retirement systems play a vital role in the lives of hundreds of thousands of people across the country. Of course, administering billions of dollars in funds and managing increasing numbers of members can be challenging, especially in an era in which customers demand higher and higher levels of service. Many retirement systems are unable to meet the challenge with their current legacy infrastructures due to inefficient manual and paper-intensive processes and vendors that are unable to support these systems. As increasing numbers of baby boomers join the ranks of the retired, public pension organizations need to streamline their retirement system processes to meet the growing service demands.

### Solution

BearingPoint's Pension Administration Solution (BPAS) is an integrated public pension information management system that is flexible and customizable to the unique business needs of individual public pension organizations while leveraging existing technology investments and tools. The foundation of the system is its Core Pension Management Services,

which integrates nine modules that perform the primary business processes associated with operating a public pension fund. Services are customized subsystems tailored to the specific business and technical requirements of each client, including:

- Defined benefit calculations
- Benefit payments
- Miscellaneous transactions
- Member maintenance
- Contribution accounting
- Customer service
- Employer maintenance
- Refund processing
- Defined contribution processing
- Automated business process management

BPAS uses a set of predefined system design templates, including data models, class and state diagrams, graphical user interface models, and software architecture, to accelerate the delivery of these services. In addition, a single search and view capability provides access to content irrespective of its nature and location in the IBM repository. BPAS also provides seamless integration with line of business and context-aware bi-



Management  
& Technology  
Consultants

directional navigation, enhancing a user's experience and productivity. Business events, such as death of a retiree or committal of a scanned retirement application, automatically initiate appropriate business processes.



### Value Proposition

BPAS provides integration between business applications, the content management system and the workflow engine. This tightly coupled approach reduces process fragmentation and greatly improves operational efficiency while simultaneously improving the delivery of customer service. BearingPoint's Pension Administration Solution provides pension administrators with:

- A single search and view capability to access content irrespective of its nature and location in the IBM repository
- Seamless integration with lines of business for context aware bi-directional navigation
- Workflow integration for seamless navigation to the correct LOB screen
- Correspondence integration either via batch or on an ad hoc basis into the IBM repository

### Company Description

BearingPoint provides strategic consulting, application services, technology solutions and managed services to Global 2000 companies and government organizations. We help customers achieve results by identifying mission critical issues and implementing innovative and customized solutions designed to generate revenue, reduce costs and access the right information at the right time.

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IBM **Information Management** software

## BearingPoint Real ID Act Compliance

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### Partner Solution

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■ **Target Industry**

*State Government*

■ **Business Applications**

*Driver's License*

*Real ID*

*Vehicle Registration*

*Vehicle Titling*

■ **Products**

*IBM FileNet Business*

*Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

Signed into law in May 2005, the Real ID Act established a federal standard for driver's licenses issued throughout the United States. The Real ID Act calls for states to normalize processes for collection and storage of citizen data, as well as standardize driver's license and identification document security standards by May 2008. Additionally, states must support inter-state information sharing and integration with federal systems.

Information management is a central component of this legislation – states must implement digital imaging technology to enable electronic document storage. Further, they must implement records retention systems and processes by which source documents and associated images are maintained according to the mandated schedule. Departments of Motor Vehicles (DMVs) must evaluate existing information technology systems to ensure compliance with the mandate – on limited funding and a tight deadline.

Despite continuing discussions regarding the specifics and feasibility of Real ID Act compliance, states must move ahead in identifying the appropriate path toward compliance. Neither driver's licenses nor ID cards that do not meet Real ID Act standards will be accepted as proof of identity for

everyday federally controlled activities such as air travel. By automating the identity verification and credentialing processes, DMVs will not only meet regulatory requirements, but also will benefit from the opportunity to increase operating efficiencies and cross-jurisdictional collaboration while reducing costs. DMVs can ease the compliance requirement by implementing solutions that reduce the time required to build architectures and platforms. One of the best ways to do this is to use existing information management procedures, as well as proven best practices successfully deployed in other states.

### Solution

IBM Enterprise Content Management (ECM) and BearingPoint have joined together to provide DMVs with a complete solution for Real ID Act compliance. The team has leveraged expertise gained working with DMVs and other state agencies across the country and offers DMVs the ability to take advantage of best practices that scale to meet each state's unique requirements and starting points. With this flexibility, DMVs can take advantage of a solution that enables them to support the initial influx of activity and content associated with achieving Real ID Act compliance, but also manage ongoing efforts to remain compliant and accommodate changes based on revised rules or regulations.



Management  
& Technology  
Consultants

The IBM/BearingPoint solution enables DMVs to automate the document validation process – ensuring that all necessary information gathering and authentication activities are performed, responses are stored within the system, and records are declared as dictated by state and Real ID Act provisions. The solution eliminates the need to retain paper documents by validating and storing all documents electronically – providing DMVs with improved disaster recovery capabilities. Further, the electronic system enables rapid document retrieval, reducing the time required to process citizen applications and respond to inquiries.



### **IBM ECM at Work: Montana Motor Vehicle Division**

The Montana Motor Vehicle Division (MVD), a division of the state's Department of Justice, provides many services essential to Montana drivers and residents new to the state. The division licenses both individual and commercial drivers, administers all driver license records and actions, issues motor vehicle registrations and titles, licenses and controls motor vehicle dealers, inspects and verifies vehicle identification numbers, as well as provides training for county treasurers, vehicle dealers and financial institutions. To increase internal productivity across these service lines, as well as to enable delivery of improved service to its customers, MVD sought an enterprise content management (ECM) and business process management (BPM) solution.

To allow for increased efficiencies, as well as to enhance workflow and document management capabilities, MVD determined an IBM ECM solution implemented by systems integrator BearingPoint would best serve the division. Leveraging IBM FileNet Business Process Manager, MVD established electronic records as the official record-keeping procedure. MVD first implemented the IBM system to capture and retrieve title and registration breeder documents. Then, MVD expanded use of the system to include updating their current, legacy system with the document indexes, so that they could be retrieved directly from the mainframe application; and real-time validation with legacy mainframe data, to ensure that the document “belonged” to the associated customer. Looking forward, MVD plans to integrate the IBM system with other installed motor vehicle systems.

Enabling immediate capture, storage, and online retrieval of breeder title documents, the IBM system enabled MVD to achieve its objectives for improved operational efficiencies. Further, the new system enables MVD to remain compliant with statutory and regulatory requirements for titling. With the assistance of BearingPoint professional services, MVD has achieved numerous quantifiable benefits, including the elimination of overtime pay and a backlog for document microfilming. Additionally, the new system enabled the reduction of central title processing from 60 days to just 24-48 hours. As a result, MVD now provides more timely service to the citizens of Montana and enables increased efficiencies for car dealerships, as car sales can be turned around more rapidly.

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IBM **Information Management** software

# BearingPoint Unemployment Framework for Automated Claim and Tax Services (uFACTS)

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## Partner Solution

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■ **Target Industry**

*Government*

■ **Business Applications**

*Benefits Services*

*Tax Services*

*Integration Services*

*Administrative Services*

■ **Products**

*IBM FileNet Business*

*Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Over the past few years, most government agencies that are responsible for Unemployment Insurance (UI) have used federal funding to develop Web-based interfaces to existing legacy systems. However, analysis of current systems shows they are now limited by the technology of their back-end, legacy systems. This technology prohibits the integration of processes and sharing of data across the enterprise.

The effectiveness of their customer-facing initiatives has also been severely limited by the constraints of their core systems. This can be seen by examining an agency's Tier I and II Performance Measures, which may show a passing performance in many areas, but indicate a downward trend over the last three years as the workload increases. What's more, current operating budgets simply cannot sustain the number of employees necessary to properly support UI programs. As a result, workforce attrition will soon mandate a fully integrated tax and benefits system that delivers significant operational and functional benefits.

### Solution

To meet the real-world needs of state agencies working with unemployment benefits, BearingPoint has developed the Unemployment Framework for

Automated Claim and Tax Services, or uFACTS. It provides a business specific development framework that combines the fast implementation benefits of off-the-shelf solutions with the flexibility of a customized solution that can address specific business challenges. uFACTS, working in tandem with IBM Enterprise Content Management (ECM), is built upon a basic foundation of functionality that helps state agencies address their unemployment insurance program challenges.

uFACTS provides a solution that is built on proven best practices to address your core business needs, and a flexible framework that can be tailored to your specific requirements. Together, uFACTS and IBM ECM enable state government agencies to realize significant benefits across:

### Core Benefits Services

- Entities: Maintain claimant information
- Wages: Track and manage wage detail
- Separations: Manage separation events that can result in a claim
- Claim Processing: Collect and maintain initial claim information
- Payment: Manage payments owed and produce payment to individual
- Eligibility: Determine level and duration of benefits for each claim type



Management  
& Technology  
Consultants

- Modifications: Recalculate claim based on changes in environment
- Issues/Appeal: Track issues and appeals



### Core Tax Services

- Quarterly Reporting: Manage collection of quarterly tax and wage reports
- Report Audit: Calculate and process electronic payments
- Account Status: Track the status of an employer account
- Rate Determination: Manage employer's rating related to benefit claim history
- Delinquency: Track delinquent tax liabilities and payments processed against them
- Collections: Track collections activities to recover delinquent tax liabilities

### Integration Services

- ICON: Submit/retrieve requests from other state workforce agencies
- Imaging Integration: Integrate required documents into the application
- Workflow Integration: Integrated processing of workflow tasks
- Interfaces: Provide real-time or batch processing between multiple systems

### Administrative Services

- Correspondence: Create, store and maintain Word templates for easy correspondence
- Administration: Create and maintain records
- Management Reporting: Provide management reports

### Value Proposition

BearingPoint's uFACTS delivers significant benefits to state unemployment insurance government agencies, allowing them to quickly develop solutions that, in turn, produce marked improvements throughout the organization. With uFACTS and IBM ECM, these agencies can:

- Do more with less – Even with a smaller headcount, agencies can remove inefficiencies from internal processes and improve overall productivity at a lower cost
- Raise efficiency – The document handling process is vastly improved as all information is available to approved employees from any location
- Make better decisions – With the right information at their fingertips, employees can make fast, accurate decisions
- Improve customer satisfaction – Faster response times, more service options, and better access to information leads to more satisfied constituents

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## A Partner Solution for Banking and Financial Markets

### Automating Wire Transfer Processes for Enhanced Compliance, Security and Customer Service

IBM **Information Management** software

# BearingPoint Wire Transfer Workflow Application

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## Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Application**

*Trust Wire Transfers*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

### Business Challenge

Financial institutions are under increasing pressure to comply with requirements set forth by regulatory bodies, while at the same time increasing customer confidence and loyalty. In the case of trust accounts, where domestic and international wire transactions occur sporadically, the wire transfer processes are often manually intensive and paper-based, and determining the status or location of a request is often difficult. This increases the total cost of ownership and reduces customer satisfaction. Ultimately, this lack of appropriate auditing and tracking leads to increased risk of fraudulent activity.

### Solution

BearingPoint's Wire Transfer Workflow Application creates an electronic representation of the outgoing wire transfer form, helping to provide appropriate auditing, tracking and security to meet compliance requirements, and also streamline the business process. An automatic email notification is sent to the supervisor when a wire is created and important information is provided at appropriate times throughout the Wire Request process. The Wire Tracker component enables all wire users to open, close

and check the status of a wire transfer request in progress. Filtering criteria also allow users to locate a particular set of wires to track down a wire at any point of time.

BearingPoint's Wire Transfer Workflow Application allows financial institutions to:

- Leverage the existing enterprise infrastructure
- Comply with Office of the Comptroller of the Currency (OCC) regulations
- Create both predefined and ad hoc reports
- Provide users with a real-time, end-to-end view of a wire transfer request
- Utilize an extensible authorization and entitlements framework
- Integrate with existing Web services to obtain the authorization information for the user accessing the wire transfer application

### Value Proposition

BearingPoint's Wire Transfer Workflow Application delivers significant benefits to financial institutions by streamlining processes and automating business rules related to trust account wire transfers.



Management  
& Technology  
Consultants

Validation of data confirms that all required fields have been completed prior to request submission. Upon submission, request routing information, including workflow steps and user IDs, is also captured and stored in a database for auditing purposes. In addition, the solution provides the ability to track wire transfer requests throughout the entire approval process, with specific workflow steps being captured and moved forward electronically. More importantly, since the wire request cannot be processed without the mandatory dual control, and since all relevant audit trail information is captured and stored in a database, the security and audit risks previously associated with such transfers are significantly reduced.



### **Company Description**

BearingPoint provides strategic consulting, application services, technology solutions and managed services to Global 2000 companies and government organizations. We help customers achieve results by identifying mission critical issues and implementing innovative and customized solutions designed to generate revenue, reduce costs and access the right information at the right time.

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IBM **Information Management** software

## BlueCielo InnoCielo ImandrA for IBM FileNet P8

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### Partner Solution

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■ **Target Industry**

*Energy and Utilities  
Government  
Manufacturing*

■ **Business Application**

*Engineering Project Management/  
Asset Management*

■ **Products**

*IBM FileNet Content Manager  
IBM FileNet Email Manager  
IBM SAP Portal Connector*

### Business Challenge

To support widespread engineering projects, many organizations must seek competent labor abroad. As a result, engineering organizations often face challenges in remote locations where engineering processes become disconnected due to language barriers.

To overcome this issue and achieve improved productivity, collaboration, efficiency and communication, best practices and a common language must be established. An engineering content management (ECM) system can help to create the information backbone that enables organizations to support global, remote and concurrent engineering, and improve collaboration among clients, contractors and subcontractors.

Engineering organizations must also improve execution throughout the project lifecycle.

As such, organizations focused on architecture, engineering and construction (AEC) as well as engineering, procurement and construction (EPC) project management are demanding information technology solutions that can help support overall engineering management – the goals being to increase organizational efficiency, reduce costs, mitigate risk, improve quality and enhance revenue.

### Solution

InnoCielo ImandrA for IBM FileNet P8 was developed to provide engineering organizations with a sophisticated environment that supports all tasks associated with the completion of large engineering projects. The solution was created and is ideally suited for AEC and EPC project management.

The combination of the IBM ECM suite of products, .NET technology and integration with CAD/Office and MMS/ERP applications makes InnoCielo ImandrA for IBM FileNet P8 a unique engineering enterprise content management solution. The solution enables both CAD and non-CAD users to create, review and approve engineering project-related documentation. The solution also supports the assignment and scheduling of all project-related tasks and budgets, as well as progress reporting and approval. All key engineering project management tasks can be customized to meet organization-specific requirements.

InnoCielo ImandrA for IBM FileNet P8 can be enhanced with several modules. The InnoCielo ImandrA Transmittal Manager module streamlines the document transmittals process with external partners. For projects that need to be executed faster through improved collaboration



between the client, contractors and subcontractors, the InnoCielo ImandrA Project Manager module creates a global collaborative project environment.



To support the operations and maintenance phase of engineering projects, InnoCielo ImandrA offers an Asset Management module. Here, all assets and engineering content are linked together, version-controlled and maintained in a secure repository. Also available is the InnoCielo ImandrA Publisher module, which automates the process of rendering and publishing documentation, enabling engineering construction companies to report on health and safety to comply with various legal and governmental requirements.

### Value Proposition

BlueCielo's broad-based expertise in the deployment of ECM solutions, along with industry best practices, enable organizations to experience optimal business benefits related to the creation, collaboration and distribution of engineering content such as:

- improved efficiency through streamlined processes
- reduced costs through information reuse
- improved visibility and control over change, review and approval processes
- mitigated risk through pre-defined workflows
- improved communication, collaboration and regulatory compliance
- enhanced revenues via improved billing as a result of active project overviews and status control

With InnoCielo ImandrA for IBM FileNet P8, clients have experienced up to a five percent increase in revenues; with a \$5 billion project, this can equate to an additional \$250 million in revenue. Clients have also been able to reduce bottom line costs for materials, resources, time and travel by seven to 10 percent.

### Company Description

BlueCielo ECM Solutions provides Engineering Content Management (ECM) and Application Integration solutions for owner/operators in multiple vertical industries including energy, oil & gas, petrochemical, government, pharmaceutical, and discrete and process manufacturing. BlueCielo has more than two decades of industry experience with more than 275,000 users in 50+ countries worldwide. The company has offices in the United States, United Kingdom, Russia, Germany, and the Netherlands, together with an extensive global network of established partners. BlueCielo ensures a high level of service and support on a truly worldwide scale for its leading software solutions InnoCielo Meridian Enterprise, InnoCielo ImandrA for IBM FileNet P8 and InnoCielo TeamWork. Website: [www.bluecieloecm.com](http://www.bluecieloecm.com).

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## BlueWare Wellness Connection EHR

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### Partner Solution

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■ **Target Industry**

*Healthcare*

■ **Business Application**

*Health Information Management*

■ **Product**

*IBM Content Manager OnDemand*

### Business Challenge

If you, or a loved one, are hospitalized today, countless hospital staff and doctors must locate your files and charts when medical care is required. These files contain critical health information, including admittance forms, medical history, doctor's notes and test results. This packet of life-saving information is transported from room to room within the confines of the hospital in the hopes that the content remains in order, finds its way to the appropriate patient, and that health workers are able to quickly sift through the information to access the right information to administer the appropriate care.

Considering the vital importance of these records and the challenges that exist with their transport, it's no wonder that the government has mandated that all Americans have Electronic Health Records (EHR) by 2014.

Hospitals have relied on paper-based medical records for years, and this inefficient system has caused a variety of problems for patients and healthcare professionals. Paper files are not readily accessible, especially in an emergency room setting. They are laborious and costly, and oftentimes numerous copies must be made. The files are prone to misplacement, with the large number of healthcare providers who must interact with the data. Additionally, paper files make

it difficult to comply with HIPAA stipulations for patient privacy.

Electronic health records management eliminates these challenges and provides physicians with immediate access to patient information, significantly enhancing the healthcare environment and improving patient care.

### Solution

BlueWare, an international software developer and provider of information systems focused exclusively on hospitals and healthcare providers, has developed Wellness Connection EHR, a digitized patient record system. Built on IBM's Content Management OnDemand offering, BlueWare provides healthcare professionals with instant access to complete patient medical information, ensuring comprehensive patient care.

With Wellness Connection EHR, via a Web browser and Internet connection, the right information is available to the right healthcare professional at the right time, enabling hospital personnel to focus on patient care. Wellness Connection EHR's remote coding capabilities enable physicians to electronically sign off on charts and view patient information from any location, significantly improving productivity.

Integrating structured and unstructured data, Wellness



Connection EHR provides quick access to critical health information, including doctor's notes, test reports, prescriptions, ultrasounds, EKGs, x-rays, MRIs, clinical multimedia, audio and video clips, as well as insurance cards and admittance information. Additionally, Wellness Connection EHR provides interoperability between hospitals and their varying repositories of information, enabling shared patient data.



### Value Proposition

Wellness Connection EHR brings efficiency, increased productivity and savings to hospitals and healthcare providers. The solution eliminates time spent reduplicating lost charts and photocopying, while freeing up filing space on hospital floors.

One of BlueWare's mid-sized hospital clients reports savings of \$6 million per year using Wellness Connection EHR (i.e. savings in paper expenses, lost charts, forms, time, space, repeat tests and coding). Other BlueWare customers have reported a full return on their investment within 18 months.

More importantly, outside of cost savings, recent government studies indicate that hospitals utilizing electronic health records systems have reduced mortality and morbidity rates by 20 to 30 percent. BlueWare clients have noticed similar and additional benefits, as Wellness Connection EHR has allowed them to:

- Increase the time doctors spend with patients;
- Raise clinical productivity by more than 80 percent with remote coding;
- Boost physician satisfaction;
- Access complete patient information immediately;
- Prepare billing statements more quickly and accurately;
- Reduce operations costs;
- Eliminate paper file storage facilities; and,
- Achieve HIPAA compliance and patient privacy.

Wellness Connection EHR integrates with existing clinical systems (including HIS or HIM), making the solution more affordable for small- to mid-sized healthcare providers and scalable to accommodate medium to large healthcare enterprises.

### Company Description

BlueWare is an international software developer and provider of information systems for the healthcare industry. The company was co-founded in 1993 by former IBM healthcare and advanced technology specialists Rose Harr and George Beckett. In 1996, the company unveiled its award winning Wellness Connection EHR, making BlueWare the first to market with an easily implemented module approach to medical record management.

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## A Partner Solution for Compliance

### Managing Business Risk and Operational Performance for Regulatory Compliance

IBM **Information Management** software

# BWise, Inc. Governance, Risk and Compliance Suite

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## Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Applications**

*Enterprise Risk Management*

*Regulatory Compliance*

■ **Products**

*IBM FileNet Business Activity*

*Monitor (BAM)*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Email Manager*

*IBM FileNet Records Manager*

### Business Challenge

The effects of corporate financial scandals have had a lasting impact.

Today, companies are subject to intense scrutiny and pressure to become ever more vigilant in the administration and reporting of financial records.

Aside from the Sarbanes-Oxley Act, organizations must also comply with Basel II, now being implemented by the European Union. Additionally, Organization for Economic Cooperation and Development (OECD) countries are adopting new international accounting standards that promote increased transparency. Businesses falling outside of the above categories are also voluntarily embracing best practices for managing internal controls to stay competitive.

The cost and complexity associated with compliance are driving businesses to find more efficient ways to address regulatory obligations through business process management (BPM) offerings that continuously manage risk, and embed compliance within overall business performance structures.

Corporate financial officers often find themselves plagued by financial records consisting of upwards of thousands of processes and controls,

stored in hundreds of spreadsheets on multiple networked hard drives, with limited security, no version control and ad hoc organization. This makes it nearly impossible to execute long-term fiscal responsibilities associated with approving and ensuring that every element of an organization's financial records remains in compliance with regulatory standards.

As a result, businesses and financial officers alike are demanding integrated software solutions that can help them better manage enterprise risk, monitor company controls and transform compliance obligations, while optimizing business performance.

### Solution

Built on the IBM Enterprise Content Management (ECM) suite of products, the BWise Governance Risk and Compliance Suite is an integrated enterprise risk management (ERM) solution that enhances enterprise-wide control over records management, email management, and business process management areas, automatically collecting key financial information and triggering regulatory compliance within these workflow processes. The BWise ERM solution also enables companies to identify, manage and monitor key business risk and performance indicators.



Specifically, the suite addresses the following critical ERM activities:

- Financial reporting (internal control);
- Legislative and regulatory compliance;
- Operational risk management;
- Strategic decision support;
- IT governance; and,
- Corporate process control.

Leveraging IBM's comprehensive content and process management capabilities to deliver a scaleable, unified environment for managing the complete regulatory information cycle, B Wise's Governance Risk and Compliance Suite identifies Control, Risk and Process views separately and when integrated into the full enterprise framework, and provides the qualitative and quantitative information required to support complete, accurate and real-time reporting.

Points of integration for B Wise's Governance Risk and Compliance Suite and IBM ECM include:

- Integration with the content repository for storing and retrieving all documentation.
- Integration with the process designer to directly reference and manage live processes from the B Wise application and automatic collection of test evidence.
- Active process execution and monitoring (B Wise triggering processes, IBM updating the framework with results and metrics).

### **Value Proposition**

B Wise's Governance Risk and Compliance Suite, when combined with the IBM ECM suite of products can mitigate a company's governance risk, alleviate the costs associated with external auditors, and reduce the burden of repetitive compliance. Additionally, the availability of real-time business risk and performance information helps executive management to quickly make more informed decisions regarding the processing and execution of financial data. Due to the fact that credit bureaus evaluate proper risk management when determining a credit rating, more and more companies use this factor alone to evaluate a direct return on investment in risk and compliance management solutions.

### **Company Description**

B Wise is a global leader in compliance and enterprise risk management software, with a strong heritage in business process management. Established in 1994, with more than 1,200 customers in more than 80 countries worldwide and 150,000 users in virtually all markets, B Wise has developed a strong and sustainable presence in the compliance and risk management sectors. B Wise has offices in the Netherlands, United States and India. For more information: [www.bwise.com](http://www.bwise.com).

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## A Partner Solution for Cross Industry

### An Easy-to-Use and Efficient Case, Process and Content Management Solution

IBM **Information Management** software

# CENIT ECLISO

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## Partner Solution

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### ■ **Target Industry**

*Cross Industry*

### ■ **Business Applications**

*Case Management*

*Content Management*

*Claims Processing*

*Underwriting*

### ■ **Products**

*IBM Content Manager*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### **Business Challenge**

As organizations continue to struggle with data management in accordance with legal requirements and in support of flexible customer service, globalization and merger activity creates further challenges in the form of increased data volumes. Data consolidation and transparent information handling becomes hampered by the mere mass of content and the multitude of data sources. Many companies incorporate a variety of document and content stores, databases and archiving systems; best-of-breed approaches meant to fulfill departmental requirements and business objectives. Unfortunately, from a customer service perspective, these solutions only complicate the business and impede information-sharing capabilities.

Using IBM as the Enterprise Content Management platform, and federating these various content management and archiving systems, can result in a single point of access for content. CENIT ECLISO take this a step further by enabling business users to handle this single point of access as easily and efficiently as possible.

### **Solution**

CENIT ECLISO generates consistent file structures for large data volumes from different sources and channels, and consolidates the data for efficient case, process and content management. ECLISO harmonizes processes through the use of an efficient input mask and the ability to define standardized forms for recurring types of data. This contributes greatly to a successful business process management program that complies with legal requirements, internal standards and unsolicited rules like corporate governance. A high performance client, ECLISO integrates deeply with client operating systems as well as important office applications like Microsoft Outlook and Lotus Notes. Diverse data handling needs are accommodated via consistent structures on the one hand and templates for free definition on the other. ECLISO's modular architecture allows for customization to company-specific needs and guarantees a seamless integration. Unlike web-based applications, it fulfills the most varied of requirements in terms of function, operations and integration, even in heterogeneous application environments.



ECLISO is online and offline applicable – a functionality which enables field staff to provide optimal customer service and flexibility. ECLISO also provides functionality for e-mail archiving and professional e-mail management. This solution was awarded the 2007 IBM Information On Demand Award.



### Value Proposition

CENIT ECLISO's out-of-the-box search and case management functionalities eliminate the need for manual searches, saving companies up to 10 to 15 percent of users' time and vastly increasing customer satisfaction. Other benefits include:

- Provides efficient and convenient case, process and content management
- Facilitates the monitoring and auditing of business processes
- Enables users to work on tasks initiated by others in the organization
- Requires no database or data management outside of IBM ECM
- Requires no additional security, authorization or authentication
- Provides a user interface based on familiar Windows operating functions
- Easily and deeply integrates into IBM FileNet P8, Outlook, Lotus Notes and more
- Conforms to all key customer requirements

### Company Description

CENIT is an internationally operating consulting and software company that employs more than 650 people. Focused on Product Lifecycle Management, Application Management Outsourcing and Enterprise Content Management solutions, the company is listed in Germany's Prime Standard. In addition to branches throughout Germany, CENIT has subsidiaries in the USA, Switzerland, France and Romania.

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## A Partner Solution for Government

### The Benefits of Public Sector-Specific ERP Combined with the Power of ECM

IBM **Information Management** software

# CGI AMS Advantage

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## Partner Solution

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■ **Target Industries**

*Government  
Education*

■ **Business Applications**

*Accounts Payable  
Accounts Receivable  
Application Processing  
Invoice Processing*

■ **Products**

*IBM FileNet Content Manager  
IBM FileNet Image Services*

### Business Challenge

With the massive amounts of information that government agencies and educational institutions must manage on a daily basis, a lack of control over customary processes negatively impacts overall productivity and constituent satisfaction. Increased expectations and scrutiny from the public are forcing organizations to improve productivity by creating more efficient methods of accessing critical data, to enable better, faster decision making.

Employees, with specialized skill sets, who could be focused on customer service, typically must devote hours to managing enormous volumes of paperwork, including photocopying, faxing, filing and data entry. All of this information remains in disparate locations, stored on hard drives or in file cabinets across the organization. This makes it difficult to access information quickly, costly to store and nearly impossible to integrate into business processes.

Combined pressures to reduce operating costs, provide more timely information, comply with regulatory compliance, and reduce storage and processing costs associated with paper, are driving public sector organizations to seek a new approach. A system that

will keep pace with ongoing changes, reduce data entry costs through automated data acquisition, and protect against information loss during a disaster, is essential.

### Solution

CGI presents AMS Advantage, a public sector-specific enterprise resource planning (ERP) solution that is combined with IBM's Enterprise Content Management (ECM) suite of products. Together, they seamlessly provide end-to-end automation of accounts payable, accounts receivable, invoice processing and application processing.

AMS Advantage combines the power of public sector-specific ERP software with the benefits of ECM. The results include increased productivity, access to information, and regulatory compliance by reducing operating, processing and storage costs associated with paper. Whether organizations are looking to automate data capture, or just move to electronic storage, CGI has the solution built specifically for the public sector.

A recent study estimated that \$19 billion is spent worldwide each year on manual data entry. Significantly minimizing data entry and its



associated expenses, AMS Advantage uses advanced capture and recognition for vital information, including Optical Character Recognition (OCR), to scan and capture a full range of data from any source: e-mail, word processing files, images, Web forms and other types of content. The information is then automatically classified, categorized and placed into centralized storage repositories, reducing the manual labor associated with document indexing.



Once the data has reached the AMS Advantage system, users with defined security are able to perform advanced searching, reporting and retrieval capabilities with “one-click” access to critical information. Auditable rules-based workflow processes ensure regulatory compliance, while optimizing performance and automating the flow of information and documents throughout operational processes.

### **Value Proposition**

The integration of AMS Advantage ERP with ECM provides a structured approach to consistent, centralized, searchable and secure storage that enables state and local organizations and educational institutions to streamline processes, reduce costs and increase productivity. CGI has been instrumental in helping its clients to:

- Reduce invoice processing costs by more than 50 percent;
- Decrease average invoice processing time by more than 70 percent;
- Provide secure system access to the appropriate staff; and,
- Maintain the ability to scale for future growth.

### **Company Description**

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 24,500 professionals operating in 100+ worldwide offices.

Through our leading ERP suite AMS Advantage, CGI helps 190+ state and local organizations better serve 90+ million citizens. Designed exclusively to support the business of government, CGI's AMS Advantage solution is enhanced by our Electronic Content Management solution, increasing productivity and reducing costs for our public sector clients.

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IBM **Information Management** software

## CGI Enterprise Originations®

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Application**

*New Account Origination*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

### Business Challenge

Today, a slowdown in industry consolidation has resulted in slower revenue growth and operational efficiency, forcing banks to consider new opportunities for growth.

Additionally, the market saturation for banking services means more growth must come from existing customers.

What's more, layers of legacy technology inhibit bankers' flexibility to move from a focus on promoting products to managing customer relationships. The huge maintenance burden leaves little money to invest in technological innovation. However, more and more banks are turning to Service Oriented Architectures (SOAs) to create business agility, better serve their customers, and reduce high maintenance costs.

Many financial institutions are mired in a technological dead-end, characterized by numerous redundant applications serving different products and channels. These applications, with accumulated layers of functionality – as well as “sibling” applications acquired through mergers and acquisitions – form a partially connected environment of patches, interfaces and processes. This inhibits innovation and requires huge resources to just “feed the beast.”

### Solution

CGI's Enterprise Originations is a comprehensive solution for new account originations which supports the full spectrum of consumer and business products, regardless of the distribution channel. By originating all products through Enterprise Originations, a financial institution can slash maintenance costs and outperform peers.

Enterprise Originations' customer-centric design lets financial institutions view customers through a single prism, not as a compilation of “product offerings.” Instead of barraging customers with meaningless offers, financial institutions can offer and sell the best products that meet their customers' individual needs.

Leveraging the IBM Enterprise Content Management (ECM) suite of products, Enterprise Originations leverages the Web and real-time interfaces to provide seamless, efficient and paperless access to internal and external data and services through open systems and architectures. This enables the origination of other related products, such as demand deposits, insurance policies, and brokerage accounts. Additionally, Enterprise



Originations supports the distribution channels of all consumer and business-banking products.



### **Value Proposition**

Enterprise Originations offers a way out of the technology dead-ends and redundant applications with the promise of technology as a re-invigorator, not an inhibitor. By using a SOA and customer-centric view of credit customers, organizations can eliminate the silos and gain a single, holistic view of all their credit customers and their needs—no matter with which products or divisions they work.

CGI knows that it's impractical to throw out legacy applications and make a huge investment in yet another new platform. But organizations can start small and migrate products and services one at a time until they reach a single, SOA-based, customer-centric view of all credit customers. This escape from the technology noose frees capital and sparks growth from the best possible source of information – an organization's existing customers.

### **Company Description**

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 25,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annualized revenue run rate stands at \$3.6 billion (US\$3.1 billion) and at December 31st, 2006, CGI's order backlog was \$12.6 billion (US\$10.9 billion). CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in the S&P/TSX Composite Index as well as the S&P/TSX Capped Information Technology and MidCap Indices. Web site: [www.cgi.com](http://www.cgi.com).

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## CGI Sovera Accounts Payable (AP)

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Forms Manager*

*IBM FileNet Image Manager*

### Business Challenge

Nearly every business is challenged with managing accounts payable processes. Accounting employees spend countless hours prioritizing, routing, processing and filing a sea of invoices generated from daily business activities. As organizations grow and change, managing the accounts payable process becomes more complex, and companies must devote more resources to keep accounting departments adequately staffed to accommodate the workload.

Healthcare organizations are mired in manual processes, which often results in high costs, processing errors, lost information and delays. The physical routing of invoices also impedes organizations' ability to qualify for early payment discounts, eroding profits and subjecting them to collections that negatively affect their credit.

Today, companies have an opportunity to implement technology to eliminate manual processing and data entry, streamline processing and provide management with visibility into accounting processes. Additionally, companies can provide access to accounting information quickly, to free up employees' time spent on tedious and non-value-added activities.

Moreover, companies can leverage this technology to institute best practices that improve accuracy and the bottom line.

### Solution

For these business challenges, CGI, an independent information technology and business process services firm, offers Sovera Accounts Payable (AP). Powered by IBM Enterprise Content Management (ECM) suite of products, Sovera AP integrates with existing ERP and accounting systems to help companies control, manage and share information within their accounts payable processes, reducing costs and enabling management and accounting staff to significantly improve and accelerate decision making.

Sovera AP standardizes accounting processes throughout the organization. With out-of-the-box capabilities that provide rapid deployment, the solution replaces manual routing and data entry of invoices with a Web-based, automated system, enabling accounting personnel to process invoices quickly and easily. Sovera AP enables the creation of integrated reports and analytics, so corporations can review staff productivity and modify accounting processes as needed.



Sovera AP automatically captures, indexes, routes and stores invoices securely. A familiar interface allows system users to check invoice status and distribute invoices efficiently within the organization and to business partners. Delivering maximum business agility, Sovera AP maximizes employee productivity by leveraging rules and reminders to automate daily invoice processing, ensuring that bills are paid on time and discounts maximized.



### Value Proposition

With more than 30 years of experience and a solid track record of technology and industry solution delivery, CGI empowers organizations to garner a rapid return on investment through the automation, integration and optimization of accounting processes, enabling them to:

- Create a paperless accounting environment that minimizes lost information;
- Reduce processing and labor costs;
- Accelerate invoice cycle times;
- Maximize accounting staff productivity;
- Design flexible work assignments through shared work queues;
- Provide multiple system users with simultaneous access to invoices;
- Enforce deadlines and ensure tasks are completed promptly;
- Reroute work as needed; and,
- Comply with government regulations.

### Company Description

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## CGI Sovera Content Connector (C2)

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### Partner Solution

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■ **Target Industry**

*Healthcare*

■ **Business Application**

*Records Management*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture Professional  
IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Forms Manager*

### Business Challenge

Healthcare providers are constantly performing a balancing act – ensuring that patients receive timely and attentive medical attention and service, while striving to reduce costs and enhance productivity.

Most healthcare personnel are overburdened by the management and processing of monumental amounts of paper documentation. A single patient's medical and billing history can include thousands of pieces of disparate data, including transcriptions, x-rays, lab results, patient demographics, consent forms, billing statements, and insurance remittance documents. In most healthcare organizations, this is housed in multiple databases and maintained by a multitude of applications, including a hospital's Health Information System (HIS), medical records management system and a physician's in-house system.

While these systems need to be integrated for physicians to obtain a comprehensive view of patient records and medical history, most hospitals have not achieved this level of systems integration. In addition, numerous applications are added to a typical HIS every day, making it more difficult for physicians and other medical staff to obtain the 360 degree view they need.

Even with the variety of storage and retrieval technologies available today, much of this data is still maintained in paper form and stored in over-filled file cabinets, making information retrieval difficult and time-consuming.

As a result, healthcare personnel must expend valuable time manually retrieving patient files from multiple locations, as well as updating information contained in numerous formats, instead of focusing on patient care. In addition, delays in the retrieval of patient records negatively impact the timely delivery of critical medical and financial information to physicians charged with accurately diagnosing medical conditions. This can lead to errors, service delays and potential costly legal ramifications.

### Solution

CGI is a leading provider of customized Enterprise Content Management (ECM) solutions for the healthcare industry. Leveraging IBM's leading ECM suite of products, CGI has created Sovera Content Connector (C2) – a sophisticated, Web-based content management framework that connects disparate data and applications in a healthcare enterprise, and provides a single point of access for all data related to patient care and billing.



The Sovera C2 solution scans, indexes and stores all paper-based and electronic medical records related to patient care received in hospitals (e.g., nursing and doctor notes, discharge summaries, transcriptions, lab results, correspondence received from third parties, etc.) into the hospital's medical records system. During follow up care, a patient's physician can obtain anytime, anywhere access to the patient's complete medical history and display these image-enabled documents from an in-house IT system.



The Sovera C2 solution also enables healthcare providers to easily integrate differing systems and manage information across multiple platforms.

### Value Proposition

CGI is a leader in providing state-of-the-art ECM solutions that enable healthcare industry organizations to effectively address an array of business challenges through optimized business processes and improved information access.

By aggregating all relevant patient records into a single, easy-to-use system, and pairing it with a streamlined records management process, Sovera C2 allows healthcare providers to gain unprecedented access to critical patient health and financial information. This enables physicians and other healthcare providers to make faster, more accurate and informed decisions, resulting in higher levels of service and a reduction in malpractice risk.

In addition, Sovera C2 provides a content management framework that serves as a foundation for ongoing HIPAA compliance, providing document lifecycle management capabilities and increasing accountability. Additional benefits gained by the Sovera C2 solution include:

- Improved access to patient information, and faster, more informed decision-making, since disparate data and applications are now connected across the organization;
- Improved information accuracy due to the elimination of misfiled or misplaced documents;
- Reduction in operational and administrative costs;
- Seamless integration with external medical records and hospital registration systems.

### Company Description

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IBM **Information Management** software

## CGI Sovera Health Information Management (HIM)

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### Partner Solution

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■ **Target Industry**

*Healthcare*

■ **Business Application**

*Content Management of  
Medical Records*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Forms Manager*

*IBM FileNet Image Manager*

### Business Challenge

While promising developments are helping healthcare organizations reduce costs, and increase accuracy and productivity, limited resources and continued use of archaic systems continue to slow progress.

Healthcare organizations face an overwhelming task of navigating through millions of documents that are generated annually from patient records. In most cases, these documents are physically stored in onsite or costly offsite storage facilities, or are managed by IT systems that are not easily accessible. This prevents physician from gaining a complete picture of a patient's medical history, to provide timely and accurate clinical diagnosis, treatment and care.

Misfiled or misplaced folders and inefficient, manual processes make information retrieval and everyday business functions, time-consuming and laborious, depleting staff resources, and increasing administrative costs.

In addition, healthcare organizations must comply with federal government mandates for electronic health records and the Health Insurance Portability and Accountability Act (HIPAA), securely managing patient records and information.

To overcome these challenges, healthcare organizations are demanding integrated, scalable and robust information systems that combine dynamic functionality with intelligent capture and automation capabilities.

### Solution

CGI is a leading provider of customized enterprise content management (ECM) solutions for the healthcare industry. Leveraging IBM's leading ECM suite of product, CGI has created Sovera Health Information Management (HIM) – a sophisticated, Web-based records management framework that provides enterprise-wide accessibility to all important data related to patients' records, increases staff productivity and improves patient service.

Sovera HIM's highly scalable architecture enables healthcare providers to effectively manage multiple facilities and large volumes of patient information simultaneously. The solution integrates an entire patient history into one complete digital record and delivers them on demand. Millions of documents can be electronically captured, stored and managed through a single platform for seamless online storage and retrieval, providing multiple users immediate, secure, Web-based access to patient information – anytime, anywhere.



Sovera HIM provides functionality to support:

- Electronic and scanned capture;
- Universal access via a secure, digital repository for patient information delivering anytime, anywhere accessibility to patient records;
- Role-based security to ensure compliance with privacy mandates;
- Reporting and productivity monitoring.

Sovera HIM provides a foundation to support existing and future compliance with HIPAA regulations for privacy and security of patient information. The solution provides security for every chart, document, and system throughout an organization, enabling healthcare organizations to expand information access across geographically dispersed locations without fear of security breaches or failure.

Sovera HIM also provides unequalled scalability, a flexible design, and open architecture, enabling organizations to easily integrate with existing legacy systems to make the most of their technological investments and build a foundation for future growth and increased workload. Its proven architecture also makes system enhancement easy and affordable.

### Value Proposition

Sovera HIM provides unparalleled business value, enabling healthcare organizations to improve overall operational efficiency, reduce costs and improve patient service levels.

Sovera HIM's automated workflow allows healthcare staff to speed the processing of back-office activities, such as chart coding, analysis, and completion, within hours of patient discharge, as well as rapidly address patient requests for information by automating logging, verification and document selection efforts. Duplicate and manual processes are streamlined as the work cycle is compressed, reducing administrative costs, and improving processing cycle times and revenue.

### Company Description

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## CGI Sovera Human Resources (HR)

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Human Resources  
Applicant Processing  
and Management*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Capture  
IBM FileNet Content Manager  
IBM FileNet eForms  
IBM FileNet Forms Manager  
IBM FileNet Image Manager*

### Business Challenge

An organization is only as good as the people it employs, and it is the responsibility of the human resources (HR) department to acquire and retain top-tier, quality talent to help maintain an organization's competitive advantage.

Acquiring the best human capital in an often volatile and competitive job market, while delivering improved services to employees, is a tall order. Additionally, employee recruitment and retention, training and development, health and financial benefits administration and payroll, become complex when dealing with an increasingly global workforce and tight budgets.

While HR departments are often the lowest tier priority in the areas of technological investments or operational improvements, they are still expected to be agile and strategic in their recruitment efforts.

Specifically, HR departments must overcome numerous challenges in an effort to modernize recruiting, hiring and administrative processes, including:

- Manual, paper-intensive processes overburden staff, promoting inconsistent recruiting and hiring procedures;
- Heavy reliance on archaic, geographically-dispersed physical filing systems to store massive amounts of documentation;

- Lack of an integrated applicant management system to provide secure and accurate tracking capabilities to expedite hiring processes and meet legal requirements.

### Solution

Leveraging IBM's leading Enterprise Content Management suite of products, CGI's Sovera Human Resources (HR) automates and streamlines critical HR business functions and activities such as job and offer requests, payroll, name and benefits changes, and vacation requests, to increase operational efficiency and substantially reduce costs.

### Enhanced Document Management and Access.

Sovera HR's "scan-and-index" applications quickly transform paper documents into easy-to-view electronic pages. In addition to paper documents, Sovera HR electronically captures documents through Computer Output to Laser Disk (COLD) files, eliminating the need to first print and manually scan documents. These documents are automatically indexed by the system, enabling access to applicant and personnel information.

Sovera HR enables users to define how to maximize workflow with true-to-life folder navigation that offers a consistent, easy-to-use interface. Users can also view documents within applicant and employee folders according to their own preferences. In addition, the solution provides secure, simultaneous access



to multiple users – from the office, home, or any Internet-capable location – with security levels that can be defined at both the user- and document-level.



**Workflow and Applicant Processing.** The Sovera HR system automates the routing, processing and management of an array of HR functions, according to customized business logic. Through dynamic online applicant tracking and workflow capabilities, hiring managers and recruiters can easily track applicants throughout the hiring process and speed applicant processing.

In addition, hiring managers can search the online applicant pool via skill set, job class, applicant name, date the application was received, as well as review an applicant's credentials, reject candidates, schedule interviews, and make hiring decisions, while recruiters check online for the status of an applicant.

Sovera HR's retrieval module also provides a highly-flexible, personalized folder retrieval process. Users can perform a number of functions including viewing employee or applicant folders online, setting up personalized notebook tabs for sorting and organizing documents, magnifying displayed document images and viewing dual images, sorting information in a file, navigating through a file, and querying for and viewing related files. Additionally, the solution offers comprehensive auditing and tracking features, providing audit trail and applicant tracking capabilities to meet legal requirements.

### Value Proposition

Sovera HR delivers unparalleled business value through an integrated, highly-scalable and robust solution that allows HR departments to minimize paperwork and automate processes so they can dedicate more time to employee services and applicant potential. Additional benefits gained by the Sovera HR solution include:

- Streamlined, efficient processing with improved cycle time due to reduction in manual processing;
- Better access to applicant and employee information, and collaboration throughout the enterprise, resulting in faster, more informed decision-making;
- Improved staff productivity and better allocation of human resources;
- Reduction in operational and administrative costs;
- Auditing and tracking capabilities to comply with legal requirements; and,
- Seamless integration with external job applicant and payroll systems.

### Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annual revenue run rate stands at \$3.8 billion. Web site: [www.cgi.com/healthcare](http://www.cgi.com/healthcare).

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## CGI Sovera Patient Financial Services (PFS)

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### Partner Solution

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■ **Target Industry**

*Healthcare*

■ **Business Application**

*Records Management*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Forms Manager*

*IBM FileNet Image Manager*

### Business Challenge

In the healthcare industry, accurately managing and tracking a patient's health history, as well as swiftly processing financial and insurance documentation, is required to provide exceptional medical care. A single error can delay insurer approval of critical medical services, as well as undermine efforts to provide high levels of quality patient care and customer service.

However, healthcare organizations face an overwhelming challenge of navigating through a sea of documents. Locating information in hard copy patient files stored onsite or in offsite storage facilities is a daunting task. The continued reliance on physical storage places a heavy burden on staff resources and promotes the use of inefficient and costly manual processes. As a result, the processing and resolution of patients' questions and issues, as well as insurer requests, is often delayed.

To add to these challenges, healthcare organizations lack an effective means to promote collaborative information exchange. In addition, new regulatory compliance mandates, including the Health Insurance Portability and Accountability Act (HIPAA), and increased expectations from investors and insurance companies, have placed increased financial

and pressure on organizations to effectively manage the lifecycle of patient records, as well as monitor and audit internal processes to meet compliance directives.

### Solution

Sovera Patient Financial Services (PFS) is an integrated, Web-based solution that provides unparalleled functionality to support a dynamic array of back-office activities. Based on IBM's leading Enterprise Content Management (ECM) suite of products, Sovera PFS enables healthcare organizations to balance the business aspects of healthcare with the imperatives of patient care.

The solution streamlines patient account processing for faster collections, increased operational efficiency, higher quality levels of patient care and service, and substantially reduced operational and administrative costs.

With Sovera PFS, organizations can electronically capture, store and manage millions of documents related to patient health and financial services, such as admissions forms, authorization letters, insurance documents and invoices. This is accomplished through a single platform for seamless online storage and retrieval – anytime, anywhere.



A user-friendly interface provides multiple users with secure, swift and easy access to patient accounts, including the entire account history. The paperless revenue cycle created by Sovera PFS increases financial returns while enhancing customer service capabilities. Sovera PFS supports:

- Preadmission; Admission; Correspondence; Refunds; Patient/payor inquiries; Follow-up collection; Insurance verification and pre-certification; Billing support; Cash posting, and; Financial counseling

### Value Proposition

Sovera PFS provides access to patient information from every part of a health system and expedites the movement of information from the registration process through billing and follow-up activities. The solution also gives organizations the ability to electronically manage business office processes, resulting in significant time and cost savings and higher standards of patient service and care. Sovera PFS also provides the following additional benefits:

- Streamlined business processes to improve productivity and reduce administrative costs;
- Improved security and accuracy of patient information;
- Faster response times to patient and provider questions;
- Improved overall revenue cycle and profitability with increased cash collections, reduced denials and accounts receivable days, and bad debt; and,
- Automated report generation and tracking to effectively meet HIPAA compliance requirements.

Sovera PFS also provides a framework for meeting HIPAA requirements now and in the future. Its open, scalable architecture and regulatory-compliant foundation provides security and privacy features without sacrificing convenience. Sovera PFS also integrates with existing legacy systems and is designed to grow with an organization's workload. In addition, Sovera's proven, Web-based architecture makes system enhancements easy and affordable, enabling organizations to make the most of their IT investments.

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## CGI Sovera Physician Credentialing

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### Partner Solution

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■ **Target Industry**

*Healthcare*

■ **Business Application**

*Medical Staff Office Records  
Management*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet eForms*

### Business Challenge

Healthcare organizations must ensure all physicians in their organizations are properly credentialed as mandated by regulatory/licensing standards. Additionally, hospitals are constantly being inundated with new requirements from state, federal and accrediting bodies in an effort to raise quality standards and improve care to patients. Best practices for compliance with physician credentialing standards entails a clearly defined, continuous evaluation process for monitoring clinical practice and professional behavior.

The credentialing process presents challenges for hospitals and clinics – as well as physicians who often practice at multiple facilities – this is due to the fact that providing the data to multiple providers is time consuming and laborious. Hospitals must ensure that the necessary data is collected, reviewed and approved within specific timeframes. This places an added burden on already limited resources. Traditionally, the credentialing process has been paper-centric, requiring permanent storage of the hard copy documentation. Many hospitals lack the space necessary to store files and must resort to costly off-site storage which prevents them from being able to quickly access files and documents

Innovative healthcare organizations are leveraging technology to streamline

physician credentialing which will help reduce the time and resources needed to process an application or reappointment of privileges. By digitizing information, hospitals are also reducing the space required for credentialing files storage. By integrating their storage solutions with their credentialing management systems, these facilities now have quick and easy access to information when needed. They also gain the ability to create workflows for multiple users and generate emails and e-forms to support improved communication to achieve physician credentialing in the most streamlined and cost effective manner.

### Solution

The CGI Sovera Physician Credentialing solution streamlines the credentialing process and reduces time, space and money spent on manually gathering and storing scores of documentation on each physician. As a standalone credentialing solution or integrated with an existing credentialing database (eg. Cactus, etc.) the Sovera Physician Credentialing provides document imaging and advanced workflow capabilities that can be modified to comply with hospital policies and procedures.

The solution sends email reminders to physicians to prompt them to complete the application and re-



credentialing process before expiration. Application documents are then emailed from the CGI Sovera Physician Credentialing system to the physician. The system ingests paper, electronic and faxed documents which are then indexed using pre-existing demographic information that is stored in the credentialing database. As documents are received, a "physician application folder" is created. A document work list is automatically updated – signaling missing documentation – and emails are sent to physicians notifying them of an incomplete application status.

All documentation can be viewed from within the credentialing database. The solution's electronic workflow routes applications according to predefined workflow rules and enables multiple committee members to receive and view applications simultaneously. Designated committee members can then electronically sign-off on applications. The solution also offers post decision support, sending an automatic email notification to physicians regarding approval/rejection.

Timers are used to trigger re-certification workflows and will automatically post documents to a physician portal for download and/or completion. The integration component allows the Medical Staff Office (MSO) users to continue to work in their host application on a daily basis and launch the CGI Sovera Physician Credentialing solution as necessary.

### Value Proposition

Benefits of the CGI Sovera Physician Credentialing solution include:

- Transaction costs savings
- Filing space reductions
- Cycle time reductions
- Improved compliance with the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO), state and federal requirements for physician credentialing

The solution can also be extended to track any healthcare staff credentialing process, such as nurse practitioners or physician assistants

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## A Partner Solution for Healthcare

### Automating the Release of Information Process for Increased Revenue, Improved Productivity and Assured Compliance

IBM **Information Management** software

# CGI Sovera Release of Information

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## Partner Solution

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- **Target Industry**  
*Healthcare*
- **Business Application**  
*Medical Records Management*
- **Products**  
*IBM FileNet Business Process Manager*  
*IBM FileNet Content Manager*  
*IBM FileNet eForms*

### Business Challenge

To comply with federal and state regulations and to facilitate the continuum of patient care, healthcare organizations must be able to release health information stored in medical records in a timely and accurate manner. Each day, millions of pages of medical records are released to healthcare providers, third-party payors, attorneys, insurance providers and patients. Some states are now requiring the release be made in a digital format. Failure to release records in a timely manner can result in breaches to HIPAA privacy regulations, legal action and lost reimbursement; hospitals are in need of a solution that can facilitate the “release of information” process.

As a result of shrinking healthcare budgets, it’s mandatory that any process modification reduce the costs associated with the human resources burden required to support the effort. In addition to the need for a solution that enables healthcare organizations to efficiently process requests of health information stored in the electronic patient record and comply with regulatory requirements, there is also a need to be able to track and report on information release activities and provide a means for electronic accounting of disclosures made via the system.

### Solution

The CGI Sovera Release of Information solution facilitates seamless integration of the release of information workflow with electronic health records. Release of information requests can be submitted via scanned or faxed hard copy documents, and/or electronically captured web form submissions. The CGI Sovera Release of Information solution provides workflow to ensure compliance and productivity – assuring all requests for records are responded to within the required time frames. Based on the type of request, intelligent workflow rules route the request and associated responses to users within the application. From here, staff can select or de-select documents for release or electronically redact elements of the record that should not be released. The request can be further routed for supervisory review, if necessary, and can be re-prioritized to address time-sensitive requests.

As the request is processed and finalized, the CGI Sovera Release of Information solution allows users to easily generate invoices, calculating totals and storing the release invoice based on page count, postage and additional documents provided outside of the solution. Users then release documents via print, fax, email or optical media. All transactions are



thoroughly audited at each step in the process – from receipt of request to release of response.

The CGI Sovera Release of Information solution also provides facility specific invoicing to assure a steady revenue stream and a sophisticated reporting and tracking module to provide management with all the information needed to account for disclosures, track requests and staff performance.

### Value Proposition

The CGI Sovera Release of Information solution gives the hospital all the tools it needs to assume full responsibility for the release of information function. Unlike many products currently available in the industry, this solution provides true integration with electronic patient records.

Benefits of the CGI Sovera Release of Information solution include:

- Reduction in personnel costs and time allocated for processing millions of documents each year;
- Enablement of hospitals to reduce costs related to printers, paper, toner and postage by providing the capability to produce output in digital, email and fax;
- Increased compliance with HIPAA regulations and other legal mandates; and,
- Increased revenue to the hospital by returning the release of information process onsite vs. outsourced and/or through improved management of the process.

### Company Description

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IBM **Information Management** software

## CGI Tax Imaging Processing Solution

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Tax Processing*

■ **Products**

*IBM FileNet Content Manager*

*IBM FileNet Image Services*

### Business Challenge

Government agencies must manage volumes of critical taxpayer information. Unlike most businesses that experience mild ebbs and flows in the business cycle, tax organizations are literally bombarded with information on a seasonal basis. In fact, tax departments typically process nearly 60 percent of their volume during 40 percent of the year. Without funding for outside resources to help manage the workload, government employees struggle to accurately and efficiently process all of the information.

Paper tax returns are a problem for many tax agencies. In most cases, the storage space required to store taxpayers' information expands beyond government building capacities, making it necessary to warehouse the information in costly, offsite storage facilities. Existing data entry systems, intended to assist in the process, are typically slow and prone to errors.

As taxpayers demand quicker turnaround times, expecting questions and issues to be resolved with one phone call, tax department employees are forced to rummage through piles and piles of files to locate

the necessary information to bring resolution to the query, sometimes unintentionally causing further delays when information must be obtained from offsite storage facilities.

### Solution

CGI has created Tax Imaging Processing Solution (TIPS), a detailed and strategic system that has helped several state tax and revenue agencies across the nation. CGI's TIPS provides government agencies with the ability to easily store and manage all types of tax forms, streamlining tax processing and significantly reducing manual paper processing.

Powered by IBM's Enterprise Content Management (ECM) suite of products, TIPS helps to increase taxpayer satisfaction, generating greater revenues through faster processing of tax returns, diminished data capture errors, better record keeping, minimized lost or misfiled returns, more integrated work processes, decreased storage space, enhanced meaningful and informative status tracking, and less staff time spent on related paperwork tasks. TIPS utilizes advanced automated data capture and recognition technologies, including Intelligent Character Recognition (ICR), Optical Character Recognition



(OCR), and Optimal Mark Recognition (OMR), reducing the manual labor and costs associated with processing tax returns.



The agility of TIPS empowers tax agencies to effortlessly handle immense seasonal fluctuations in volume with a robust architecture that scales to meet demands of any magnitude. Business rule-based correction and smart edits alleviate many of the capture errors generated from other systems.

### Value Proposition

For more than 30 years, CGI has helped federal, state and local government agencies with tax processing, enabling them to operate more efficiently, improve services to their clients, and collect taxes owed. The State of Hawaii credits CGI with helping them collect an additional \$250M. With a deep understanding of the intricacies involved in tax processing, CGI has helped more than 40 percent of state taxing authorities to:

- Maintain accurate and consistent taxpayer information;
- Process tax returns more quickly;
- Post return payments more quickly;
- Reduce the manual labor associated with processing tax returns;
- Decrease storage space;
- Achieve disaster recovery preparedness;
- Reduce the incidence of misfiled returns and correspondence; and
- Generate reports to monitor and control tax processes.

### Company Description

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IBM **Information Management** software

## CGI Wynsure

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Applications**

*Billing/Payments*

*Claims*

*Commissions*

*Customer Care*

*Insurance Back Office Operations*

*New Product Development*

*Policy Management*

■ **Products**

*IBM FileNet Capture Professional*

*IBM FileNet Content Manager*

*IBM FileNet Forms Manager*

*IBM FileNet Records Manager*

### Business Challenge

Insurance carriers face increasing competition, rising costs, declining profits, and new regulatory challenges. These pressures are forcing insurers to seek innovative IT solutions to streamline their operations, increase efficiencies and decrease costs.

Often, the inflexibility of existing systems inhibits insurers' ability to process claims expediently, launch new products quickly and effectively, and adapt to changes in the market.

Insurers need a holistic administrative solution that enables interaction with agents, brokers and customers. Efficient management of commissions, billing, claims and policies enable insurance companies to capitalize on market trends more readily, maintain compliance and provide better customer service.

### Solution

CGI is pleased to offer Wynsure, a comprehensive, flexible and scalable solution created especially for multi-line insurance carriers. Wynsure can be easily customized to meet a variety of business needs through the following core modules: Product Workbench, Policy Management,

Claims Management, Commissions, Billing/Payment, and Customer Care.

Leveraging the IBM Enterprise Content Management (ECM) suite of products, and deployable through a Web-enabled environment, Wynsure allows internal users to safely and securely access information through a user-friendly interface and provides access to the same feature-rich functionality through portals for outside users.

With Wynsure, insurers can:

- See an integrated view of the entire client and all of their interactions;
- Consolidate multiple lines of business onto one platform, improving overall functionality and simplifying the technical environment;
- Automate vital daily business processes, including policy renewals, premium calculations, bill generation, commission or claims payments and more;
- Manage future and retroactive policy and billing changes, including out-of-sequence changes;
- Utilize powerful, built-in rules and workflow engines to deploy product changes quickly;



- Deploy a rating engine to manage even the most complex, multi-dimensional rate tables; and,
- Customize product core parameters, such as rates, coverage definition, eligibility rules, and underwriting workflow, allowing product and process changes to be made in a timely and cost-effective manner.



### Value Proposition

CGI provides rapid implementation of Wynsure, one of the most advanced insurance solutions available in the US and European markets.

Wynsure enables insurance carriers to:

- Bring new products to market more quickly and efficiently;
- Lower IT operating costs with the ability to implement enhancements 3-4 times faster;
- Increase productivity by 40 percent or more;
- Interact more efficiently with agents, brokers and customers;
- Enhance customer service by providing clients with access to information via the Internet;
- Improve data consistency and availability;
- Achieve major enhancements in weeks, rather than months; and,
- Comply with regulatory requirements (including SOX), and adapt to meet regulatory changes.

### Company Description

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## A Partner Solution for Cross Industry

Integrating Oracle E-Business with ECM for Increased Efficiency, Reduced Costs, and Regulatory Compliance

IBM **Information Management** software

# CM Mitchell Consulting Corporation DocSavi™

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Accounts Payable*

*Accounts Receivable*

*Human Resources and Customer*

*Resource Management (CRM)*

*General Ledger*

*Project Accounting*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture Desktop*

*IBM FileNet Capture Professional*

*IBM FileNet Content Manager*

### Business Challenge

Over the last decade, businesses have spent considerable sums of money implementing large-scale enterprise resource planning (ERP) systems, often without achieving the anticipated return on investment.

Core business processes such as accounts payable and accounts receivable involve a bevy of critical content, including paper-based invoices and receipts; however, this content is often not readily accessible, slowing the business decision-making process.

Additionally, compliance with Sarbanes-Oxley and other regulations requires businesses to standardize and automate key processes, demonstrate they have standard processes in place, and then show they follow these processes without deviation.

The challenge for many businesses is finding a solution that can provide a quick return on investment, and give ERP system users full access to content to effectively do their jobs, while lowering costs and enhancing organizational efficiency.

To this end, businesses must blend the capabilities of their content management, records management and email management systems with the key business processes driven by ERP systems.

### Solution

DocSavi™ is an integration solution that links the Oracle E-Business Suite with IBM's Enterprise Content Management (ECM) suite of products, giving Oracle Applications users direct access to content stored within the IBM ECM repository.

With DocSavi, users can take full advantage of IBM's content and records management capabilities to help meet regulatory compliance requirements. The solution leverages standard Oracle integration methods that give users direct access to relevant content from the Oracle E-Business Suite screen.

The DocSavi front-end capture process interfaces directly with the Oracle E-Business Suite to auto-populate document indexes, eliminating keystrokes and potential errors. This process ensures consistency with the Oracle Application, while allowing users to also access documents directly from IBM. Once linked to Oracle, users have direct access to content from any Oracle E-Business Suite application including: Financials, Customer Resource Management, Human Resources and General Ledgers.

Additionally, using front-end document capture and Optical Character Recognition (OCR), DocSavi leverages numerous Oracle



features including responsibility level security, out-of-the-box workflows, and Approval Hierarchies, while improving operational efficiencies.



DocSavi's unique features enable businesses to:

- Provide access to relevant content in the context of the users' business processes and directly from the Oracle interface;
- Leverage standard Oracle workflow capabilities, as well as additional core capabilities of Oracle Applications:
  - Approval Hierarchies
  - Approval Mailer
  - Security
  - Auto Pay Function for Accounts Payable
- Leverage standard Oracle APIs for integration to ensure supportability and upgradeability; and,
- Fully integrate front-end content capture process links directly to Oracle to ensure data accuracy while linking content directly to Oracle business processes.

### Value Proposition

For increased efficiency or to meet regulatory requirements, DocSavi is the ideal solution for businesses looking to leverage the strengths of IBM ECM to enhance Oracle E-Business Suite implementations. By automating key content-centric processes such as accounts payables and accounts receivables, companies can dramatically streamline operations.

DocSavi reduces the cost of accounts payable processing to roughly \$3 per invoice by leveraging an integrated front-end capture functionality and OCR software to scan, read and automatically key-in all invoices upon arrival. Once the invoice is captured, DocSavi validates the information and loads it into Oracle E-Business. If the AutoPay function is used, the invoice can be paid with virtually no intervention by a processor. However, if for some reason the invoice does not match the P.O., or secondary approval is required, DocSavi automatically routes the information, including the document image, using Oracle Workflow Mailer to the appropriate person for either approval or exception handling. This saves valuable time in allowing the company to handle and resolve issues quickly, process increased volumes of invoices with fewer resources, and eliminate lost document costs.

### Company Description

CM Mitchell Consulting Corporation (CMMC) has been providing expert consulting services to Oracle clients for more than 12 years. The company's content management experts have assisted many companies around the world to deploy enterprise capable ECM solutions. CMMC's philosophy is to bring together the best technology, strategy and resources to its client projects.

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IBM **Information Management** software

## ContentSilo Enterprise Contracts for IBM FileNet P8

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Contract Management*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Records Manager*

### Business Challenge

Proper contract management is essential to maximize the value of contracts and ensure compliance with contract obligations. However, it is estimated that only 68 percent of customer contracts are tracked; leaving nearly a third to be forgotten, not serviced, or improperly managed.

Organizations struggle to manage and enforce complex contract terms and conditions. Employees have limited contract visibility and experience delays and errors associated with the manual retrieval of paper documents from physical archival systems. Work which requires collaboration among various business units is further thwarted by paper-based processes. Process inefficiency and a lack of operational controls leads to bottom line erosion – and worse yet – legal risk.

To provide reliable and excellent customer service, everyone needs to be viewing and using the identical information. Organizations also need to have audited information at hand to meet corporate governance and regulatory requirements as well as to justify contract modifications or billing adjustments.

Additionally, many organizations have inflated costs associated with the maintenance of multiple contract management systems.

### Solution

Enterprise Contracts for IBM FileNet P8 provides a comprehensive framework for enterprises of all sizes to effectively manage their contracts and associated processes. The solution enhances the effectiveness of all personnel by providing access to consistent contract/contract types, sales data, invoices and payment history. All contract information is maintained in one central repository and viewable by appropriate personnel.

Enterprise Contracts for IBM FileNet P8 consists of three integrated modules: Contracts Assembler, Contracts Monitor and Contracts Executor.

Contracts Assembler assists users in creating reusable content for use in predefined contract templates. “Values” are automatically plugged into documents, which are then routed for review and approval. Information can easily be imported from third-party software applications (e.g., enterprise risk management (ERM), customer relationship management (CRM), etc.) or exported using a built-in engine that is based on the open document standard for office applications.

Contracts Monitor is triggered following contract creation and allows the contract administrator to link the contract document with the contract



record that already exists in the system. The signed document and its image are synchronized with the source contract. The system checks for upcoming contract expiration dates and generates notification reports and emails. Organizations are then alerted to upcoming contract renewals and expirations.



Interfacing with ERP systems, Contracts Executor provides the capabilities to manage financial terms and conditions, and supports simple financial transactions.

### Value Proposition

Enterprise Contracts for IBM FileNet P8 offers robust content management, process management and records management capabilities. The solution eliminates the possibility of different versions of contracts being used by employees, thereby guaranteeing the customer and employees have appropriate and correct information upon which to make decisions. The solution automates and optimizes the contract process, ensuring requisite review and approval while reducing costs and inefficiencies. Additionally, Enterprise Contracts for IBM FileNet P8 ensures consistent policy enforcement while reducing burdensome user participation and compliance risks.

Enterprise Contracts for IBM FileNet P8 enables organizations to:

- Identify and eliminate contracts processing bottlenecks;
- Supply robust audit trails and work histories for compliance and corporate governance requirements;
- Enhance the effectiveness of the sales force while improving customer service;
- Identify revenue enhancement opportunities;
- Improve accuracy and overall risk management;
- Improve visibility and enforcement of contract terms and conditions;
- Leverage investment throughout the organization;
- Improve cash flow by reducing the time to bill;
- Support effective collaboration among various business units; and,
- Lower total cost of ownership by consolidating redundant contract systems.

### Company Description

Founded in 2002 and headquartered in Naperville, Ill., with offices in Houston, Texas, and Dehradun, India, ContentSilo is a cost-effective, high-quality worldwide service/solution provider exclusively focused on content management and related technologies. The company is an IBM Software ValueNet Business Partner.

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## Cornucopia Solutions DocuStream™

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Accounts Payable*

*Contract Management*

*Human Resources*

*Plant Maintenance*

*Procurement*

*Quality Management*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Email Manager*

*IBM FileNet Image Services*

*Resource Adapter*

*IBM FileNet SAP Portal*

*Connector*

*IBM FileNet SAP R/3 Connector  
for P8*

### Business Challenge

The ability to swiftly and accurately access vital information is the key to operational effectiveness. Superior business management hinges on companies' ability to provide customers, suppliers, partners and employees with instant access to necessary data.

While many companies have made huge investments in SAP, they continue to struggle to achieve operational efficiency. Inundated with paper documents, email and faxes, information is sifted, sorted, circulated and filed. Business-critical, time-sensitive processes are often disorganized and inefficient, hindering employees' ability to make decisions quickly, and ultimately impacting profitability and customer satisfaction.

Although companies realize the benefits of an integrated data management system, they are often unsure where to begin and feel intimidated by the perceived effort and expense required to make it a reality, especially for those organizations that have already invested heavily in SAP.

But at the same time, waiting to institute change presents a far greater negative impact. With strict industry mandates requiring companies to comply with regulatory statutes, such as the Sarbanes-Oxley Act and

Basel II, those that fail to take control of internal processes and comply accordingly could find themselves subject to high costs of litigation, attorney's fees, penalties and fines.

### Solution

Cornucopia Solutions Inc. (CSI) has created DocuStream, a powerful suite that provides the necessary functionality to establish flexible and high performance communication process execution between SAP R/3 and IBM's Enterprise Content Management (ECM) suite of products. In addition to this base integration solution, DocuStream contains pre-designed business process extensions tailored for Accounts Payable, Contract Management, Human Resources, Plant Maintenance, Procurement and Quality Management.

DocuStream enables seamless, bi-directional, synchronized version management and metadata exchange between SAP and IBM ECM, providing users with immediate access to information. Index values from scanned images are automatically pre-populated into their respective SAP entry screen fields, with approval and activity review delivered to system users in a single step. The information exchange process is fully Java enabled, utilizing SAP



Java Connector (JCo), and can be configured to provide non-SAP users with access to data. Authorized system users are able to “check-in” or “check-out” documents while retaining version consistency.



DocuStream provides workflow integration, which facilitates the routing of documents through verification or approval processes, enabling managers to access status reports and process performance statistics on demand. DocuStream’s workflow role-resolution enables optimized load balancing and the distribution of process-related information across an organization, while automating the tracking and reporting of data in accordance with government regulations. DocuStream automatically creates an audit trail of every action taken with every document to ensure that all information is transparent during the legal discovery process.

### **Value Proposition**

CSI builds long-term client partnerships by producing optimal business solutions that positively impact its clients’ operations and profitability. By delivering re-engineered processes, CSI empowers customers to maximize the return on their technology investments. Successfully contributing to their clients’ business operations, including AT&T, Hess Corporation, Northrop Grumman, Schlumberger, Weyerhaeuser and Zurich Insurance, CSI’s DocuStream has enabled corporations to:

- Save \$300K to \$500K annually in resource and execution costs;
- Increase resource efficiency;
- Standardize accounting and financial processes;
- Report history tracking in real-time;
- Eliminate the double entry of data;
- Create immediately accessible audit trails; and,
- Track, resolve and prevent compliance issues.

### **Company Description**

Cornucopia Solutions, Inc. (CSI) is a Dallas-based consulting company that specializes in serving the rapidly growing Enterprise Content Management (ECM) and Document Management solutions market. CSI is an innovative provider of integrated services, serving as an expert systems integrator for SAP™ R/3® business application software implementations and a leading provider of Archiving and Imaging Solutions to Fortune 1000 companies. CSI’s combination of business know-how, team leadership and strong technology skills allows them to solve critical business solutions for their clients.

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# Crowe Horwath Straight Through Processing for Accounts Payable and Travel Expenses

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable and  
Travel Expenses Automation*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet eForms*

### Business Challenge

Managing accounts payable and expense reporting requires a tremendous amount of time, effort, and staff resources. Organizations are often inundated with paper invoices and manual tasks, such as circulating invoices for approval, ensuring the right people approve payment, addressing approval delays, and maintaining paperwork for the requisite amount of time required. The process becomes even more difficult with complex invoices requiring review by multiple departments, or in the case of exception handling.

As businesses grow, the volume and complexity of these transactions greatly increases. With no electronic means to manage the quantity and types of paperwork, accounts payable departments can experience processing errors and delays, and misfiled or misplaced documentation. These delays can have a dramatic impact on the bottom line, as many vendors offer discounts for early payments and can also exact penalties for late payments.

Regulatory mandates such as Sarbanes-Oxley have also placed organizations under greater scrutiny and accountability, yet many still lack an effective means to manage, trace

or enforce a standardized review and approvals process to mitigate compliance and business risk.

### Solution

A recognized leader in delivering enterprise content management (ECM) and business process management (BPM) solutions, Crowe Horwath developed its Straight Through Processing for Accounts Payable and Travel Expenses (STP-AP) solution to simplify accounts payable and expense reporting processes. Based on the IBM ECM suite of products, the STP-AP solution integrates electronic document capture and workflow capabilities with rules-driven processes to dramatically reduce time-intensive, manually-based tasks such as matching documentation to payment requests or routing invoices for managerial or departmental approval. As a result, organizations can dramatically reduce operational costs, increase staff productivity and improve processing efficiency.

The STP-AP solution electronically captures payment requests and other related documentation such as receipts and invoices received via fax, mail or email. The solution automatically routes approvals to the appropriate individual or department,



or multiple individuals for simultaneous review. Using pre-determined security rights, information can be automatically retrieved from the system for queries and action, thus reducing manual touch points that lead to lost or misplaced documentation and costly errors, as well as improving information access for faster processing times.

The STP-AP solution electronically interfaces with existing accounts payable systems and approval databases, or with vendor purchase order masters and approval masters for data selection and validation. Approved invoices are automatically transferred into the accounts payable system for payment.

Business and routing policies can be formalized into electronic business rules to help organizations effectively govern established processing and payment policies. These pre-established rules automatically initiate the required workflow and can be easily modified by business analysts to provide flexible, fast response times to changing business conditions.

The STP-AP solution provides management with a real-time view of work status, including work in process, work waiting to be processed, and the time each task is taking – and can also identify delays or bottlenecks. Work status can be viewed anytime, anywhere. All of the system data and documents are available wherever there is a network, allowing work to be done at any location.

### Value Proposition

The STP-AP solution has helped numerous organizations replace their traditional, paper-based methods for invoice processing, approvals and payments with an automated system that enables the centralized management of disparate documentation and functions for improved business performance. Additional benefits of the STP-AP solution include:

- Improved operational efficiency through greater information access, staff redeployment, reduction in duplicated efforts, faster invoice and payment processing, and improved data integrity;
- Increased management control and awareness through immediate, secure access to processing status and documentation;
- Consistent and transparent invoice and payment processes, ensuring compliance with regulatory requirements, including Sarbanes-Oxley;

### Company Description

As one of the top 10 providers of consulting and assurance services in the United States, Crowe is recognized for excellence and innovation in a wide range of business competencies including risk management and performance improvement. We have a wealth of experience guiding U.S. and global companies to optimize processes and enabling them with technology to drive higher performance.

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# Crowe Horwath Straight Through Processing for Commercial Loans

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## Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Application**

*Lending*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

Commercial lenders can no longer afford the traditional, manual approach to managing increasingly complex and customized commercial loans. As volumes grow, these lenders face increasing risks and costs associated with manual data entry, lost documentation, and difficulty in complying with regulatory requirements such as Basel II.

Commercial institutions using traditional manual-based systems are slower to respond to customer needs and have difficulty delivering the product flexibility needed for competitive differentiation. Manual processing reduces the time customer relationship managers can spend on sales and limits revenue potential.

Manual processing also presents a number of other challenges including:

- The need for duplicate data entry into multiple applications, further increasing workload and requiring additional staff;
- Siloed systems, which make monitoring status time-consuming and rapid response to customer needs very difficult;
- An inability to monitor productivity levels or identify opportunities for process improvement;
- Creation of audit trails and consistent documentation is difficult, at best;

- Delayed creation of securitization packages, due to the need to manually source documentation from various locations, which negatively affects loan value; and,
- Inability to integrate systems, making reliable monitoring of assets and covenants difficult, and increasing risk to the lender.

### Solution

Crowe Horwath's Straight Through Processing for Commercial Loans (STP-CL) solution automates and streamlines the entire loan origination process, from deal inception to booking. Based on the IBM Enterprise Content Management (ECM) suite of products, the STP-CL solution provides unparalleled functionality to minimize manual, paper-based loan processing, while supporting the financial institution's desire to customize loans to meet the needs of their customers. STP-CL also integrates with existing document creation and loan servicing systems to create a unified platform that enhances efficiencies throughout the lending organization.

The solution supports complex group credits and facilitates loan approvals with multiple obligors, obligations, and items of collateral; for all sizes and types of credit, from business banking through mid-market to large syndications.



STP-CL leverages sophisticated business rules and workflow capabilities to automatically route each loan through the appropriate steps, and defines, enforces, and maintains origination and loan processing policies through this integrated rules engine, which ensures regulatory compliance and mitigates risk.



## Value Proposition

The STP-CL solution enables lending institutions to centralize and optimize disjointed business processes, replace traditional, manual-based practices and improve time-to-market through automation. As a result, lenders are able to make faster, more informed decisions and dramatically enhance service levels to impact bottom-line profitability.

By implementing STP-CL, lenders can also achieve the following additional benefits:

- Improved operational efficiency through staff redeployment, reduction in duplicated efforts, faster loan processing, and improved data integrity;
- Improved customer satisfaction and loyalty with automated customer updates;
- Increased visibility and awareness through immediate, secure access to loan applications status;
- Accurate insight into process status, pipeline activities, and throughput metrics, enabling customer relationship managers to focus more time on sales and process improvement;
- Consistent and transparent underwriting and documentation processes, ensuring compliance with regulatory requirements;
- Unified access to documentation speeds the creation of securitization packets and ensures timely processing; and,
- Time notifications and milestones help to effectively manage collateral and covenants, improve risk management and increase investor confidence by guaranteeing compliance with loan agreements.

By deploying the STP-CL solution, a commercial lender can experience upwards of a 30 percent increase in productivity, with an 18-month payback typical.

## Company Description

As one of the top 10 providers of consulting and assurance services in the United States, Crowe is recognized for excellence and innovation in a wide range of business competencies including risk management and performance improvement. Serving more than 900 financial institution clients, Crowe understands the key business processes in commercial and retail banking. We have a wealth of experience guiding U.S. and global financial institutions to optimize processes and enabling them with technology to drive higher performance. Our seasoned consultants are skilled at adapting best practices to your unique needs.

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IBM **Information Management** software

## Crowe Horwath Straight Through Processing for Mortgage and Consumer Loans

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Consumer Lending*

*Mortgages*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

In a highly volatile consumer and mortgage lending industry plagued by fluctuating origination volumes and increased demands for quick closings and improved customer service, the reliance on manually-intensive, paper-based processes is enough to place a stranglehold on bottom line performance and customer service quality for even the most agile institutions.

Traditional methods of shuffling and processing paper documents – from customer documents such as W-2s and tax returns to third-party documents such as appraisals, titles, and flood certifications – and the use of physical storage cabinets and facilities slows customer responsiveness. These issues also make it difficult for lenders to focus on sales opportunities or enhance customer loyalty through customized product offerings, thus limiting revenue potential. In addition, the continued burden placed on limited staff resources to chase down critical documentation and execute repetitive, low-value tasks increases workloads and operational costs, hindering profitability and high standards of service delivery.

Rising regulatory and compliance mandates are also forcing organizations to reevaluate internal processes and implement more effective audit and business activity monitoring procedures to mitigate operational and compliance risk.

### Solution

A recognized leader in delivering enterprise content management (ECM) and business process management (BPM) solutions, Crowe Horwath developed its Straight Through Processing for Mortgage and Consumer Lending (STP-MC) solution to automate and streamline the entire lending process, enabling enterprise information access both within and outside the organization, and ensuring greater accuracy and improved customer service levels.

Based on IBM's ECM suite of products, STP-MC is a sophisticated solution that provides dynamic workflow and rules-driven processes, and integration with existing document origination and loan servicing systems, to create a unified platform that speeds loan processing times – from origination to post-closing – while dramatically improving overall business performance.

The STP-MC solution electronically captures every document associated with the lending process from origination through post-close processing, whether faxed, mailed, or emailed. Supporting information can be retrieved from customer relationship management (CRM) systems and/or those for loan origination and servicing, allowing for review and authorization. Loan information can be automatically transferred to loan documentation



and loan servicing systems, reducing manual touch points that lead to lost documentation and costly errors.

Third-party documents including credit reports, appraisals and flood certifications can be automatically ordered and retrieved through electronic systems integration, dramatically improving underwriting and document preparation processing times and accuracy.

Business and routing policies help automate transaction and exception processing. Workflows can be automatically triggered based on the type of loan and type of collateral to ensure execution per policy. Perfection of collateral is tracked with alerts generated for items past due.

The STP-MC solution provides management with a real-time view of work status, including work in process, work waiting to be processed and the time each task is taking. Work can be automatically routed to various locations based on type of work, time of day, work load, or any attribute of the loan.

### Value Proposition

By deploying STP-MC, lending institutions benefit from the combined value of ECM, which delivers accelerated decision-making capabilities, shortened mortgage loan origination cycle times and enhanced customer service levels, as well as the following additional benefits:

- Improved operational efficiency through staff redeployment, reduction in duplicated efforts, faster loan processing, and improved data integrity;
- Improved customer satisfaction and loyalty with automated customer updates;
- Increased management control and awareness through immediate, secure access to loan applications status;
- Consistent and transparent underwriting and documentation processes, ensuring compliance with regulatory requirements including Sarbanes-Oxley and Basel II;
- Time notifications and milestones, which help to effectively manage collateral and covenants, improve risk management and increase investor confidence by guaranteeing compliance with loan agreements.

### Company Description

As one of the top 10 providers of consulting and assurance services in the United States, Crowe is recognized for excellence and innovation in a wide range of business competencies including risk management and performance improvement. Serving more than 900 financial institution clients, Crowe understands the key business processes in commercial and retail banking. Our seasoned consultants are skilled at adapting best practices to your unique needs.

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## A Partner Solution for Cross Industry

### Streamlining the Accounts Payable Process for Enhanced Operational Efficiency

IBM **Information Management** software

# Datamatics Technologies E-Payables Manager

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable Processing*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Services*

### Business Challenge

Accounts payable (AP) departments typically handle millions of documents each year, including invoices, receipts, bills of lading and miscellaneous correspondence. From invoice inception through payment issuance, each document must be tracked and managed.

Accounts payable is a document-intensive function by nature.

Organizations struggle to find efficient ways to manage, store and access a high volume of documents. Manual handling is prone to errors and difficult to track, which can result in delays, late payment penalties and an inability to take advantage of early payment discounts.

Automating AP processing is a logical step for any company seeking to speed processing times, reduce costs and improve financial reporting accuracy. Automation allows invoices to be handled in a timely manner with fewer resources, thereby cutting costs, and enables access to real-time financial information. Another way to reduce costs is by strengthening internal controls. By implementing a rigorous audit trail and hierarchical approval structure, AP departments can minimize the risk associated with loosely controlled documents

and ensure adherence to regulatory compliance requirements.

### Solution

Datamatics Technologies' E-Payables Manager is an AP solution framework built on the IBM Enterprise Content Management (ECM) suite of products, which incorporates automated invoice processing. By facilitating the flow of invoice processing work between buyer, suppliers, buyer's back-office operations and approvers, it provides a low-risk, high-value solution that transforms manual, paper-intensive processes into fully integrated and automated functions. Streamlining the accounts payable process with E-Payables Manager allows accounting staff to handle more invoices and process them promptly and accurately.

Invoices, whether submitted in electronic, fax or paper form, are automatically captured, filed and routed for approval. The entire process is wrapped around IBM ECM functionality and integrates with leading enterprise resource planning (ERP) and purchasing systems. This holistic approach significantly improves response times, eliminates time-consuming duplicate data entry, increases processing efficiency and enhances service levels.



Datamatics™

Fully customizable, E-Payables Manager leverages document management, business process automation and image processing capabilities available from the IBM ECM suite of products, and delivers a tightly integrated interface with client ERP systems. This intuitive interface allows for quick adoption and clear visibility of roles and responsibilities pertaining to the invoice cycle. In-depth reporting facilitates increased transparency into an organization's financials for better cash management.



## Value Proposition

Datamatics Technologies' E-Payables Manager delivers significant benefits to accounts payable departments, including:

- User friendly and transparent workflow automation
- Reduced turn times and increased operational efficiency through seamless integration with enterprise-wide legacy systems
- Elimination of lengthy manual processes for greater cost savings
- Enhanced internal processing controls to leverage vendor discounts and future contract negotiations

Measurable business results realized from implementing E-Payables Manager include a 70 percent reduction in per invoice processing costs and a 40 percent decrease in the invoice processing lifecycle. Reduced cycle times lead to vendor discounts that can reduce the cost of goods sold (COGS) or other costs by as much as five percent within six months of implementation.

## Company Description

Datamatics Technologies Ltd. (DTL) is a premier provider of enterprise content management solutions and services. DTL's consulting practice focuses on document management, business process and record management, and enterprise portal technologies. An end-to-end solutions provider, DTL offers enterprise-wide information architecture for banking, finance, insurance, manufacturing, pharmaceutical, utilities and other industries.

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IBM **Information Management** software

## Datamatics Technologies New Business Processing Excellence

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*New Business Processing*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

### Business Challenge

Regulatory compliance and operational efficiencies are posing ever-increasing challenges for insurance providers. As companies strive to reduce costs and improve productivity, they must simultaneously strengthen internal controls to ensure they reduce risk and comply with changing requirements. These needs are further complicated by a wide range of legacy systems and processes that must be accommodated.

In addition to the challenges posed by their legacy infrastructure, insurance organizations are finding that traditional paper-based processing is inhibiting their efforts. With greater potential for loss and errors as well as the time required to track status in paper files, the need for a paperless processing environment is clear. To remain competitive, insurance organizations must find ways to overcome these limitations in order to increase margins and improve underwriting profitability. Accomplishing this requires companies to find systems and procedures that will help them shorten the underwriting lifecycle while improving customer service with greater responsiveness and faster approval times.

### Solution

The Datamatics New Business Processing Excellence Solution (NBPE), built on the IBM Enterprise Content Management (ECM) suite of products, helps insurance organizations implement end-to-end automation of new business applications processing. The system incorporates IBM ECM functionality to deliver an integrated solution for increased insurance processing efficiency.

Given that 70 percent of the data used for application processing resides in legacy systems, NBPE integrates directly with core insurance and underwriting applications to ensure seamless access. Additionally, the solution's robust document repository ensures it has the capability to transfer large volumes of documentation to electronic format for easier access. As a result, the solution offers offline guided data capture functionality that streamlines the data entry process by enabling simultaneous viewing of data entry fields and corresponding images. Data is then automatically populated into business applications in real-time.

By automating the process, NBPE enables standardization of processing and integration of diverse information sources for greater accuracy,



improved compliance, and minimized redundancies. In addition, organizations can create business rules that automatically trigger underwriting processes for greater efficiency. With easy access to extensive reporting capabilities, NBPE enhances regulatory compliance with visibility into the audit trail of all cases.



### Value Proposition

With NBPE, insurance companies have the measurable advantage of being able to improve overall turnaround time and better utilize skilled underwriting and other resources. As a result of using the solution, companies have seen reductions in processing times for new applications of over 60 percent, accompanied by operational savings of over 6 percent. In addition, organizations have been able to increase capacity by over four times using existing resources.

In addition to these bottom-line benefits, NBPE helps companies better control their new business processes. From allowing secure access to documents with customer-specific information on an as-needed basis for certain employees, to enabling real-time tracking for each and every application throughout the process, with NBPE there is increased visibility and improved process control. This additional oversight is further supported by the solution's exhaustive management reporting capabilities that enable immediate perspective on individual productivity and process analysis for continuous improvement.

### Company Description

Datamatics Technologies Ltd. (DTL) is a premier provider of Enterprise Content Management solutions and services. The company provides consulting services to assist with all phases of these solutions including identifying and re-engineering business processes, requirements and design, integration, deployment planning, execution, and education and training. The company has established relationships with leading product vendors within the field to ensure it provides clients with state-of-the-art solutions that deliver real world results.

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IBM **Information Management** software

## Dayhuff Group iCase Advantage

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Case Management*

■ **Products**

*IBM Content Manager*

*IBM FileNet Content Manager*

### Business Challenge

Government agencies know that at the end of the day, case management impacts individuals' lives. The execution of critical decisions related to cases ranging from regulatory compliance, pension and workers' compensation, to social security, unemployment and veterans' benefits, requires caseworkers to respond as quickly as possible in the evaluation, facilitation and advocacy of various claims. However, many of these cases induce complex, multi-stage processes that involve numerous departments, interaction with other government organizations, as well as multiple sources of information.

Understaffed departments and budget restraints are often the norm for government agencies, posing significant challenges. While the public expects that information be accessible through the Internet, many government agencies continue to use manual methods and older technology to manage data, causing information delays, which can ultimately delay resolution of claims.

An integrated case management system that supplies caseworkers with the right information, at the right time, would improve overall productivity and effectiveness, enabling government organizations to focus more on serving citizens. Critical to achieving this vision is a responsive, real-time IT infrastructure that delivers relevant information to the caseworker to make better decisions faster.

### Solution

Dayhuff Group, specialists in Enterprise Content Management and Web Business Enablement, has created iCase Advantage for government agencies seeking to enhance their case management processes. Built on the IBM Enterprise Content Management (ECM) suite of products, this integrated, event-based solution enables government agencies to support the case management of a variety of citizen-centric services, including Health and Human Services and Public Safety.

Empowering government agencies to effortlessly collaborate on cases, iCase Advantage enables the sharing and analyzing of information across multiple levels, departments, other agencies and geographies, allowing for reports to be created as needed. iCase Advantage uses the power of the Web to manage all case information, including the immediate posting and filing of information. The solution automatically converts documents into fully searchable PDFs for easy archiving and access to valuable information, while providing customers with access to the most up-to-date information online while maintaining strict privacy.

iCase Advantage dramatically reduces caseworkers' time spent managing cases, locating the information related to cases, and processing claims, thereby increasing productivity and enabling them to



focus more on satisfying customer requests. Providing citizens with more in-depth, one-on-one time spent with caseworkers, and the ability to easily locate the answers to routine questions and submit claims through the Internet, iCase Advantage enables government agencies to not only minimize complaints, but increase overall public satisfaction, while focusing on helping citizens improve their lives.



### Value Proposition

While delivering a fast, focused, high-quality and cost-effective case management solution, Dayhuff Group and iCase Advantage enable government agencies to:

- enter case information quickly and easily;
- track and manage case information using calendar triggers;
- improve accountability through audit trails;
- receive automatic notification of updates;
- add information to multiple cases with one click;
- accomplish more with fewer resources;
- customize case information and retain update history;
- provide self enrollment list server functions; and,
- incorporate regular office mail into the system.

### Company Description

Dayhuff Group specializes in delivering fast, focused, high-quality yet cost-effective Enterprise Content Management solutions. Our range of experience, the scope of our expertise, and our delivery model makes Dayhuff Group a special breed in the technology services field. We put those attributes to work in order to guarantee our clients short-cycle project completion with real-world budgets. The result: innovative, problem-solving technology services that improve efficiency, reduce costs, and increase revenues.

Dayhuff Group's primary areas of focus include:

**Enterprise Content Management** – We can remove the mountains of paper from your business and automate your workflow by implementing IBM's Enterprise Content Management suite of products.

**Web Business Enablement** – By implementing customer self-help, content management, order processing, claims entry and much more over the Web, you can drastically reduce cost and improve customer service.

**Workflow Solutions** – Achieve new levels of productivity, accountability and information accessibility with streamlined business processes at a workgroup or enterprise level and realize measurable ROI.

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## A Partner Solution for Insurance

### Streamlining the Application Approval Process for Commercial Lines Insurance Carriers

IBM **Information Management** software

# Dayhuff Group iCL

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Commercial Lines Application Processing*

■ **Products**

*IBM Content Manager*

*IBM FileNet Content Manager*

### Business Challenge

It's been a tremendously challenging time for the commercial lines insurance business. In 2003 alone, there were four billion-dollar-plus events, making it one of the worst years ever for natural disaster losses. September 11, Andrew and Northridge were all events whose names will live in infamy. While many thought the worst was over, in 2005, Hurricane Katrina came with a vengeance.

These catastrophic events, along with other factors, have all contributed to eroding margins. As a result, insurers have been forced to look for every opportunity to wring costs from internal operations and improve the effectiveness and efficiency of underwriting and new business processes.

Meanwhile, regulatory compliance requirements have mandated greater visibility and control of content and business processes. Additionally, insurers are striving for competitive advantage, in part by adopting new technologies and information infrastructures to make their organizations easier to do business with – both for agents and brokers, as well as the general public. Of course, any and all solutions need to leverage existing investments in legacy systems and industry-specific applications.

### Solution

Dayhuff Group, specialists in enterprise content management (ECM) and web business enablement, presents iCL, a custom processing solution tailored to collect small or large volumes of Commercial Lines' application information and route it automatically throughout underwriting and approval processes. iCL can be easily modified to meet insurance companies' specific business needs and requirements, including integration into existing Commercial Lines' content management systems, significantly reducing training and startup costs.

iCL provides immediate tracking and reporting of all application-related processes, including the monitoring of employee workloads. iCL captures all application-related documentation and places it into an electronic folder that is easily and securely accessible. The folder is then routed automatically to the underwriter for approval and processing, and information is instantly accessible by employees for customers inquiring about the status of applications. Working from a single file, employees are able to annotate and highlight information, collaborating on an application to ensure accuracy during the process.



Including executive dashboard reports on employee workloads, iCL provides complete analysis of Commercial Lines' application processing. A wide variety of reports can be run, including identifying the number of applications in the system, the number of applications that have been processed and by whom, the total coverage amounts being processed and many more.



### Value Proposition

Dayhuff Group guarantees its clients a short-cycle project completion, working within real-world budgets, and innovative, problem-solving technology services that improve efficiency, reduce costs and increase revenues. While delivering a fast, focused, high-quality and cost-effective application processing solution, Dayhuff Group and iCL enable Commercial Lines' insurance carriers to cut their application processing time in half. Supplying employees with quick access to information, iCL favorably increases customer service and satisfaction. Dayhuff Group also assists insurance carriers with renewal, reinstatement and endorsement processing.

### Company Description

Dayhuff Group specializes in delivering fast, focused, high-quality yet cost-effective ECM solutions. Our range of experience, the scope of our expertise, and our delivery model makes Dayhuff Group a special breed in the technology services field. We put those attributes to work in order to guarantee our clients short-cycle project completion with real-world budgets. The result: innovative, problem-solving technology services that improve efficiency, reduce costs, and increase revenues.

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**Enterprise Content Management** – We can remove the mountains of paper from your business and automate your workflow by implementing IBM's ECM suite of products.

**Web Business Enablement** – Solve real business problems using the power of the Web. By implementing customer self-help, content management, order processing, claims entry and much more over the Web, you can drastically reduce cost and improve customer service.

**Workflow Solutions** – Achieve new levels of productivity, accountability and information accessibility with streamlined business processes at a workgroup or enterprise level and realize measurable ROI.

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## A Partner Solution for Insurance

### Streamlining the Application Approval Process for Personal Lines Insurance Carriers

IBM **Information Management** software

# Dayhuff Group iPL

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Personal Lines Application  
Processing*

■ **Products**

*IBM Content Manager  
IBM FileNet Content Manager  
IBM WebSphere Business  
Information Integrator*

### Business Challenge

In the extremely competitive insurance marketplace, individuals considering new policies – whether auto, homeowner, life or disability – are presented with countless options for coverage, with dozens of premium and deductible structures, from hundreds of carriers. Should a Personal Lines' insurance company be fortunate enough to attract the interest of a prospect, it's absolutely essential that the accompanying application is processed as quickly as possible to bind the coverage before the prospect becomes distracted by another offer.

Unfortunately, the constant barrage of applications that floods carriers' processing departments typically creates huge bottlenecks. Applications and related documentation must pass through the underwriting process, relying on multiple sources and people to supply information and make decisions along the way. Often, there is no central tracking mechanism in place. When prospects inquire on the status of an application, significant delays in responding are not uncommon, as employees scramble to locate the application and search through paper trails and email messages. Without any visibility into the application process, companies have no way of

monitoring the status of applications or analyzing the incoming business pipeline.

A centralized system, into which all application-related materials could be funneled and routed through underwriting and approval processes, would expedite the processing of new business for insurance carriers. New policies could be underwritten more quickly, and customer service could be enhanced. Additionally, management could leverage increased visibility into the application process to balance employee workloads and analyze data to create financial projections.

### Solution

Dayhuff Group, specialists in Enterprise Content Management and Web Business Enablement, presents iPL, a custom processing solution tailored to collect small or large volumes of Personal Lines' application information and route it automatically throughout underwriting and approval processes. Built on the IBM Enterprise Content Management (ECM) suite of products, iPL can be easily modified to meet insurance companies' specific business needs and requirements, including integration into existing Personal Lines' content management systems, significantly reducing training and startup costs.



iPL provides immediate tracking and reporting of all application-related processes, including the monitoring of employee workloads. iPL captures all application-related documentation and places it into an electronic folder that is easily and securely accessible. The folder is then routed automatically to the underwriter for approval and processing, and information is instantly accessible by employees for customers inquiring about the status of applications. Working from a single file, employees can annotate and highlight information, collaborating to ensure accuracy during the process.

Including executive dashboard reports on employee workloads, iPL provides complete analysis of Personal Lines' application processing. A wide variety of reports can be run, including identifying the number of applications in the system, the number of applications that have been processed and by whom, the total coverage amounts being processed and many more.

### Value Proposition

While delivering a fast, focused, high-quality and cost-effective application processing solution, Dayhuff Group and iPL enable Personal Lines' insurance carriers to cut application processing times in half. Supplying employees with quick access to information, iPL favorably increases customer service and satisfaction. Dayhuff Group also assists insurance carriers with renewal, reinstatement and endorsement processing.

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## Dayhuff Group New Employee Processing and On Boarding

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Employee Hiring and On Boarding  
Processes and Procedures  
Automation and Management*

■ **Products**

*IBM Content Manager  
IBM Content Manager OnDemand  
IBM Document Manager  
IBM FileNet Business  
Process Manager  
IBM FileNet Capture  
IBM FileNet Content Manager  
IBM FileNet eForms  
IBM FileNet Image Manager*

### Business Challenge

In today's business environment, there are many factors involved in the management of human capital. For example, many organizations face cost reductions related to economic slowdowns, fluctuating financial performance, mergers and acquisitions, business realignment, talent shortages and technology shifts.

Some organizations, especially those in the retail sector, also grapple with employee turnover rates as high as 100 percent. To make matters worse, demographic research has shown that within the next decade, there will be a 35 to 40 percent reduction in the management-level workforce — due in part, by baby boomers entering retirement. This trend is expected to place further strain on human resources departments, which will result in the need to double their hiring rates to compensate for attrition.

To gain a competitive edge in the human capital management arena, organizations need solutions to help expedite the hiring and on boarding of new employees. Additionally, they need to reduce legal exposure by centralizing the new employee review processes.

Organizations also need solutions that reduce administrative costs. This will free up human resources personnel to spend more time on strategic issues

such as talent and performance management, as opposed to mundane tasks such as data entry, forms and mailing management address.

### Solution

The solution features secure Web-based access. All relevant documentation is electronically captured for improved storage and retrieval. Robust search capabilities allow users to electronically search for desired files and text within selected documents.

Routine transactions are streamlined via "smart forms." Smart forms automate workflows for routing, viewing and tracking of documents through various reviews and approvals. Exception paths are created when an unexpected event, such as failure to pass a background check, occurs. The reviews and approvals process starts at the point of application submission through the submission of an offer letter. Once the employee is hired, the reviews and approvals process continues through the receipt of policies and procedures, completion of required computer-based training (CBT) and the submission of complex benefits documents.

Dayhuff's New Employee Processing and On Boarding solution also supports employee self-service, while securing data and maintaining



employee confidentiality. Employees can complete benefits election, enroll in training, respond to internal job postings, obtain answers to questions regarding vacation days and review retirement savings funds. All of this is available on demand, at the most convenient times and in a local language. This is particularly important for companies where assistance in multiple languages may not be available on a round-the-clock basis. Additionally, the solution offers value-added services such as retirement calculators and health benefit comparisons.



## Value Proposition

The New Employee Processing and On Boarding solution eliminates the need for massive hard copy filing systems and manual, paper-intensive processes that overburden human resources personnel.

The solution expedites the hiring and on boarding process while meeting legal requirements. Benefits include:

- Reduced cycle times for business processes;
- Improved levels of customer service;
- Reduced need for paper file storage and associated costs; and,
- Improved accessibility to valuable employee information.

The solution also improves employee satisfaction and retention, increases productivity, and improves an organization's competitive advantage. Employees are equipped for success by being provided with a personalized work environment that offers a cost-effective means of delivering self-service applications, including benefits, payroll and training.

## Company Description

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IMS14029-USEN-01





# Dayhuff Group Public Utility Commission Docket and Public Access Management System Framework

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## Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Streamlining Public Utility and  
Consumer Advocacy Case  
Management*

■ **Products**

*IBM Content Manager  
IBM FileNet Capture  
IBM FileNet Content Manager  
IBM FileNet eForms*

### Business Challenge

Public Utility Commissions (PUCs) balance the needs of consumers and utilities to ensure safe and reliable service at reasonable rates; protect the public interest; educate consumers to make independent and informed utility choices; further economic development; and foster new technologies and competitive markets in an environmentally sound manner. PUC's typically help resolve disputes between residential, business, and industrial consumers and regulated utility companies and service.

Formal filings with the PUC have increased significantly, placing a greater demand for public information, and adding to the strain on government regulatory agencies to fulfill requests. Case resolution induces complex, multi-stage processes involving numerous departments and collaboration. All this while most state governments are beleaguered by understaffed departments and budget restraints.

Additionally, these agencies have yet another goal to fulfill – that of providing improved constituent service and satisfaction. The public expects the convenience of doing business on the Internet, so having information be consumer friendly, secure and easily accessible, via the web, is key.

### Solution

The Public Utility Commission Docket and Public Access Management System Framework is a comprehensive, integrated system for managing the full lifecycle of case/docket management. They do this by automating information and processes associated with submission, assignment, calendaring and posting of hearings and docket deadlines. The automatic email and web posting of required notifications to public and state government parties helps meet compliance requirements, eliminating steps and risk.

Developed with the complexities of today's agencies in mind and providing superior filing versatility, the case management system accommodates all common types of tariffs as well as affidavits, appeals, complaints, motions, testimonies and many other submissions. Featuring a web access interface, in addition to a complete document imaging and management system, this solution allows companies to submit files via the Internet, email, mail or hand delivery. Once a filing or docket is created, automatic notification is broadcast to all appropriate parties. Filing details and all supporting files are linked to the records and readily accessible for review. Following review, public hearings can be scheduled using the calendar. The solution ensures that information is always delivered to the right person at the right time.



The system manages PUC dockets and provides reports, activity logs, calendars, distribution list management and access to decisions and orders. The system also adheres to public privacy requirements. Private information is safeguarded and made available only to those that require it. Built-in compliance controls meet mandatory, legislative deadlines and retention requirements.



### Value Proposition

The solution streamlines Public Utility and Consumer Advocacy Case Management to provide benefits to internal state departments, citizens and businesses interfacing with the agencies, and to meet many levels of compliance mandated by state legislature.

The application and approval process is expedited for mandatory filings, applications and certificates through web access, and 20 unique forms for e-filing, including an ACH payment option and search options.

The system is consumer friendly, secure and easily accessible via the web. It manages the lifecycle of documents, providing public access where appropriate, redacting social security and other privacy related information, and meeting retention policies. Customer service is improved by reducing the cycle time associated with submission and complaint resolution, automatic assignment and tracking and the elimination of errors associated with manual logging and processing. The system provides enhanced services to its constituents with its powerful search capabilities.

Quantifiable benefits include reduced cycle times of business processes, eliminated non-value-added activities and reduced hiring. Non quantifiable benefits include improved constituent service and satisfaction, timely handling of complaints and improved information accuracy and availability.

### Company Description

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IMS14024-USEN-01



IBM **Information Management** software

## Dayhuff Group Retail Vendor Management

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### Partner Solution

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■ **Target Industry**

*Retail*

■ **Business Application**

*Vendor Management*

■ **Products**

*IBM Content Manager*

*IBM FileNet Content Manager*

### Business Challenge

Retailers often manage thousands of brands, and the bigger the retailer, the broader its vendor base. Keeping pace with an ever-changing marketplace that thrives on change forces retailers to constantly move inventory. Top retailers know that to remain on top, they must obtain the right merchandise at the right price point, and get it on the shelf as quickly as possible. However, there are numerous hurdles that retailers must overcome before an item can be sold.

There is a complex dependency between retailers and their vendors to efficiently obtain merchandise. An inordinate amount of documentation and approval processes accompany each vendor and its merchandise. Retailers must set forth guidelines to ensure that shipments arrive accurately and on time; items are priced correctly; vendor markdowns are reflected appropriately; logos are used properly; brands are merchandised according to vendors' desires; and promotions are set up properly. And with each new item, price modification, or promotion, a colossal domino effect is initiated as retailers scramble to mirror the changes through the order process.

Improving the efficiency and accuracy of supply chain interactions can significantly reduce costs and increase

competitive advantage. According to an August 1, 2005 article in CIO Magazine, AMR Research reports that just a 3% improvement in perfect order fulfillment will increase profits by 1%. A perfect order is not something tangible and is dependent on an efficient, end-to-end interaction between the retailer and vendors/suppliers.

Retailers must remain organized and agile. They battle a continual cycle of change to ensure that fresh, new merchandise is available to meet customer demands. Unfortunately, managing the paperwork and monitoring the processes of incessant cyclical unrest poses significant and time-consuming challenges for retailers.

### Solution

Dayhuff Group's Retail Vendor Management is a solution for retailers seeking to streamline and automate tasks related to the initial stages of the order process, ultimately enabling them to place sought-after merchandise on the shelves more quickly. Powered by IBM Enterprise Content Management (ECM) software, Retail Vendor Management allows retailers to reduce the tremendous effort spent in managing vendor relationships, removing the mountains of paperwork from new item set up, while eliminating the tedious routing of documents through approval and administrative cycles.



Using Retail Vendor Management, retailers are able to more efficiently manage all new item set up, pricing and promotions related processes, including the automatic routing of various forms and documents to decision-makers for review and approval. Retail Vendor Management permits information to be processed in hours, rather than days. Vendors are able to submit price adjustment forms and promotional materials to a secure section of a retailer's Web site, signing all related forms and documentation electronically. Forms are then routed automatically through approval processes, and all steps tracked so reports can be run to assess the status of a particular item or vendor. Once approved, automatic notifications are sent both internally and externally with relevant information workflowed to the next department and their systems.



### Value Proposition

Retail Vendor Management resolves routine business problems using the power of the Web, drastically reducing costs and improving customer service. Vendors and retailers alike are able to securely monitor each stage of any process, easily responding to questions or instituting additional changes, while reducing promotional development time and overall day-to-day workloads. Additionally, Retail Vendor Management enables retailers to provide customers with the ability to place orders over the Web, as well as obtain answers to frequently asked questions using self-help options.

### Company Description

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Dayhuff Group's primary areas of focus include:

- **Enterprise Content Management** – We can remove the mountains of paper from your business and automate your workflow by implementing IBM's ECM suite of products.
- **Web Business Enablement** – Solve real business problems using the power of the Web. By implementing customer self-help, content management, order processing, claims entry and much more over the Web, you can drastically reduce cost and improve customer service.
- **Workflow Solutions** – Achieve new levels of productivity, accountability and information accessibility with streamlined business processes at a workgroup or enterprise level and realize measurable ROI.

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IBM **Information Management** software

## DeskNet, Inc. ContentWelder™

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### Partner Solution

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#### ■ **Target Industries**

*Banking and Financial Markets  
Insurance*

#### ■ **Business Applications**

*Advisor Services  
Asset Management Customer  
Communications  
Employer Benefits  
Investment Management Client  
Reporting  
Retirement Services  
Wealth Management Client  
Reporting*

#### ■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM Content Manager  
IBM Records Manager*

#### **Business Challenge**

Customer loyalty and retention is critical for financial services, investment management firms and fund companies – timely and personalized customer communication is key. Today, customers are demanding greater insight and transparency into how their financial and benefit assets are being managed. Due to the on-going change in compliance requirements and the level of complexity of the financial products being sold, organizations must tightly manage these high-value communications, which include: personalized client reports, quarterly reviews, institutional pitch books, retirement plans, enrollment guides, custom welcome kits, and many others.

In creating these communications, many pieces of content may be revised across multiple documents to ensure consistency in message and disclosure, each item of correspondence must be assembled and reviewed on an individual basis – a process that can create massive bottlenecks, particularly at month and quarter end. With communications generated through operations, marketing, sales and client service departments; managing this information becomes an overwhelming task and, as a result, service can be compromised.

Although many companies have developed “operations-based”

publishing systems that generate generic communications and batch reports, these do little to enhance customer loyalty, retention or effectively facilitate the businesses ability to cross-sell products to the companies existing customer base. These back-office systems are not readily accessible by staff members who are in need of designing and managing a wide-variety of customer communications programs. As such, staff members typically resort to following manual processes that are time-consuming, risky and inefficient, limiting business user adoption and the number of individualized communications that can be deployed.

#### **Solution**

DeskNet, a leading developer of dynamic enterprise publishing software, presents ContentWelder, a powerful and easy-to-use customer communications platform that provides financial services organizations with a competitive advantage in winning the customer service and compliance battle. Integrating seamlessly with IBM's Enterprise Content Management (ECM) suite of products, ContentWelder enables organizations to automate the production of high value customized client communications across all mediums.

ContentWelder allows organizations to effortlessly produce consistent, timely and accurate communications



campaigns of all types and deliver them through a wide array of channels (e.g., print, micro-site, email, self-service portals).



With its uniquely configurable component based content model and workflow, ContentWelder enables business users – through a browser based dashboard – to easily create and re-use content across any report and document type selected. In addition, it ensures the corporation’s branding, governance and business rules are executed when dynamically composing and distributing the communications. The platform’s collaborative workflow engine allows the appropriate subject matter experts, marketing, legal et al., to control, oversee and audit all communications.

## Value Proposition

DeskNet’s ContentWelder empowers organizations to automate enterprise customer communications.

ContentWelder enables organizations to:

- Allow business users to automate the creation of custom reports and documents via browser;
- Enter client-specific requirements, select components and automate the production of high-quality, company-branded, rules-based personalized customer communications;
- Configure workflows, enabling all contributors to use standard desktop tools from Microsoft, Adobe and Quark for document creation, editing and approval with minimal training;
- Decrease compliance risk exposure by applying disclaimer and other compliance rules into the creation process;
- Leverage corporate investments in customer relationship management (CRM) applications, data warehouses, business intelligence systems for all source data and content, lowering the total cost of ownership; and,
- Achieve multi-channel delivery, audit and filing requirements in all formats, including XML, PDF, HTML, Microsoft office output and others.

## Company Description

DeskNet Inc. is a leading provider of enterprise customer communications software for the financial services industry. DeskNet’s ContentWelder is one of the most advanced solution available to automate and manage the production of high-quality, custom investment documents for institutional investors and private clients. Several of the industry’s leading investment management firms rely on ContentWelder as a global enterprise platform to deliver the advanced workflow solutions that enable custom client reports on demand, while providing the needed transparency into the process.

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IBM **Information Management** software

## Dienekis Information Systems AUTOMATED LENDING

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Commercial Lending*

*Consumer Lending*

*Credit Cards*

*Mortgage*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

### Business Challenge

Shifts in interest rates and the increasing competitiveness of the current financial services industry have left lenders looking for new ways to improve performance. Current market situations make the outlook for pure revenue growth increasingly challenging, and with traditional areas for cost-cutting already exhausted, lenders must look to process improvement for continued growth in returns.

In the lending process, paper-based systems present the single biggest operational headache and an important area for improvement. By automating their complex, paper-intensive lending processes, financial institutions can directly impact bottom line performance and enhance customer service. To accomplish this, these organizations must completely rethink the way they do business, while considering how to manage both content and process from an enterprise wide scale. As part of this, these organizations must find ways to squeeze maximum business value from existing systems.

These desired changes to lending systems must improve overall productivity and cost-efficiency on an ongoing basis. While most

organizations have looked at ROI as a one-time measurement, for future competitiveness, lenders need solutions that allow for continuing process optimization. As part of this, these enhancements must not only consider efficiencies, but also how those efficiencies impact customer relationships and loyalty, particularly in their ability to make cross-selling more effective. At the same time, financial services organizations want solutions that enable them to efficiently scale operations to any market environment. For tomorrow's lending leaders, the real answer is a multi-faceted approach for improving lending procedures that addresses people, process and technology for optimal success.

### Solution

Dienekis AUTOMATED LENDING is a comprehensive loan origination system built on IBM's Enterprise Content Management (ECM) suite of products that brings efficiencies and controls to the lending process. By streamlining and automating the lending environment, AUTOMATED LENDING enhances the process from the initial loan request through funding. By facilitating the quick qualification of loan requests, full underwriting, multi-level credit sign-offs, as well as



pre- and post-closing due diligence, AUTOMATED LENDING supports a variety of lending processes ranging from mortgage, consumer and commercial loans to credit cards. The system offers integrated document generation and tracking, task lists, customizable business rules and email functions to facilitate a collaborative electronic workspace that provides all involved parties a consistent view of any deal.



With AUTOMATED LENDING, banks can set production goals, measure volumes against those goals and analyze the quality of loan requests submitted by third parties. Built on the IBM ECM suite of products, AUTOMATED LENDING integrates easily with back-office administration procedures and systems. This results in less time and resources required for uploading loans to the bank's core systems, facilitation of a paperless system, and a more customer-centric lending environment.

### Value Proposition

Dienekis AUTOMATED LENDING offers financial institutions greater flexibility in optimizing processes for their specific work and business needs. Through the use of IBM's FileNet Process Analyzer capabilities, the system also helps institutions identify process trouble spots and enable continuous process improvements without disrupting day-to-day operations. Dienekis recognizes that implementing a complete ECM framework all at once isn't always feasible. AUTOMATED LENDING offers financial institutions a modular entry point that enables cost-effective incremental development that can scale up as the organization is ready. As a result, banks can squeeze the maximum business value from existing systems while simultaneously optimizing their overall process.

By combining state-of-the-art technology and extensive experience in the banking sector, Dienekis has developed AUTOMATED LENDING to deliver measurable enhancements to lending profitability, efficiency, security and service. With greater access to information, banks can improve their decision-making and respond more readily to customer needs. As an end-to-end solution, lenders will enjoy greater transparency in the process and improved compliance to regulatory challenges.

### Company Description

Dienekis Information Systems S.A. is an enterprise computing company founded in 1988. Since that time, Dienekis has provided the financial services industry with integrated solutions for improved performance. With expertise ranging from Enterprise Content Management and system management to fraud prevention, networking and voice applications, Dienekis has implemented significant IT projects that have delivered measurable results.

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A Partner Solution for Cross Industry

Automating the Accounts Payable and Accounts Receivable Information Lifecycle for Streamlined Processing

IBM **Information Management** software

# Document Access Systems Cash Management Process Solution

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Accounts Payable*

*Accounts Receivable*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Intense global competition, rapidly changing customer needs and industry trends place added pressure on customer service-oriented industries and their extensive accounts payable and accounts receivable operations.

Large volumes of invoices and statements (often stored off-site in information silos), disparate processes, data-entry errors and mishandling of documents not only lengthen cycle times, but also increase costs by exposing enterprises to missed payment discounts and non-compliance fines stemming from government-mandated document management and retention regulations. Furthermore, significant staffing and training requirements also add to the overall cost of business.

### Solution

Document Access Systems' (DAS) Cash Management Process Solution is a configurable, integrated solution that leverages the IBM Enterprise Content Management (ECM) suite of products to automate and support the accounts payable and accounts receivable information lifecycle.

Designed to streamline the accounts payable process and increase

operational efficiency, the DAS Cash Management Process Solution enables staff to promptly and accurately process a greater number of invoices in a shorter period of time. Invoices, whether submitted in paper form, electronically or via fax, are automatically captured, filed in compliance with regulatory standards, and then routed for the required approvals based on index values.

An integral part of the DAS Cash Management Process Solution is a Web-enabled interface that also serves to improve operational efficiencies by removing geographic boundaries and enabling remote users (with the proper security clearance) to participate in the invoice approval process over the Internet. Additionally, for employees who only occasionally approve documents, notification can be delivered via email with basic instructions and a link to the specific document.

An integrated DASindexer eliminates keystroke errors, increases accuracy, and streamlines the data entry process by automatically looking up and populating metadata from corporate databases located within the enterprise resource planning (ERP) infrastructure.

The DAS Cash Management Process Solution also features reporting



DOCUMENT ACCESS SYSTEMS  
Enterprise Content Management

capabilities that include a full audit and on-demand look into staff productivity. This enables companies to identify bottlenecks and areas where improvement may be required in order to enhance operational efficiencies.



### Value Proposition

DAS has a proven track record in helping dozens of customers improve their cash management processes using the IBM ECM suite of products.

By leveraging the DAS Cash Management Process Solution, organizations can streamline their accounts payable and accounts receivable processes, increase operational efficiencies, lower costs and maintain regulatory compliance.

Cross-industry enterprises that have used this solution have experienced the following benefits:

- A 70 percent reduction in transaction processing costs
- A 50 percent improvement in cycle times
- A 50 percent reduction or redeployment of full time equivalent (FTE) employees
- A 50 percent increase in working capital
- A 75 percent reduction in per-invoice processing costs

### Company Description

Document Access Systems (DAS), an IBM Software ValueNet Business Partner, is a nationally recognized, award-winning provider that has successfully implemented nearly 300 ECM solutions since 1991. The company's approach is first and foremost client-driven, with an ongoing emphasis on providing its clients with quality products and services at a fair price. DAS is dedicated exclusively to the Enterprise Content Management marketplace, and empowers clients in a broad range of industries to solve their individual business problems.

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## A Partner Solution for Transportation

### Automating the Container Invoicing Process with a Single Enterprise Content Management Platform

IBM **Information Management** software

# Document Access Systems (DAS) Container Billing

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## Partner Solution

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■ **Target Industry**

*Transportation*

■ **Business Applications**

*Invoice and Documentation  
Automation*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

Container freight ports and transportation companies face a number of challenges with transactional invoicing and documentation. Because the production systems operated by ports and transportation companies are not designed to keep historical pricing information, the accurate recounting of transactional information can be very difficult to achieve.

Companies with disparate production and accounting systems must merge production information with invoices to provide the required documentation for invoiced transactions. A reliance on manual processing makes this a time-consuming, labor intensive and error-prone process.

With many customers requesting electronic delivery of invoices and backup documentation via email, fax or drop box, the ability to provide this information digitally has become key to effective customer service. In cases where hard copies of invoices and backup documentation must be retrieved, first call resolution of customer service inquiries is difficult, if not impossible.

As such, container freight ports and transportation companies require a technology platform that provides the ability to merge invoices with backup documentation from disparate systems prior to customer delivery. This improves labor productivity and cash flow while protecting customer privacy. The solution must also enable customer service personnel to access information quickly and be able to respond to customer inquiries. This allows ports and transportation companies to meet additional customer demands for electronic invoices and backup documentation.

### Solution

Document Access Systems' Container Billing solution leverages the IBM Enterprise Content Management (ECM) suite of products to automate the invoicing process from creation to delivery and customer inquiry response. It provides an integrated framework for invoice management.

The solution features a simple, Web-based interface that provides users with easy access to the entire invoice process. Document Access Systems' Container Billing solution is responsive to process changes; integrates



DOCUMENT ACCESS SYSTEMS  
Enterprise Content Management

invoicing with records management, rather than as an add-on task; and can accommodate a wide variety of process participants across all transactions.



### Value Proposition

The Container Billing solution makes invoicing an integrated, automated process that results in improved information access, invoicing accuracy and increased first call resolution. The solution empowers container freight ports and transportation companies to satisfy customer and compliance requirements quickly, easily and cost effectively. Additionally, the solution helps reduce cycle times to improve cash flow and enable personnel to concentrate on more value added activities.

In transportation, shipping and port organizations, implementing an automated Container Billing solution can enable up to a 25 percent reduction in full time employees (FTEs). Organizations that have deployed the Container Billing solution have been able to reallocate as much as one FTE and as much as 1,000 square feet of file room space per 3,000 invoices monthly. Some organizations have also been able to improve their first call resolution of customer service inquiries by 50 percent or more.

### Company Description

Document Access Systems (DAS) is a nationally recognized, award-winning provider that has successfully implemented nearly 300 ECM solutions since 1991. Our approach is first and foremost client-driven, with an ongoing emphasis on providing our clients with quality products and services at a fair price. DAS is dedicated exclusively to the Enterprise Content Management marketplace and in empowering our clients to solve their individual business problems.

DAS has implemented solutions in a broad range of industries, including insurance, manufacturing/distribution, utilities, financial services, government, healthcare, retail and business services in a variety of solution areas.

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## Document Access Systems Field Check Register

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### Partner Solution

---

■ **Target Industries**

*Energy and Utilities  
Insurance*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet eForms  
IBM FileNet Records Manager*

### Business Challenge

Organizations with extensive field operations are often required to make spot payments of company funds for a wide variety of purposes, including fees, licenses, minor services and damages. One solution is to issue company checks to field personnel, granting them the authority to sign checks as appropriate.

With multiple check writers issuing hundreds of checks on a monthly basis, capturing the required accounting information from the field and rapidly moving transactions through the approval and authorization process in a timely and controlled manner can be a monumental task.

Field operation-intensive businesses require solutions that can automatically apply controls to the payment of company funds for field issued checks; quickly and efficiently record field issued checks; document authorized expenditures before checks are presented for payment; and simplifies the process of recording checks for field personnel.

### Solution

Document Access Systems' (DAS') Field Check Register solution is content-driven and leverages the

IBM Enterprise Content Management (ECM) suite of products.

With Field Check Register, IBM FileNet eForms is used at the front end of the process to capture required content including payee contact information, check amount and the purpose for the check. Supporting documentation such as invoices and quotes are then attached to the eForm and it is linked to the organizational databases.

IBM FileNet Business Process Manager uses the content of the transaction to initiate the accounts payable process, securing the required approvals, obtaining final authorization, and recording the check in the electronic register. Each step of the approval and authorization process is captured by IBM FileNet eForms, which routes the check documents to required approvers and obtains secure digital signatures in compliance with accounts payable procedures.

Integration with organizational databases simplifies the approval and authorization of field checks and ensures routing to the approver with appropriate authorization level. With IBM FileNet Business Process Manager, the organization can search the database at any time during the process for chain of approval and authorization limits.



**DOCUMENT ACCESS SYSTEMS**  
Enterprise Content Management

The Field Check Register forms are automatically stored in the IBM ECM repository as fully searchable records. The forms are then made available for documentation and audit requirements, and are also made available for records management and archive policies and procedures.



## Value Proposition

DAS is an IBM Software ValueNet Business Partner that has been successfully implementing ECM-based solutions, such as the Field Check Register, for more than 13 years.

Some areas where a significant return on investment will be achieved through the use of the Field Check Solution in conjunction with IBM ECM include:

### *Opportunity Cost Reductions:*

- Integration of the field check process with ECM and records management can reduce costs associated with audit and compliance
- Faster cycle times improve process control, reducing fraud and exposure to abuse

### *Labor Cost Reductions:*

- A user-friendly interface increases the productivity of field personnel
- Faster cycle times streamline the accounting process and improve the productivity of accounting personnel. For example, with Field Check Register, an organization can reallocate one full-time equivalent employee for every 500 field checks processed per month.

## Company Description

Document Access Systems (DAS) is a nationally recognized, award-winning provider that has successfully implemented nearly 300 ECM solutions since 1991. The company's approach is first and foremost client-driven, with an ongoing emphasis on providing its clients with quality products and services at a fair price. DAS is dedicated exclusively to the Enterprise Content Management marketplace, and empowers clients in a broad range of industries to solve their individual business problems.

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A Partner Solution for Energy and Utilities

Improving Management of Compliance Processes within Complex Regulatory Environments

IBM **Information Management** software

# Document Access Systems Regulatory Compliance Management

## Partner Solution

- **Target Industry**  
*Energy and Utilities*
- **Business Application**  
*Regulatory Compliance*
- **Products**  
*IBM FileNet Business Process Manager*  
*IBM FileNet Content Manager*  
*IBM FileNet eForms*

### Business Challenge

New stringent regulatory requirements coupled with an influx of mergers and acquisition activities are increasing the complexity and cost of compliance for organizations within the oil and gas sector, and in other heavily regulated industries.

The Occupational Safety and Health Administration's (OSHA) dictated Management of Change (MOC) processes related to Process Safety Management requires linking each instance of organizational change to a custom, auditable review and approval list based on the nature of the specific change. Because formally identified approvers can also invoke informal collaboration sessions with other key individuals, it is difficult for enterprises to manage and track these processes.

Meeting this requirement also increases the cost of doing business when additional staff training or the introduction of process-specific information silos is required for compliance purposes. Tracking and locating compliance-related materials can lengthen process reviews and consume valuable staff hours.

These organizations require technology-based solutions that can ensure compliance with all applicable

regulatory structures as changes take place in the enterprise; provide consistent, integrated processes and interfaces for all compliance matters; improve competitive advantage, increase productivity and shorten cycle times for compliance processes by reducing time spent tracking and locating compliance matters; and reduce potential errors during process changes.

### Solution

Document Access Systems' (DAS') Regulatory Compliance Management is a single process and technology platform that automates the regulatory compliance process from creation and change management to reporting and auditing.

Leveraging the IBM Enterprise Content Management (ECM) suite of products, the Regulatory Compliance Management solution provides compliance-driven organizations with a centralized view and management control of their regulatory processes.

The solution offers a comprehensive, integrated framework for management of regulatory processes, which are often fragmented throughout organizations. This ensures the consistent application of organizational



DOCUMENT ACCESS SYSTEMS  
Enterprise Content Management

policies and procedures across all compliance processes, streamlining compliance processes, easing the compliance burden and providing a centralized view of the entire regulatory environment.



Via workflow modeling, organizations can eliminate non-value-added tasks, reducing errors and cycle times, and ensuring a sharp focus on meeting the essence of compliance requirements. End-users will appreciate the simple, forms-based input that moves each compliance instance through the necessary processes.

With Document Access Systems' Regulatory Compliance Management solution, organizations benefit from a solution that is responsive to process changes; integrates compliance with records management, rather than as an add-on task; and accommodates a wide variety of process participants across all transactions.

### Value Proposition

DAS is an IBM Software ValueNet Business Partner that has been successfully implementing ECM-based solutions, for more than 13 years.

With its Regulatory Compliance Management solution, compliance becomes an integrated, essential element of standard operating procedures and processes.

In heavily regulated industries, such as oil and gas, compliance expenditures can average 20 percent of process costs. For example, in a company with 3,000 employees, 500 of which are general and administrative staff, as many as 100 full-time equivalent (FTE) employees could be allocated toward compliance costs. By using Document Access Systems' Regulatory Compliance Management solution and reallocating just 20 FTE employees at an average annual cost of \$50,000 each, this same company would achieve a return on investment of more than \$1 million annually.

### Company Description

Document Access Systems (DAS) is a nationally recognized, award-winning provider that has successfully implemented nearly 300 ECM solutions since 1991. The company's approach is first and foremost client-driven, with an ongoing emphasis on providing its clients with quality products and services at a fair price. DAS is dedicated exclusively to the Enterprise Content Management marketplace, and empowers clients in a broad range of industries to solve their individual business problems.

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IBM **Information Management** software

# Dolphin Process Tracking System for SAP® Accounts Payable

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM CommonStore for SAP*

*IBM Content Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

*IBM FileNet SAP Portal Connector*

*IBM FileNet SAP R/3 Connector*

*for P8*

### Business Challenge

Managing copious amounts of paper and information throughout the Accounts Payable process poses numerous challenges for businesses. Companies rely on vital financial information as the basis for decision making, so they need to ensure that the information they get is accurate and available on demand. They are also required by the laws of virtually every country to retain accounting documents and data for specified periods of time.

Manually keying invoices into SAP from paper documents is a labor-intensive and time-consuming process that produces inaccuracies, lost and misplaced documents, and filing and retrieving from physical storage. By automating the process with scanning and capture, the above challenges are alleviated. Increased volume is processed faster, more accurately, and with fewer people.

Typically, 20 to 25 percent of all invoices require additional research that elevates them into the exception handling process. When this occurs in SAP, these invoices cannot be viewed until they are approved, creating a theoretical “black box” during which time users cannot track

the invoices. Without the ability to view the complete process, management does not have up to date information to forecast accurately.

### Solution

Dolphin, with more than a decade of best-practice SAP experience, has developed the Process Tracking System for SAP® Accounts Payable (PTS-AP), providing a central point of access to all accounts payable data in the system. Containing continuously updated vendor information, PTS-AP provides a holistic view into the accounts payable process, enabling business owners to more effectively manage vendors, efficiently make decisions, and confidently forecast cash flow.

Fully integrated with the IBM Enterprise Content Management (ECM) suite of products, PTS-AP automates the accounts payable process in SAP providing comprehensive data throughout the process, including accounting information and supporting documents as well as financial reporting and analysis. For internal SAP centric processing, the PTS-AP application is built using best practice SAP GUI, SAP framework, SAP Business Workflow™ technology and SAP tables. Process information



SAP Content Management Solutions

and the business documents are instantly available for reporting and display online in both SAP and on the Web.



PTS-AP enables automated exception handling, such as master data maintenance, rescanning, and rerouting of accounts payable documents. All steps and data in the process, from document receipt to posting, are recorded and continuously updated, creating a detailed audit trail for each accounts payable transaction.

### Value Proposition

Other features include enhanced duplicate checks, ERS warnings, optimized payment terms, enhanced approval and information requests, real-time tracking of vendor management and report generation. When approvers do not use SAP, PTS-AP alerts non-SAP users by email and allows them to access the documents and approve them using Dolphin's web interface which is entirely built on the NetWeaver platform.

### Company Description

Dolphin's PTS-AP delivers benefits for both business users and management by providing turnkey solutions that give access to vital information throughout the accounts payable process when and where needed. Delivering these solutions on-time and on-budget, Dolphin enables businesses to:

- Reduce invoice processing costs by \$5-\$9 per invoice
- Increase productivity by 40 to 60 percent
- Improve vendor relations
- Shorten the accounts payable cycle
- Track and prioritize invoices
- Negotiate better payment terms
- Take advantage of all vendor discount offers
- Reduce finance charges to increase cash flow
- Grow without additional headcount
- Create audit trails
- Track exception handling
- Reduce operational and administrative costs
- Manage risk and streamline compliance
- Analyze vendor and employee performance

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IMX12946-USEN-01



IBM **Information Management** software

## EDS Claims Processing System – Unemployment

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Unemployment Claims*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

*IBM FileNet Image Services*

*Resource Adapter*

### **Business Challenge**

Government agencies tasked with processing unemployment claims are striving to provide better customer service and streamline the delivery of critical unemployment benefits to families in need.

To this end, they must improve access to critical data, reduce operational costs and increase productivity and throughput by eliminating manual, paper-based processes and automating business decisions and processes. Through automation, agencies are able to streamline low-value, routine tasks and free up personnel to spend more time assisting constituents.

Moreover, agencies must ensure that they are following federal government guidelines to provide content security and access restrictions in accordance with regulatory compliance mandates.

Additionally, they need daily work activities to be integrated with legacy mainframe applications to initiate work requests for numerous and often complex work processes and provide related documentation to users.

Many agencies recognize the cost effectiveness inherent in commercially available off-the-shelf applications; however, they need these solutions to

be flexible enough to account for each agency's unique processes.

### **Solution**

EDS' Unemployment Claims Processing System – Unemployment allows state agencies to apply proven imaging, business process management and systems integration technologies to create automated work distribution systems that improve the efficiency, accountability, accessibility, quality and accuracy of unemployment insurance benefits programs for the benefit of staff, claimants and employers.

By integrating mainframe systems, it eliminates the need to upgrade entire claims management systems.

Further, the solution improves the effectiveness of claims representatives by automating the creation of work items and routing them to the appropriate user group for processing. Users are able to view issues created in the mainframe, launch work items and route the issues to the proper work queue or inbox. The intelligent routing feature directs work requests to the appropriate user group based on the information within the claim. All related documents are attached to enable a more efficient process for the end customer and productivity improvement for the worker.

Work is automatically escalated as it ages. Analytics and reporting capabilities enable management to track key performance metrics for continuous monitoring and improvement.



A time-saving asset of this user-friendly interface includes the ability to search for work items across multiple functional areas, irrespective of the queue or inbox in which they reside, for complete online visibility of all work items and documents related to the claimant.

End users can also select multiple documents from the image search results and request that they be faxed as a single set of documents or batch printed to a network printer.

### Value Proposition

EDS has worked with multiple state agencies to help implement improved business processes to reduce processing time and eliminate excess paperwork associated with daily workflows.

As a result, agencies gain greater control over their workloads in meeting federal timeliness metrics.

Users are able to reduce work backlogs by automating inefficient labor-intensive tasks and improve overall efficiency by providing quick access to documents. The end result is that employees are able to respond quicker to user claims for improved constituent service.

Post-implementation, one agency has improved the efficiency of processing by three to four times and greatly reduced its backlog, which resulted in quicker response times for claimants.

### Company Description

EDS provides a broad portfolio of business and technology solutions to help its customers worldwide improve their business performance. EDS' core portfolio comprises information technology, applications and business process services as well as information technology transformation services. EDS is built on a heritage of delivery excellence, industry knowledge, a world-class technical infrastructure and the expertise and commitment of its people.

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# EDS Enterprise Report Management Framework

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Regulatory Compliance*

■ **Products**

*IBM Content Manager*

*OnDemand*

### Business Challenge

Many organizations are plagued with high operating costs associated with report printing, organizing, distributing and storing reports.

Aside from addressing these cost issues, companies recognize the need for improved access and control of this critical information. The sheer volume of reports maintained often makes it difficult, if not impossible, to locate relevant information and many times, the reality is that only a small portion of the report pages are needed. In addition, extensive time-consuming efforts to locate the right information take the focus away from higher value tasks.

Organizations also need to transform report content into meaningful business intelligence to support decision making. At the same time, new and emerging compliance requirements are placing added pressure on organizations to ensure that reports are secure, access to sensitive information is controlled and that information is properly managed throughout its lifecycle from retention to disposal.

### Solution

The EDS Enterprise Report Management (ERM) solution is a repeatable framework that automates the process of managing printed output (e.g., billing statements,

invoices) from creation to indexing, archiving or destruction. The solution is ideal for invoicing, inventory control, production schedules, claims processing, passenger ticketing, flight records, maintenance records, financial transactions, payroll and benefit statements, etc.

The EDS ERM solution runs in a leveraged environment and hosts numerous customers. Each customer's data is segregated and secured, and can be customized to meet their unique requirements.

The solution's process framework is based upon quality principles and practices adopted from a number of accredited institutions.

ERM leverages IBM OnDemand for capturing valuable report data, indexing and storing reports electronically, enabling global access for users and establishing automated information management policies.

Information can be made available to anyone in the enterprise via the Intranet or Internet. A secure information repository provides fast access to critical information via secure file transfer and encryption. Users can quickly view report pages and print what they need for their job. Report distribution will either inform users that specific reports are available for viewing or distribute the actual report to valid users. The EDS

ERM solution supports print streams in line data format (EBCDIC and ASCII) and AFP and PDF file formats. Users can highlight report text, export reports, and create public or private annotations within the report.



The EDS ERM solution can be customized so that specific reports can mask sensitive data such as social security and credit card numbers in order to comply with data privacy regulations and standards such as Payment Card Industry Standards. The original report data transmitted to EDS ERM is still stored in its original format.

Using EDS ERM, organizations can predetermine when reports have reached the end of their life and the solution will automate the process of purging the data as defined by the report type.

### Value Proposition

The EDS ERM solution helps organizations manage the document lifecycle to increase data availability for users while reducing the cost of storing outdated information. As a result, organizations can share and use information in a more timely and convenient manner.

Additionally, the EDS ERM solution replaces costly printing and storage costs by eliminating piles of unused report pages and providing online access. Reports are pre-defined to retention off the system per the customer's requirements.

The solution leverages the Project Management Institute's repeatable processes to ensure adoption of best practices, efficiencies in productivity and cost savings.

The EDS ERM solution increases efficiency and provides a lower cost of entry for new customers. The leveraged environment permits quick and easy implementation of customers. Use of existing standardized tools and scripts eliminates redesign and development efforts for streamlined implementation.

Pre-determined service-level agreements provide for 99 percent application uptime, application response time and application issue response procedures.

Customers can realize cost savings on a monthly basis, while improving system response time and achieving 99 percent system availability. The solution boasts a documented 65 percent cost savings associated with print reduction.

### Company Description

EDS provides a broad portfolio of business and technology solutions to help its customers worldwide improve their business performance. EDS' core portfolio comprises information technology, applications and business process services as well as information technology transformation services. EDS is built on a heritage of delivery excellence, industry knowledge, a world-class technical infrastructure and the expertise and commitment of its people.

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## A Partner Solution for Manufacturing

### Streamline the Product Development Lifecycle from Concept through Shelf Placement

IBM **Information Management** software

# EKI PDL Insight

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## Partner Solution

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■ **Target Industry**

*Manufacturing*

■ **Business Application**

*Product Development Lifecycle Management*

■ **Products**

*IBM FileNet Business Activity Monitor*

*IBM FileNet Business Process Framework*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

The business environment for Consumer Packaged Goods (CPG) companies is very complex. They must deal with frequent product modifications and increased legal exposure due to heightened disclosure requirements. Moreover, they need to implement and modify enterprise-wide branding strategies and multiple product development initiatives while identifying areas for continuous improvement.

To remain competitive in the face of evolving market dynamics and an increasingly diverse customer base, speeding time-to-market, improving operational agility and supporting product customization is of the essence for CPG companies.

Many organizations remain challenged in these areas due to their reliance on labor-intensive processes and stand-alone computer systems that make it difficult to manage a complex and customized product development lifecycle. This prevents rapid response to customer needs, reliable cataloging of brand assets and the product flexibility needed for competitive differentiation.

CPG companies require solutions that can reduce time to market and

product development costs, enable enterprise-wide management of product development initiatives and support a brand asset library.

### Solution

Electronic Knowledge Interchange's (EKI) PDL Insight streamlines the product development lifecycle from the product concept stage to shelf placement.

Providing unparalleled functionality that streamlines the manual, often paper-based product development lifecycle, the solution supports CPG companies' efforts to standardize processes, consolidate assets and present a unified view of all product development initiatives across the enterprise.

EKI's PDL Insight supports complex workflows and facilitates approval steps throughout the product development cycle. This is done by leveraging sophisticated business rules and workflow capabilities to automatically route each product approval through the appropriate steps, while defining, enforcing and maintaining procedural consistency via an integrated business process management engine.

EKI's solution comes integrated with a brand asset library that

creates a unified platform for all product lines across product groups and/or brands; features a common repository and workflow for access by employees and contractors; is scalable and upgradeable to support records management functionality; and is SOA-compliant and Web-browser based.



## Value Proposition

PDL Insight enables CPG companies to centralize and optimize disparate business processes. This ultimately replaces labor-intensive, isolated systems with an automated solution that improves time-to-market and ensures process standardization.

With the EKI solution, CPG companies are now able to respond to consumer trends by developing new products and bringing them to market faster. This results in a positive impact on the company's bottom-line profitability, increased market competitiveness and improved brand recognition.

By implementing PDL Insight, CPG companies are able to:

- Enforce process standardization;
- Improve operational efficiencies;
- Support unified access to brand assets;
- Offer increased visibility and awareness for all product development initiatives across the enterprise;
- Provide accurate insight into product development status and throughput metrics, enabling product and brand managers to focus on product improvement; and,
- Offer automated notifications and milestones to team members and managers to help effectively manage workflow.

With EKI's PDL Insight deployed, a CPG company can experience upwards of a 200 percent increase in productivity and typical return on investment within 12 months. Similar initiatives have enabled large CPG organizations to realize annual savings of more than \$4 million.

## Company Description

Electronic Knowledge Interchange (EKI) is a business and technology consulting firm that specializes in delivering measurable business value to mid-to-large-size corporate and government organizations. We partner with value-minded executives to optimize business, information and technology for high-impact results.

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A Partner Solution for Cross Industry

Increasing Efficiencies and Reducing Litigation Costs through Proactive eDiscovery Management

IBM **Information Management** software

# Electronic Evidence Discovery, Inc. eDiscovery Process Manager

## Partner Solution

### ■ Target Industry

- Banking and Financial Markets*
- Energy and Utilities*
- Insurance*
- Manufacturing*

### ■ Business Application

- eDiscovery Content and Process Lifecycle Management*

### ■ Products

- IBM FileNet Business Process Manager*
- IBM FileNet Content Federation Services*
- IBM FileNet Content Manager*
- IBM FileNet Email Manager*
- IBM FileNet Records Crawler*
- IBM FileNet Records Manager*
- IBM Information Integrator Content Edition*
- IBM OmniFind Enterprise Edition*
- IBM OmniFind Analytics Edition*



### Business Challenge

Corporations are focusing on defining processes to reduce the rising cost of litigation, improve legal readiness and reduce the risk of sanctions and adverse decisions related to eDiscovery process implementation. All this must be done while aligning with the latest guidelines set forth by the Federal Rules of Civil Procedure (FRCP).

Desiring to manage more of the legal eDiscovery lifecycle internally, corporations are moving away from an eDiscovery outsourced model to performing more front-end functions such as collections in-house.

To accomplish this, corporate legal departments need solutions that deliver process improvements to speed cycle time, but also provide accountability and rigor. They need a solution that can establish and actively manage their defined eDiscovery protocols, proactively address the collection of Electronically Stored Information (ESI) within the enterprise and very quickly realize a return on their investment from eDiscovery collection and processing-related activities.

Additional requirements include standardization on an enterprise content management system as the backbone for managing and gathering information for potential litigation cases.

### Solution

eDiscovery Process Manager (eDPM) is a discovery services suite that enables corporations to manage the eDiscovery process from start to finish. eDPM works with IBM's Enterprise Content Management (ECM) suite of products and leverages existing and proven custodian data models and workflows from EED Discovery Partner®, the industry's leading hosted review system.

eDPM facilitates the automation of notification to custodians and potential custodians of legal hold orders while tracking those communications so they are fully auditable. This feature enables corporate legal departments to compile custodian lists with attributes, while automatically populating custodian metadata from corporate Lightweight Directory Access Protocol (LDAP) directories and human resource systems.

### Value Proposition

EED helps enterprises realize a vision of proactive, responsive eDiscovery capability that drives down risk, reduces cost, and delivers sustained ROI from eDiscovery investments. eDPM facilitates compliance with FRCP rules by helping organizations incorporate a comprehensive and defensible strategy, process and plan

for handling preservation, collect and produce ESI right from the start – and then actively manages the timelines and milestones associated with the plan.



With eDPM, organizations can reduce risk and cost by:

- optimizing business processes;
- increasing transparency;
- improving resource utilization; and,
- improving service levels.

An existing IBM ECM infrastructure is leveraged by eDPM. This not only significantly reduces the cost of having the Information Technology (IT) department maintain the solution, but also extends the value of an existing IT investment.

Empowering legal departments with the ability to automate legal eDiscovery practices within the enterprise, reduced reliance on corporate IT for repetitive tasks associated with eDiscovery and evidence preservation processes.

### Company Description

**eDiscovery. Discovered Here.™** – EED is the pioneer of litigation hosting technology and electronic discovery services. The company provides eDiscovery consulting services, proactive information risk management advisory services, and technology enabled eDiscovery solutions, including data processing, hosted review and production.

EED's deep expertise in eDiscovery Process Design with IBM's market-leading content, business process, and records management offers enterprise IT and legal departments an integrated solution to their exploding eDiscovery needs, covering the entire lifecycle of eDiscovery from collection and preservation of data and records through processing, review, and production of electronic evidence.

Company founder John Jessen is considered the founder of the electronic discovery industry. He regularly trains federal and state judiciary through Harvard and Sedona Conference, and has provided expert testimony in more than 65 cases.

EED's clients include:

- 8 of Fortune 10 companies
- 30 of Fortune 50 companies
- 60 percent of the Fortune 250 companies
- 85 of top 100 US law firms
- 45 percent of the National Law Journal 250

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## enChoice (fka ICI Solutions, Inc.) KwikWork® BPF 4AP

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet Content Services*

*IBM FileNet Document Publisher*

*IBM FileNet eForms*

*IBM FileNet Email Manager*

*IBM FileNet Forms Manager*

*IBM FileNet Image Services*

*IBM FileNet Records Manager*

### Business Challenge

In today's economic climate operational executives are always in search of cost savings strategies. One area that is typically under consideration is the reduction of full time employees (FTE) as it pertains to administrative costs. On average, upwards of 50 percent of administrative costs within the accounts payable (AP) department are due to low-value manual activities such as paper distribution, copying, routing, data entry, logging, filing and discovery. Inefficient paper processes create paper silos of information, which in turn, impede collaboration and overall decision-making.

The by-product of these inefficiencies include the staffing of extra FTEs, the inability to capitalize on vendor discounts, Sarbanes-Oxley (SOX) non-compliance risks, higher legal discovery costs and failure to meet service level agreements (SLA). Lack of overall process visibility cripples the ability of department heads to react to an influx of invoices, critical deadlines and vendor prioritization.

### Solution

KwikWork BPF 4AP is a configurable solution that enables automated

invoice distribution, bi-directional data passing to enterprise resource planning (ERP) systems and expedites the deployment of processes spanning multiple locations with distributed users and approvers.

The solution leverages sophisticated business process management (BPM) capabilities to speed processing of invoices, proof of delivery/receipts, non-purchase order approvals and electronic data interchange (EDI) transaction exceptions. Additionally, complex routing and approval rules can be managed by the system rather than manually by the employee. Remote users are delivered work items for "approval processing" via email and participate within the BPM system while within the email client.

Rapidly deployable, KwikWork BPF 4AP integrates people, processes and content to promote greater process efficiencies and improved customer service levels. This is achieved while providing a framework for regulatory compliance. Managing a multitude of ingestion techniques (e.g. paper, digital, EDI, forms), KwikWork BPF 4AP enables straight-through processing (STP) while providing a single user interface to manage transaction exceptions and manual approvals.



enChoice's KwikWork BPF 4AP boasts such features as a work item generator (EDI or general ledger transactions), rules based routing and approvals, parallel routing, ad-hoc approvals (email or BPM), a diary function that facilitates collaboration and an audit trail feature. The audit trail feature encapsulates route locations, decision points and chat logs, thus enforcing SOX regulations. The solution leverages a unique "point-and-shoot" user interface that is fully configurable and presents the appropriate information and functionality that is required for that department, role or individual.



### Value Proposition

KwikWork BPF 4Accounts Payable can improve business processes, dramatically reduce administrative costs -by upwards of 50 percent—and improve cycle times so that service-level agreements can be consistently met. Increased process visibility enables process bottlenecks to be addressed faster for improved operational efficiency and productivity. Centralized access to all relevant information enables faster, more accurate processing and enhances decision-making, collaboration and customer responsiveness. By eliminating manual processing, KwikWork BPF 4AP enables corporations to dedicate more time to higher-value activities such as realizing discounts, working with vendors to improve invoice processing or strategic process development to enhance market competitiveness.

The solution also helps ensure compliance with the SOX Act, FDA and other federal and state mandates through the automatic enforcement of information security protocols, analysis of day-to-day business processes and auditing and reporting capabilities. The unique user interface of KwikWork BPF 4AP expedites the implementation process by removing customization requirements and simplifying training and support of the solution.

### Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM ECM ValueNet Premier Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with KwikWork® "Universal User Interface", and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

Headquartered in Chandler, Arizona, enChoice maintains a regional office in Miami and nationwide sales coverage from locations in New York, Massachusetts, North Carolina, Indiana, Texas, and California.

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IBM **Information Management** software

## enChoice (fka ICI Solutions, Inc.) KwikWork® BPF 4Claims

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Departmental Processing*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Framework*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Services*

*IBM FileNet Content Federation*

*IBM FileNet Content Manager*

*IBM FileNet Document Publisher*

*IBM FileNet eForms*

*IBM FileNet Email Manager*

*IBM FileNet Forms Manager*

*IBM FileNet Image Services*

*IBM FileNet Records Manager*

### Business Challenge

Today, many insurers are hindered by unmanaged content that is housed in disparate systems, which impedes collaboration and overall decision-making and renders organizations vulnerable to non-compliance risks, higher legal discovery costs and failure to meet service level agreements (SLA).

Process controls are essential, not only to adhere to regulatory compliance mandates, but to combat claims leakage. It is estimated that penalties and overpayment of claims amounts to millions of dollars a year in losses within the industry.

Having a view of end-to-end processes is not just “nice to have,” anymore — it’s essential.

### Solution

KwikWork BPF 4Claims is a configurable solution that bridges the gap among disparate systems — including enterprise content management (ECM) and adjudication systems — and expedites deployment of processes that span across multiple departments.

The solution leverages sophisticated business process management (BPM)

capabilities to speed the processing of claim forms, facilitate case management activities, and support the automatic adjudication of claims.

Rapidly deployable, KwikWork BPF 4Claims integrates people, processes and content to promote greater process efficiencies and improved customer service levels, while providing a framework for regulatory compliance.

Managing a multitude of ingestion techniques (e.g., paper, digital, EDI, forms), KwikWork BPF 4Claims enables straight-through processing (STP) while providing a single user interface to manage exceptions (“pended claims”).

enChoice’s KwikWork BPF 4Claims boasts such features as: rules based adjusting (eligibility, reserves, fraud), portfolio view (manage case load), parallel routing (subrogation, COB, Med Review), form letter integration (bar-coding) and the management of turnaround documents. In addition to a diary function that facilitates collaboration, redaction and content versioning and an audit trail enforcing HIPAA and SOXA regulations.

The KwikWork BPF 4Claims solution leverages a unique “point-and-shoot”



user interface that is fully configurable and is designed to present the appropriate information and functionality that is required for that department, role or individual.



### Value Proposition

KwikWork BPF 4Claims improves workflow, dramatically reducing administrative costs and improving cycle times so SLAs can be consistently met. Increased process visibility enables process bottlenecks to be addressed faster for improved operational efficiency and productivity. Centralized access to all relevant information enables faster, more accurate processing and enhances decision-making, collaboration and customer responsiveness. By eliminating manual processing, KwikWork BPF 4Claims enables insurers to dedicate more time to higher-value activities, such as fostering stronger relationships with brokers, customers and other outside entities — or to strategic product development to enhance market competitiveness.

The solution also helps ensure compliance with the Sarbanes-Oxley Act, HIPAA and other federal and state mandates through the automatic enforcement of information security protocols, analysis of day-to-day business processes and auditing and reporting capabilities.

The unique user interface of KwikWork BPF 4Claims expedites deployment by removing customization requirements and simplifying training and support of the solution.

### Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM Software ValueNet Business Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with KwikWork® “Universal User Interface,” and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

Headquartered in Chandler, Arizona, enChoice maintains a regional office in Miami and nationwide sales coverage from locations in New York, Massachusetts, North Carolina, Indiana, Texas, and California.

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IBM **Information Management** software

## enChoice (fka ICI Solutions, Inc.) KwikWork® BPF 4Retirement Administration

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Retirement Administration*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet Content Services*

*IBM FileNet Document Publisher*

*IBM FileNet eForms*

*IBM FileNet Email Manager*

*IBM FileNet Forms Manager*

*IBM FileNet Image Services*

*IBM FileNet Records Manager*

### Business Challenge

Retirement Administration encapsulates a number of processes that include: servicing application submittals and maintenance (e.g. address changes); purchasing accrued retirement benefits; refunds of overpayment of premiums; eligibility and premium determination; and loan eligibility and processing. All of these functions are driven by low-value manual activities such as paper distribution, copying, routing, data entry, logging, filing and discovery.

These inefficiencies can increase full-time employee (FTE) costs by up to 20-40 percent, degrade customer satisfaction and service level agreements (SLA) and render organizations vulnerable to non-compliance risks and higher legal discovery costs.

Being able to process requests, analyze trends and proactively staff the appropriate processing departments for peak times is paramount to the customer service satisfaction that these processes demand.

### Solution

KwikWork BPF 4Retirement Administration is a configurable

solution that integrates with existing benefits systems and enables automation through electronic form submission and customer self-servicing. It expedites deployment of processes spanning multiple departments such as Membership Services, Buy Back, Refunds, Retirement Eligibility and Service and Loan Processing. The solution leverages sophisticated business process management (BPM) capabilities to speed the processing of enrollment forms, refunds, benefit estimates, account maintenance, beneficiary changes or length of service credits. Additionally, complex routing and approval rules can be managed by the system rather than manually by the employee.

Rapidly deployable, KwikWork BPF 4Retirement Administration integrates people, processes and content to promote greater process efficiencies and improved customer service levels – all while providing a framework for regulatory compliance. Managing a multitude of ingestion techniques (e.g. paper, digital, EDI, eForms), this solution helps to enable straight-through processing (STP) while providing a single user interface to manage transaction exceptions and manual approvals.



enChoice's solution boasts such features as rules based decision processing, parallel routing, a diary function that facilitates collaboration, redaction and content versioning and an audit trail which encapsulates route locations, decision points and chat logs, enforcing Sarbanes-Oxley regulations. The solution also leverages a unique "point-and-shoot" user interface that is fully configurable and presents the appropriate information and functionality that is required by each department, role or individual.



### Value Proposition

KwikWork BPF 4Retirement Administration can improve business processes, dramatically reduce administrative costs and improve cycle times so world-class customer satisfaction can be attained. Increased process visibility enables process bottlenecks to be addressed faster for improved operational efficiency and productivity. Centralized access to all relevant information enables faster, more accurate processing and enhances decision-making, collaboration and customer responsiveness. By eliminating manual processing, KwikWork BPF 4Retirement Administration enables corporations to dedicate more time to higher-value activities, such as specialized determination of benefits, working with entities to improve the enrollment process or providing a more human experience for service retirements all while enhancing market competitiveness.

The solution also helps ensure compliance with the Sarbanes-Oxley Act and other federal and state mandates through the automatic enforcement of information security protocols, analysis of day-to-day business processes and auditing and reporting capabilities. The unique user interface expedites the implementation by removing customization requirements and simplifying user training and technical support of the solution.

### Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM Software ValueNet Business Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with KwikWork® "Universal User Interface", and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

Headquartered in Chandler, Arizona, enChoice maintains a regional office in Miami and nationwide sales coverage from locations in New York, Massachusetts, North Carolina, Indiana, Texas, and California.

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## enChoice (fka ICI Solutions, Inc.) KwikWork® BPF 4Underwriting

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets  
Insurance*

■ **Business Application**

*New Business Processing*

■ **Products**

*IBM FileNet Business Activity Monitor  
IBM FileNet Business Process Framework  
IBM FileNet Business Process Manager  
IBM FileNet Capture  
IBM FileNet Content Services  
IBM FileNet Content Federation  
IBM FileNet Content Manager  
IBM FileNet Document Publisher  
IBM FileNet eForms  
IBM FileNet Email Manager  
IBM FileNet Forms Manager  
IBM FileNet Image Services  
IBM FileNet Records Manager*

### Business Challenge

Today, many insurers are hindered by unmanaged content that is housed in disparate systems. This impedes collaboration and overall decision-making and renders organizations vulnerable to non-compliance risks, higher legal discovery costs and failure to meet service level agreements (SLA).

Process controls are essential, not only to adhere to regulatory compliance mandates, but to stay competitive, where “first to underwrite” wins. The failure to capture market share costs organizations millions of dollars a year in premiums.

Process automation is not just “nice to have,” anymore — it’s essential to ensure your organization is perceived as “easy to do business with.”

### Solution

KwikWork BPF 4Underwriting is a configurable solution that bridges the gap among disparate systems — including enterprise content management (ECM) and underwriting systems — and expedites deployment of processes that span across multiple departments.

The solution leverages sophisticated business process management

(BPM) capabilities to speed the issue and processing of New Business applications, facilitate underwriting procedures and enforce “first call” customer service resolution requests.

Rapidly deployable, KwikWork BPF 4Underwriting integrates people, processes and content to promote greater process efficiencies and improved customer service levels, while providing a framework for regulatory compliance. New business processes can be initiated via standard forms either internally (customer service initiated) or via external facing portlets (brokers, agents and customers). KwikWork BPF 4Underwriting enables straight-thru processing (STP) while providing a single user interface to manage exceptions (e.g., secondary review, auditing).

enChoice's KwikWork BPF 4Underwriting boasts such features as: rules based underwriting (eligibility/scoring, risk, riders), portfolio view (manage case load), parallel routing (secondary review/audit, fraud), form letter integration (bar-coding) and the management of turnaround documents. In addition, a diary function that facilitates collaboration; redaction and content versioning, and an audit trail enforcing HIPAA and SOXA regulations.



The KwikWork BPF 4Underwriting solution leverages a unique “point-and-shoot” user interface that is fully configurable and is designed to present the appropriate information and functionality that is required for that department, role or individual.



### Value Proposition

KwikWork BPF 4Underwriting improves workflow, dramatically reducing administrative costs and improving cycle times so SLAs can be consistently met. Increased process visibility enables process bottlenecks to be addressed faster for improved operational efficiency and productivity. Centralized access to all relevant information enables faster, more accurate processing and enhances decision-making, collaboration and customer responsiveness. By eliminating manual processing, KwikWork BPF 4Underwriting enables insurers to dedicate more time to higher-value activities, such as fostering stronger relationships with brokers, customers and other outside entities — or to strategic product development to enhance market competitiveness.

The solution also helps ensure compliance with the Sarbanes-Oxley Act, HIPAA and other federal and state mandates through the automatic enforcement of information security protocols, analysis of day-to-day business processes and auditing and reporting capabilities.

The unique user interface of KwikWork BPF 4Underwriting expedites deployment by removing customization requirements and simplifying training and support of the solution.

### Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM ECM ValueNet Business Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with KwikWork® “Universal User Interface,” and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

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IBM **Information Management** software

## enChoice (fka ICI Solutions, Inc.) KwikWork® for PR

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets  
Insurance*

■ **Business Application**

*New Business Processing*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet Records Manager*

### Business Challenge

When integrating physical (paper) records into document management processes, businesses face a number of challenges, not the least of which are the time and cost of digitizing paper documents. As such, many businesses have instituted a “go-forward” strategy for capturing content, in combination with “convert on demand” or “point in time” conversions.

This strategy can become costly and time-consuming due to the extensive human resources required to oversee physical records management, the requirement to maintain charge-out/charge-in procedures, and the obligation to destroy paper records in adherence with document retention rules. In addition, “paper silos” in geographically dispersed offices or departments can create the inconsistent application of records management policies and procedures. In these cases, files exist in duplicate and triplicate, making it nearly impossible to determine the document of record and creating significant compliance hurdles and litigation nightmares.

To this end, businesses require an integrated solution that effectively manages both physical and digital records. Key objectives include:

- Connecting physical documents to records management. Businesses demand a simple, yet cost-effective

mechanism for managing physical and paper assets.

- Paper File Management. Businesses require a records management solution that can manage physical records in paper format, while supporting the charge-out/charge-in and tracking of files through security and authentication provisions.
- Paper File Requests. Businesses need records management solutions that enable automated requests for paper files to be invoked from any location.
- “Convert on Demand.” Converting files on demand requires scanning, indexing and synchronization to ensure that the paper is disposed of in accordance with document retention rules and that the digitized file accommodates the proper active retention policy.

### Solution

To help businesses solve their physical records management issues, enChoice has developed KwikWork® for PR. The solution leverages a bar-coding system that places a universally unique Post-It™ note — containing the bar code — on each document, folder or box of physical records. KwikTag for PR links file descriptors, file location information and other metadata with the physical record and automatically creates a “proxy” electronic document that is



stored within the electronic document repository. This proxy document contains the bar code and the metadata along with a visual display of this document titled "PHYSICAL RECORD," to signify that the actual document is in paper format.



Once the physical document is linked to the digital record, IBM FileNet Records Manager manages the life cycle of the document and enChoice's KwikWork for PR user interface enables an automated charge-out/charge-in procedure for each paper file through kiosk access and using digital signature authentication. In addition, KwikWork for PR supports automated paper requests via templates and applies a business process management (BPM) procedure that prompts the file clerk for retrieval of the file.

With KwikWork for PR, physical records designated for "conversion on demand" can simply be dropped into any office capture device, where the bar-code is interpreted and the existing metadata values are automatically applied, eliminating the need for indexing. Captured documents then replace previously created proxy documents in the electronic repository.

### Value Proposition

KwikWork for PR is a simple and cost-effective solution for linking physical documents to the digital world, eliminating the requirement to perform paper-to-file conversion. Once the paper file has been registered and connected to IBM FileNet Records Manager, "convert on demand" scenarios are initiated, saving time and resources. Additionally, tremendous cost savings can be attributed to file request automation, charge-out/charge-in of files procedures and overall paper management. Organizations can also achieve improved records management through the use of a single data repository, to better adhere to compliance and regulatory requirements and reduce potential litigation costs.

### Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM Software ValueNet Business Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with KwikWork® "Universal User Interface," and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

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IMX12953-USEN-01



A Partner Solution for Cross Industry

A Business Process Framework for Expediting Deployments  
Across the Enterprise

IBM **Information Management** software

## enChoice (fka ICI Solutions, Inc.) KwikWork® .NET and Java Editions

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Accounts Payable*

*Claims Processing*

*Customer Service*

*Financial Records*

*Human Resources*

*Legal Records*

*Permit Processing*

*Underwriting*

■ **Products**

*IBM Content Manager*

*IBM Content Manager OnDemand*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet Records Manager*

### Business Challenge

In today's challenging business climate of tough competitors, strict regulations, and an increasing customer demands, organizations need every advantage; speed, innovation and agility are paramount. Aside from increasing productivity, organizations also need to reduce operational costs — all while enforcing guidelines for corporate best-practice execution and regulatory compliance.

Knowledge workers, entrusted with mission-critical and day-to-day business decisions, need to work cohesively and strategically. To this end, enterprise content management (ECM) solutions are critical to streamline the information gathering, analysis and work processing that helps improve work place productivity.

ECM systems have proven to generate hard returns in terms of cost savings and process efficiencies. For many organizations, they remain out of reach primarily due to a lack of IT resources that are required to deploy and manage traditional ECM systems.

Additionally, while ECM systems can dramatically enhance access to information, they also need to be easy to use. The objective is to enable users to get up and running quickly

while also restricting access as necessary to comply with today's security and regulatory requirements.

### Solution

Based upon the IBM ECM suite of products, KwikWork is a configurable, out-of-the-box solution that provides a highly responsive, integrated and event-based environment for work processing that can be rapidly deployed. The solution integrates people, processes and content via a customizable user interface that is so easy to use, even novice users are up and running with minimal training.

The solution features:

- Push and pull/route and hold processing
- Business rules and route automation
- Automated letter generation and turnaround document management
- Process reporting (inventory, status, etc.)
- User-, queue- and role-based security
- Search capabilities enable users to locate documents and work status quickly and easily
- Diary function for notes and collaboration
- Event tracking and history



- MS Word document aggregation (e.g. contracts/RFP processing)
- Bulk Operations (Index Update, Content Export, Printing)
- Redaction
- Digital signature
- Document upload and workflow launch
- Scan-on-demand automation
- Database lookups (index or work item properties, form letter fields, etc.)
- Easy-to-use interface featuring drag-and-drop functionality;
- COLD for IBM FileNet P8
- Conversion tools (Image Services/Content Services to Content Manager)



### Value Proposition

enChoice has built a solid reputation as a leading solution provider of IBM ECM across multiple industries. KwikWork presents users with all the needed data – including documents, email, and letters – according to their role in the organization. KwikWork, built on the IBM ECM platform, also provides workflow and routing capabilities that automate processes and reduces manual paper handling while improving cycle times.

The KwikWork solution helps organizations increase productivity by streamlining information gathering, analysis and transaction processing. This reduces operational costs and enforces the use of guidelines for corporate best-practice execution and regulatory compliance. The solution enhances access to information, yet is easy to use so users can get up and running quickly – enabling organizations to achieve a fast ROI.

### Company Description

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## enherent Text Analytics for Fraud Detection

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Fraud Detection and Claim Processing*

■ **Products**

*IBM FileNet Business Process Manager  
IBM FileNet Content Manager*

### Business Challenge

It is estimated that fraud accounts for more than \$100 billion per year of incurred losses in the insurance industry. Nearly half of all Property and Casualty (P&C) insurance carriers report that 30 cents or more of every claim dollar is lost to so-called “soft” fraud. Additionally, leading insurance industry researchers and analyst firms report that 10 percent of legitimate recovery opportunities amounting to an estimated \$1 billion are never identified, pursued or recovered.

Insurers face many challenges when it comes to identifying, resolving, mitigating and preventing fraud. There is a tremendous amount of information that must be gathered and analyzed from internal and external sources – much of which arrives at the insurer as unstructured data (e.g., forms, paper, email, etc.). Additionally, insurers must continually adapt detection techniques and processes to new and evolving fraud patterns.

To mitigate these challenges, insurers require solutions that enable them to:

- identify fraud earlier, more quickly and efficiently during the claim process
- reduce fraud detection error rates (false positives and false negatives)
- develop or improve their existing predictive fraud detection models

To further reduce the costs and risks associated with the overall claim process, insurers must also improve communications regarding fraud detection and risk selection between the Underwriting and Claims Department and identify opportunities to reduce claim frequency; and, improve claim severity.

### Solution

enherent’s Text Analytics for Fraud Detection solution provides fraud detection, subrogation identification, and expense control and severity management capabilities for insurance carriers across multiple lines of business. The solution leverages the IBM Enterprise Content Management (ECM) suite of products to increase the efficiency and thoroughness of claims analysts and supervisory personnel, reducing handling times and expense levels associated with fraud detection and claims processing. Rapid “analyst enablement” has been a challenge with many fraud detection technologies and approaches. In response to this problem, the solution features an adaptable, un-biased and intelligent learning capacity that quickly enables analysts, and keeps pace with new and changing fraud patterns and techniques.



With the inherent Text Analytics for Fraud Detection solution, organizations can rapidly develop knowledge models that have meaning and context to all participants in the claim analysis and fraud detection workflow. The models are comprehensive and include data from internal insurance carrier sources as well as law enforcement agencies, industry organizations, and other external agencies to provide a 360-degree view of the claims process, and support early fraud detection. The models, data, and analyses can also be shared or federated with other departments within an organization. Additionally, historical claim actions can be reviewed to ascertain if overpayment has occurred or if payments were truly warranted.



The solution's unique "on-the-fly" modeling capabilities enable models to be adjusted very quickly through a set of intuitive analysis features that support slice-and-dice and drill-down capabilities. Any source of structured and unstructured data can be combined with other data sources to provide a rich context for claims analysis, and noise data can be quickly eliminated, to provide actionable intelligence in a variety of report formats. Models and analyses can also be adjusted rapidly as new trends and patterns emerge from claim activity.

### **Value Proposition**

enherent's Text Analytics for Fraud Detection solution reduces the cost and time associated with claims management, and also improves error rates by quickly and efficiently identifying fraudulent claims. The solution helps tighten the product management lifecycle by closing the loop between fraud detection, patterns and trends and underwriting. The un-biased learning feature enables analysts to become productive much more quickly. It is also non-intrusive, complements existing claims processing technology investments, leverages in-house claims expertise, and adapts easily to current claim handling processes.

With inherent Text Analytics for Fraud Detection solution, early return on investment can be achieved at modest cost, and as time progresses, models and analyses can be applied to a wider population of claims at incremental costs. For example, early adopters of the inherent Text Analytics for Fraud Detection solution have reduced costs by improving accuracy rates from 15 percent to 80 percent; reducing the time needed to identify fraudulent claims from days to minutes - due to more efficient fraud detection, and also improved risk management and product margin performance.

### **Company Description**

enherent is an IT consulting services firm delivering advanced analytics and collaboration, enterprise content management and infrastructure solutions to enterprise and mid-market organizations. Our solutions enable clients to create, contribute, understand and transform structured and unstructured data into actionable intelligence to enhance decision-making and innovation that create competitive advantage.

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## A Partner Solution for Energy and Utilities, and Manufacturing

### Leveraging Content Management to Quantify Greenhouse Gas (GHG) Emissions

IBM **Information Management** software

# Enterprise Information Management, Inc. (EIM) GreenCert™

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## Partner Solution

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### ■ Target Industries

- Energy and Utilities*
- Manufacturing*
- Transportation*

### ■ Business Application

- Greenhouse Gas Emissions Management*

### ■ Products

- IBM FileNet Content Manager*
- IBM FileNet Records Crawler*

### Business Challenge

Around the world, private and public organizations are facing a growing need to acquire new, cost-effective tools to manage, quantify, analyze and report on their Greenhouse Gas (GHG) footprint. At the same time, investors and stakeholders are demanding full accounting of GHG-related liabilities and assets. Energy use is a critical piece of data for the calculation of GHG emissions. Major sources of GHG emissions include heating and cooling, electricity consumption and transportation — all of which can significantly impact an organization's carbon footprint, especially if managed improperly.

Government regulatory agencies, including the United States Environmental Protection Agency (EPA), have passed legislation addressing energy policy, global warming and governmental oversight of the emerging and rapidly expanding carbon credits markets. According to the World Bank, these markets grew from US\$30 billion in 2006 to US\$64 billion in 2007. Despite these efforts, the GHG marketplace continues to be plagued by regulatory uncertainty, a patchwork of voluntary standards and varying complexities in quantification methodologies.

Today, the carbon trading industry currently relies on general models to calculate actual performance or draws on summary data and “look-up” tables for each industry, sector and

geographic region. The uncertainty associated with this practice makes it difficult to obtain scientifically credible, baseline data for an organization's GHG analysis.

Verification and auditing of GHG reductions, removals and avoidances by carbon-offset producers have been costly, time consuming and labor-intensive. Faced with hefty fines and penalties organizations are looking for technology based solutions.

### Solution

GreenCert™, developed by Enterprise Information Management, Inc. (EIM), is a repeatable, web-based solution that quantifies GHG emission reductions, removals and avoidances and certifies these environmental improvements as carbon credits to be traded on the open market. The solution enables quantification, verification, analysis of uncertainty, audit and compliance reporting for GHG-related risks and remediation measures including GHG emission and carbon offsets.

As an enterprise solution that registers agricultural and industrial clients, GreenCert will calculate GHG emission reductions, removals and avoidances based on input provided by the client or sensors at the client location. This data is then integrated with verification services from third-party reviewers to ultimately deliver verified credits to external registries or markets.



GreenCert features a simultaneous, multi-location and scalable operation that is adaptable to various regulatory requirements. Using client, project and site specific information at various levels of detail, the solution supports desired statistical ranges of uncertainty associated with quantities of GHG-related liabilities and assets. GreenCert also leverages a wide variety of pertinent baseline data (i.e. energy management and industrial practices, weather, land use, construction, etc.) to establish and project reasonable business-as-usual scenarios as baselines for GHG emission reduction.



Finally, GreenCert's automated generation of reports on baselines and management impacts – including GHG reductions, removals, and avoidances reductions – enables management personnel, investors, owners, sellers and buyers to monitor, audit and independently verify results, converting the liabilities associated with GHG measurement into assets.

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### Value Proposition

GreenCert is the one of the first GHG emissions management solutions to be accessible to end-users through a web-based portal. With GreenCert, organizations have been able to reduce CO2 emissions by up to 10 percent. C-Lock Certified Emission Reductions (CCERs) can be determined by input provided directly by end users or via sensors at end users' locations. The solution is designed to facilitate efficient third-party verification of carbon credits and to audit the work of other third-party verifiers prior to delivering Verified Emission Reductions to external registries or to the global carbon markets.

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Applicable across various vertical and horizontal sectors, GreenCert generates results that are consistent, standardized, repeatable and verifiable. The solution stores information in a secure repository and manages the information lifecycle of all GHG records. GreenCert is compatible with all GHG quantification and accounting methodologies. Furthermore, the solution is readily adaptable to evolving regulatory requirements, regardless of whether the standard is based on a carbon tax or credit trading.

For more information, visit  
[ibm.com/software/ecm](http://ibm.com/software/ecm)

### Company Description

Enterprise Information Management, Inc. (EIM) is a veteran-owned solutions-focused company leveraging its proven methodology and comprehensive enterprise framework for the Rapid Automation of Business Processes. Since its inception in 1996, EIM has maintained a uniquely strong commitment to customer attention, while building and growing on the successful business model of professionalism and strong ethical values.

EIM collaborates organizations to customize solutions that streamline business processes, simplify data collection, automate routing and tracking, facilitate collaboration and expedite reporting. An IBM Software ValueNet Business Partner, EIM builds its award-winning solutions on a cross brand suite of IBM products.

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IBM **Information Management** software

## FINEOS Corporation FINEOS Claims

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Claims Management*

■ **Products**

*IBM Content Manager*  
*IBM Content Manager OnDemand*  
*IBM FileNet Content Manager*  
*IBM FileNet Document Manager*  
*IBM FileNet Email Manager*  
*IBM FileNet Image Manager*

### Business Challenge

In today's dynamic and highly competitive marketplace, insurers need to establish operational efficiency and competitive differentiation. The "high touch" area of claims presents both an opportunity and a challenge; customers demand continuous access to information, the regulatory environment requires stricter operational controls and insight, and manually intensive processes are ripe for the benefits of process automation and decision support technologies.

Several information technology (IT) challenges stand in the way of forward progress. Disparate systems discourage sharing of information and best practices across the enterprise. Legacy systems require heavy IT involvement and lengthy testing requirements to make changes to products or processes. As a result, insurers often have difficulty managing new or different lines of business on existing systems.

The impending loss of highly-skilled claims administrators (and their collective expertise) as baby boomers retire will require technology that aids in decision support.

As the market faces further consolidation and competition,

insurers must adopt new technologies that conform to an open, service-oriented architecture (SOA).

### Solution

FINEOS Claims goes beyond traditional claims objectives to deliver a best-in-class solution, including enterprise-quality claims management for consolidation, collaboration and exchange of best practices. Scalable to support even the largest operations, the solution supports workflow among systems and departments, sharing of information and data and standardization of processes.

FINEOS Claims also provides customer-centricity through a single view of the customer and the ability to deliver on the promise of customer intimacy. Advanced case management enables insurers to gather mission-critical data in one centralized location to easily manage even the most complex case types.

Complete rules management, which supports changes at the business-user level without complex IT coding, and comprehensive financial management, which enables complex and precise calculations, are integrated within the solution to ensure consistency and accuracy.



Finally, the solution delivers business agility, supporting both current and emerging requirements because the solution built is built on the flexible, modern, rules-driven FINEOS Enterprise Platform and leverages the IBM Enterprise Content Management (ECM) suite of products.



### Value Proposition

FINEOS Claims is the only claims solution in the market today that has successfully been implemented globally across property and casualty, life, health, social insurance and workers' compensation markets.

FINEOS Claims delivers substantial benefits including:

- Better resource management
- More accurate forecasting and future planning
- Reduced employee turnover
- Easier and improved change management
- Improved customer satisfaction
- Improved operational insight

Return on investment achieved with FINEOS Claims include:

- Reduced claim cycle times
- Reduced claims administration costs
- Reduced expenses
- Increased customer retention

### Company Description

FINEOS Corporation is a global provider of innovative enterprise software solutions for insurance, bancassurance, and social insurance. FINEOS solutions address core business processing requirements including CRM, sales and service, new business and underwriting, claims and payments and policy administration. FINEOS solutions are built on a customer and case-centric, rules-driven, component-based enterprise platform that serves as a flexible infrastructure for new product introduction, legacy enrichment and business transformation initiatives.

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## A Partner Solution for Cross Industry

### Achieving Superior Customer Service through Genesys Business Process Routing and IBM Business Process Management

IBM **Information Management** software

# Genesys Business Process Routing

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Customer Service*

*Contact Center Support*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Email Manager*

*IBM FileNet Forms Manager*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

For competitive advantage, superior customer service isn't an option these days, it's an imperative.

Today, global outsourcing is forcing companies to be more efficient and make better information available for customer service operators. Siloed information leads to perceived poor customer service and inefficiency in operations, which in turn leads to frustrated customers.

Organizations need to integrate customer information and streamline service delivery to ensure customers have "rewarding" repeat interactions with the company and perceive the company as offering "one face to the customer." Additionally, companies must gather more and better information on their customers to support efforts to improve revenue streams by delivering tailor-made products that best meet customer needs.

While improving the quality of customer service interactions, companies must also hold the line on costs. To achieve an optimum balance of service quality and cost containment many companies have subscribed to a strategy of operating with a hierarchy of service levels, with higher value customers receiving higher levels of service

and responsiveness. To execute this strategy, companies need to have the right infrastructure in place to effectively profile and prioritize customers, deliver appropriate levels of customer service, and track metrics to ensure continuous improvement.

### Solution

The Genesys and IBM integrated solution captures and manages customer transactions from start to finish, and stores relevant information for compliance and audit purposes. Customer transactions are profiled, prioritized and routed so that high priority customers obtain the best possible service, and the most appropriate resources are leveraged whenever a customer interacts with the provider.

Once a customer interaction is initiated through Genesys, the system automatically populates an IBM FileNet eForm with relevant data, which in turn triggers a workflow. The workflow tracks the entire process and makes information available to personnel regarding the policy, the end customer and the current status of the transaction.

All relevant information is made available to the agent on call instantly.



No matter how the contact is made – via phone, e-mail, chat, IM, fax, Web, or postal mail – the agent has all the pertinent data instantly available on the desktop to enable them to more aptly assist the customer while reducing cycle time.



The solution also routes interactions and work to the best qualified and most appropriate resources available, delivering the right content within the appropriate context in real-time to that resource.

Additionally, the Genesys and IBM solution provides decision makers with access to real-time trending information and metrics such as call processing times, Quality of Service, call queue length, etc.

All data and activities are centrally captured and stored to facilitate compliance, audit and business analysis efforts.

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### **Value Proposition**

The Genesys and IBM solution has helped many organizations:

- Realize higher customer service personnel efficiency/optimum resource utilization.
- Achieve integration of content across multiple channels: phone, Web, chat, IM, e-mail, fax, postal mail, etc., eliminating issues with inaccessible siloed information.
- Increase visibility and tracking of the entire customer interaction process, enabling organizations to achieve compliance and assess how effectively call center and customer facing interactions are being handled.
- Improve prioritization of customer interactions, enabling organizations to treat customers differently based on profitability potential, to ensure optimal customer service resource allocation.
- Improve customer profiling for more tailored solutions and packages to better meet customer needs, leading to improved sales, increased revenues and improved customer retention.

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### **Company Description**

Genesys, a subsidiary of Alcatel-Lucent, is an IBM strategic partner with 1,400 employees and more than 4,000 customers. Industry analyst firm Gartner has named Genesys to the Leader quadrant for Contact Center Solutions.

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A Partner Solution for Manufacturing

Bringing Dealers, Distributors and Manufacturers Together through Business Process Management

IBM **Information Management** software

# Genus Technologies LLC Dealer Relations Portal for Discrete Manufacturers

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## Partner Solution

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■ **Target Industry**

*Manufacturing*

■ **Business Application**

*Manufacturing Portal*

■ **Products**

*IBM Content Manager*

*IBM Content Manager OnDemand*

*IBM Document Manager*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

**Business Challenge**

No matter whether a dealer is a small, independent business or a multi-location enterprise with thousands of representatives and employees, the effective application of technology can promote dealer-manufacturer loyalty by offering value-added services and an overall ease of doing business. Traditionally, manufacturers have communicated with dealer partners regarding performance, compensation and other business-related matters via postal mail or courier service. However, discrete manufacturers typically have complex and ever-changing product offerings, making it difficult to ensure new or updated information reaches dealers in a timely manner.

With the growing demand for real-time information access, manufacturers have been challenged to find a cost-effective technology solution that can provide dealer partners with secure, personalized and flexible access to content and business applications. To this end, two key requirements must be satisfied. First, the technology framework must be robust in order to support legacy back-end systems and enable rapid configuration of fully-formed knowledge sharing applications. Secondly, the framework must support usability with little or no

training required, as well as have the ability to easily adapt and align with a dealer's business operations.

**Solution**

Genus Technologies' Dealer Relations Portal for Discrete Manufacturers enables manufacturers to instantaneously — and in some cases automatically — share, update and maintain product information directly through an interface with a dealers' back-end systems. This pre-configured portal provides manufacturers with a simple solution for enabling more self-service transactions within their dealer network.

The Dealer Relations Portal for Discrete Manufacturers features role-based dashboards and alerts for dealer staff, offering a personalized portal experience that enables proactive management of dealer relationships. Dealer staff can view high-level, graphical information, yet drill down into granular details all on the same screen. Pre-configured, connected portlets allow information from multiple and dissimilar sources to be displayed together. Full-text and keyword-based search capabilities provide a means for quickly locating desired data.



Genus Technologies LLC

The solution supports access to existing software applications and offers pre-configured portal components to integrate new software applications as needed, allowing for rapid deployment of concise, comprehensive and current views of the manufacturer/dealer relationship. All information presented through the solution portal is easily accessed by authorized dealer partners via a single secure entry point and a single set of security credentials.



### Value Proposition

Genus Technologies' Dealer Relations Portal for Discrete Manufacturers promotes improved information flow, along with the requisite support for dealer self-service. It automates and standardizes processes and shortens customer response times, resulting in a consistent and seamless customer support experience for the channel, and ultimately, for the consumer.

The solution exponentially reduces the time and cost of deployment of a single access point to enterprise information and custom applications. By implementing the Dealer Relations Portal for Discrete Manufacturers, one organization shortened their sales information distribution cycle time from three months to three days; reduced the cost for printing, assembling and postage by \$31,000 per mailing; and reassigned 523 person hours per year to higher value-added activities. By breaking down the information silos across manufacturer and the dealer enterprises, this solution enables marketing, sales, manufacturing, customer service, dealers, suppliers and other channel personnel to work together more effectively to deliver exceptional service to the consumer.

### Company Description

Genus Technologies is one of a few content management consulting firms that integrates an enterprise's entire range of content—from lower volume corporate content to higher volume transactional content. Genus' custom and preconfigured systems simplify the capture, storage, management and delivery of the full spectrum of enterprise content. Its nearly 400 clients span numerous industries, including manufacturing, insurance, financial, government and retail.

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## A Partner Solution for Government

Automating Case Management for Enhanced Operational Efficiency,  
Increased Customer Service and Improved Compliance

IBM **Information Management** software

# GoPro GoPro Portal

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Case and Document  
Management*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

Public administrations are facing the multi-pronged challenge of improving the efficiency, productivity and quality of their services despite significant budget pressures and the ever-increasing need to comply with international and national standards and regulations. These standards govern privacy, security, interoperability, transparency, reliability, consistency and traceability in all aspects of case processing and decision making. Further complicating matters is the primary business of addressing the escalating demands of citizens for fast, reliable and consistent case processing, transparent decision making and wide access to 24x7 self-service.

### Solution

GoPro Portal is a powerful, enterprise-strength case and document management solution that helps public sector organizations effectively manage complex processes, and related documents and information. It allows organizations to enhance service delivery by tracking and managing requests from citizens, businesses, and other stake holders and integrating automated workflow with human workflow, thereby

ensuring high quality case resolution with less effort.

Organizations will have complete overview and control of their cases and projects from a single, easily accessible IBM Enterprise Content Management (ECM) content repository. Users from different departments, or even different organizations, can collaborate on common cases, sharing documents and information in real time, thereby, reducing process waiting time and time-consuming status meetings. GoPro provides first-class workflow support based on the IBM ECM suite of products, enabling cases to be divided into work phases for organizing and controlling business processes and administrative tasks. Instruction history, advanced access control, mapping of responsibility structures, document templates and review cycles, as well as proactive intelligent user guidance, all ensure consistent processing.

### Value Proposition

GoPro Portal is an integrated document and business process management solution with a rich feature set and is fully service oriented architecture (SOA) compliant, that gives government entities greater flexibility in their case and document management activities.



The solution delivers significant benefits to public administrations, including:

- Turns a paper based process into an efficient electronic application for a variety of e-government applications
- Provides a complete real-time view of case files
- Avoids repeated data entry and inefficient paper trails
- Improves the efficiency, productivity and quality of services to address budget pressures
- Enhances operational insight through better reporting capabilities for processes, client situations etc.
- Improves internal and inter-organizational collaboration, enabling organizations to share and process information across departments, agencies and geographies
- Enhances accountability and transparency through audit trails
- Enables organizations to deliver "One contact resolution" and 24\*7 accessibility of services
- Integrates fully with tools, such as email and instant messaging, as well as to productivity tools like word processing and spreadsheet applications

### **Company Description**

GoPro is a leading provider of e-government software in Europe. Our solutions have been developed in close collaboration with government organizations, ensuring the attainment of excellence in usability and incorporation of best practices. GoPro has an extensive record of working with local, regional and central governments and assisting them in meeting the objectives of the eGovernment agenda, by innovative solutions based on proven platforms. Today GoPro is deployed in over 30 countries around the world, at organizational levels ranging from large super national government agencies and national government institutions to small and medium sized councils and agencies. GoPro is used by more than 100,000 users.

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## Grupo INTeNT Document Management for ISO 9000

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### Partner Solution

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■ **Target Industry**

Compliance

■ **Business Application**

Compliance

■ **Products**

IBM FileNet Business Process  
Manager

IBM FileNet Capture

IBM FileNet Content Manager

IBM FileNet eForms

IBM FileNet Email Manager

IBM FileNet Records Manager

### Business Challenge

The ISO 9000 standard, more formally known as ISO 9001:2000, is an international quality standard that defines minimum requirements for a company's Quality Management System (QMS). ISO 9000 is constantly evolving to meet new business and industry requirements. It is maintained and updated by the International Organization for Standardization and administered by third-party accreditation and certification bodies. Although ISO 9000 standards originated in manufacturing, they are now employed across a wide range of organizations. The ISO Survey 2004 stated the *"service sectors now account, by far, for the highest number of ISO 9001:2000 certificates — about 31% of the total."*

To receive ISO 9000 certification, a company must put the required QMS processes and controls in place, monitor performance of its processes and demonstrate continuous improvement and meticulous document and record keeping. ISO 9000 certification must be maintained through regular bi-annual or annual audits.

The documentation associated with ISO 9000 certification can be a costly, labor-intensive process that diverts personnel from an organization's primary focus of creating and delivering

high quality goods and can be prone to human error. As such, many companies are now turning to technology-driven document management systems to reduce the time and cost associated with manual QMS documents and ISO 9000 record keeping.

By maintaining a secure, centralized repository for ISO 9000 documents and records, companies can regulate access to ISO 9000 records, thereby decreasing exposure and non-compliance risks; reduce the cost and complexity of the audit process; and, provide proof of tangible process improvements.

### Solution

Grupo Intent's Document Management for ISO 9000 (DM\_ISO 9000), provides key capabilities that are critical to obtaining and maintaining ISO 9000 certification by enabling the automation of document management, business process management and records management. A portal-based system, DM\_ISO 9000 supports the entire document lifecycle — from document creation through approval, tracking and controlling document versioning and facilitating the document review status and publication. With electronic forms management, all types of business-related documents are digitally executed, including: scanned images, PDFs, Microsoft® Office



documents, emails, graphics, photos, videos and electronic forms — eliminating the need for paper-based document handling.



The DM\_ISO 9000 document portal also offers support for business processes, visually displaying all organizational departments and functional areas, and enabling users to quickly query and view all electronic documents related to a specific business function. Users can then navigate through documentation by browsing a map or using the query functions. As processes change, or new products and associated processes are added, the system easily allows for designing, tracking and auditing of these new and enhanced processes.

DM\_ISO 9000 offers automated records management capabilities. The solution will automatically classify records by process, eliminating the need for manual classification and auditing, which can lead to possible human error. Additional records management features include automatic records retention and/or records hold, identification of course of actions for expired records and records search functions. The solution also offers full support for control lists that define and authorize user-specific access to documentation.

### Value Proposition

By implementing Grupo Intent's DM\_ISO 9000 companies can reduce the cost and complexity associated with generating and managing compliance documentation and continuous improvement requirements mandated by ISO. Organizations using DM\_ISO9000 have experienced up to a 50 percent reduction in internal audit time related to ISO compliance.

Employees and the quality assurance (QA) teams responsible for ISO compliance will find many benefits to using DM\_ISO 9000, including increased productivity. With easy access to up-to-date information and activities seamlessly integrated into their daily tasks via e-mail notifications, the QA team will be able to spend less time on lower value clerical tasks and more time on improving processes. DM\_ISO 9000 also empowers the QA team to take the lead in helping the organization meet ISO requirements. As they execute their daily activities, other employees with system access will be able to execute their roles within the organization using the most up-to-date information. The solution provides QA administrators with a holistic view of an organization's quality program status, giving them the ability to drill down on specific areas of interest or concern, as well as an added advantage that comes from better workload balancing.

### Company Description

Grupo INTeNT is exclusively focused on consulting and delivery services for implementing IBM Enterprise Content Management (ECM) technologies. With more than 14 years of experience, Grupo Intent has a track record of successful solution implementations in a wide range of industries including: oil and gas, energy, utilities, telecommunications, banking and insurance across Latin America.

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IBM **Information Management** software

## HCL AMERICA, INC. Case-it

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Fraud Investigation  
Processing*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

The investigation, tracking and disposition of fraud cases is time-consuming, entailing countless hours of collection and analysis of evidence – sometimes hundreds of thousands of pages of paper documents – prior to charges ever being filed. Fraud investigation departments struggle to manage reams of documents and complex case management workflows while integrating with multiple departments.

Accessibility of information is often a major hurdle. Oftentimes, processors are unable to manage and access statistical data residing in content silos from stove piped IT systems. Investigations require personnel mobility to attend to interviews, surveillance and court appearances. Agents in the field often struggle to obtain information critical to support these tasks.

While every instance of suspected fraud must be reviewed, due to limited resources, the reviews must be done quickly and thoroughly, and determinations must be made as to which cases offer the greatest potential for prosecution/conviction and/or remediation. To this end, fraud investigation departments need

systems to aid in decision making and the proper management of resources.

Finally, investigators chartered with handling fraud cases are continually challenged to meet evolving federal and regulatory reporting requirements.

### Solution

Based on IBM Enterprise Content Management (ECM) technology, Case-it is a flexible investigation solution that streamlines the entire investigative and remediation process. It is a comprehensive case initiative and tracking system that detects and processes instances of possible fraud, waste or abuse.

The solution offers access via the Internet, so investigators can spend more time working in the field.

The solution is easily integrated with other agencies' systems, and can automatically match suspects from databases and cases on file. Cases are automatically load balanced and sent to investigators' inboxes. Investigators can monitor their caseloads, and identify any bottlenecks to streamline processing.

Additionally, the Case-it solution generates forms and letters



dynamically, helping streamline correspondence with other agencies. The system also generates real-time reports, performance related-statistics, mandatory reports and letters, and full case histories.



The solution enables fraud investigators to reassign or transfer cases, and provides tracking and monitoring of cases referred to other prosecuting councils/agencies.

### Value Proposition

HCL's status as an IBM Software ValueNet Partner for more than 14 years has enabled the company to successfully implement solutions that leverage IBM's ECM suite of products, such as Case-it. Customer leveraging the Case-it solution have benefited from the following:

- Automated and streamlined processes, reducing cycle time and ensuring resources are not wasted on unproductive activity;
- The ability for stationary and mobile workers to track, monitor and decide on the final adjudication;
- The ability to review allegations and quickly determine whether there is enough evidence to warrant further action;
- Improved visibility of processes and case tracking;
- The ability to generate statistics and information to assist in reporting and in meeting regulatory requirements; and
- Reduction in paperwork, as well as printing and mailing expenses.

Additionally, the system offers customizable interfaces and can be tailored to accommodate future needs and process modifications.

### Company Description

HCL AMERICA, INC. is a full service provider of IT consulting and software services to leading corporations and government clients worldwide. HCL leverages its local and offsite capabilities to create effective solutions for the client's most challenging business problems. The company's services include Enterprise Web Content Management and Integration Services, eCommerce Solutions, CRM/ERP Services, Portal Development, Imaging and Electronic Document Management, Automated Workflow Processing, Enterprise Application Software Development, Legacy System Data Conversion and Migration, IT Staff Augmentation Services and Operational Support Services.

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IBM **Information Management** software

## HCL AMERICA, INC. Collection and Distribution System

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### Partner Solution

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■ **Target Industries**

*Local Government  
State Government*

■ **Business Application**

*Child Support Payment  
Collection and  
Distribution System*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Capture Professional*

### Business Challenge

As per federal mandate, the Child Support Enforcement (CSE) divisions of State Welfare departments are responsible for ensuring that child support payments are received from the non-custodial parents and disbursed to the custodial parents within 48 hours of the receipt of the payments at the state's collection center.

As such, caseworkers at state-run CSE divisions are responsible for processing thousands of payments that are received daily; handling large volumes of case files; performing reconciliation and deposit payments in the bank; identifying and associating each payment with the non-custodial parent and disbursing it to the custodial parents; and generating reports on these activities.

Among the major challenges faced by state CSE caseworkers is the inability to research non-custodial parents and past payment history. As the physical proof of payment is lost once deposited in the bank, the only way to reconcile a mismatch in the dollar amount is through a time-consuming process that involves manual corrections, which extends processing times well beyond agency guidelines.

Other challenges include the manual handling of large volumes of paper documents; handling of cash payments in various forms; generating receipts of the cash received for departments'

internal processing, and cash reconciliation; and the inability to easily access information from multiple data sources or locations.

To overcome these challenges, government agencies are demanding integrated, scalable and robust information systems that provide the necessary functionality and technology platforms to assist them in centralizing the collection and disbursement of child support payments.

### Solution

HCL's child support payment Collection and Distribution System (CDS) combines HCL's proven track record in the delivery of cost-effective solutions that help government agencies manage increasing volumes of paper and electronic data combined with IBM's robust Enterprise Content Management (ECM) suite of products.

The solution is an integrated imaging and Web-based application designed to address, enhance and centralize state-wide collection and disbursement of child support payments. CDS not only streamlines and centralizes the entire process, but detects and processes any errors that may occur during the distribution and reconciliation process. The solution also generates an alert if personal checks have been returned in the past due to insufficient funds.



CDS satisfies government agency requirements for integrated, scalable and robust information systems through:

- High-speed scanning that improves efficiency through automated data recognition (OCR and MICR);
- Automated endorsing of instruments with date/time stamp and welfare department's bank account number while the instruments are being scanned;
- Secure collection of cash payments through automated Front Counter Cashiering component;
- Generation of deposit slips for bank deposited payments with an ability to lookup, research and modify deposited payments at a later date;
- Securing documents and all systems functions by assigning and managing the security rights of groups;
- Ability to generate daily, monthly and ad hoc reports.

### Value Proposition

HCL's status as an IBM Software ValueNet Partner for more than 14 years has enabled the company to successfully implement solutions that leverage IBM's ECM suite of products, such as CDS. For many state and local government agencies, including the Nevada Department of Human Resources' State Collection and Disbursement Unit (SCaDU), which processes more than 450,000 child support payment documents each year.

With CDS, the SCaDU now benefits from:

- **State-of-the-Art Image Management** – A 32-bit client/server imaging application enables large volumes of documents to be scanned and electronically endorsed with automatic OCR and MICR line indexing, making storage and retrieval of the documents both cost-effective and efficient;
- **Web Interface** – Caseworkers have instant access to images of the instruments and supporting documents via the Web, reducing the time needed to match payments to corresponding cases;
- **Enhanced Audit Trails** – Bank reconciliation, statistical and audit reports track the entire life cycle of the payment from the time it enters the system until it is archived;
- **Virtualization of the Paper Trail** – Scanned and electronic documents free up valuable physical storage space;
- **Reduction of Manual Tasks** – Scanning and automated data entry saves time and enables caseworkers to focus on more important assignments;
- **Automatic Updates** – The payment model history is updated as payments are received and disbursed.

### Company Description

HCL AMERICA, INC. is a full service provider of IT consulting and software services to leading corporations and government clients worldwide. HCL leverages its local and offsite capabilities to create effective solutions for the client's most challenging business problems.

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A Partner Solution for Government

Integrated Case Management Tool Supports Seamless, Customer-Centric Services

IBM **Information Management** software

# HCL AMERICA, INC. PUC Case Manager™

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## Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Public Utilities Case Management*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

### Business Challenge

Case management involves the evaluation, facilitation, and advocacy of a particular situation – and access to the right information at the right time is essential for the execution of critical decisions.

Public Utility Commissions (PUCs) are responsible for balancing the interests of consumers with utility stakeholders ranging from multinational telecommunications providers to small, family-owned sewer treatment firms. Those involved in case management must manage complex, multi-stage processes involving a wide range of departments and agencies and multiple sources of information, and they must ensure nothing slips through the cracks.

Among the challenges faced by PUCs when serving these constituents are:

- Evolving consumer demands for information;
- Older systems that do not support rapidly changing requirements;
- PUC employees with increased workloads from growing populations and lack of service provider tools;
- Complex processing rules that are lost when staff leave or retire;
- Systems that do not provide the necessary metrics and reporting

of activities and case processing volumes; and,

- A document-intensive work environment that creates bottlenecks at critical points in the service loop.

Today, many government agencies, including PUCs, are moving toward the vision of integrated case management in an effort to provide seamless, customer-centric services. Critical to achieving this vision is a responsive real-time IT infrastructure that delivers relevant information to personnel at the right time to make better decisions faster.

### Solution

To help the public utilities better cope with this increasingly complex problem, HCL has developed PUC Case Manager™, a Web tool designed to assist Commission's case executives, judges, attorneys, commissioners, utility service providers and consumers gain more efficient access to information and services.

Comprised of multi-tiered service oriented architecture (SOA) that provides the latest proved technology in support of Web services and integration with IBM's Enterprise Content Management (ECM) suite of products, PUC Case Manager is one of the the most customizable case management software on the market today.





PUC Case Manager features integrated PUC case management functions; instant, anywhere access to up-to-date case information; automated Web-based access; sophisticated security; customized reports; and content-engine integration which assist PUCs in improving overall productivity and better serving their constituents by:

- Automating and streamlining the flow of case management activities to speed processing and accomplish more with fewer resources;
- Improving visibility by providing a complete and unified real-time view of constituent case files, and reporting and analytics capabilities;
- Linking systems so that important events automatically trigger, allowing agencies to react immediately to critical events;
- Streamlining collaboration, enabling organizations to share and analyze information across many levels, departments, agencies and geographies;
- Enhancing reporting capabilities for case, client and program analysis, and improving accountability via audit trails and,
- Eliminating multiple data entry and wasteful paper trails.

### Value Proposition

HCL's status as an IBM Software ValueNet Partner for more than 14 years has enabled the company to successfully implement solutions that leverage IBM's ECM suite of products, such as PUC Case Manager.

The PUC Case Manager represents both a public relations and employee relations coupe for Public Utility Commissioners. The robust application supports large, complex, growing and evolving utility case management offices.

Missouri Public Service Commission's implementation of a system known as Electronic Filing and Information System (EFIS) based on the same technology as PUC Case Manager has resulted in a reduction in paperwork of up to 90 percent, and a 45 percent increase in productivity. This return on investment (ROI) can be measured through:

- Faster response times to utilities and consumers regarding inquiries and cases;
- Workflow automation and the elimination of the manual transfer of documents; and,
- The elimination of printing, postage and courier fees.

### Company Description

HCL AMERICA, INC. is a full service provider of IT consulting and software services to leading corporations and government clients worldwide. HCL leverages its local and offsite capabilities to create effective solutions for the client's most challenging business problems.

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## HCL AMERICA, INC. Unsecured Lending Framework

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Services*

■ **Business Application**

*Card Originations*

■ **Products**

*IBM FileNet Business Process Framework*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

### Business Challenge

To remain competitive in today's volatile market, financial services firms must reduce the cycle times, inefficiencies and rework typically associated with the lending process. Many organizations fall short of this goal. One of the key challenges firms face is the inefficiency linked to the hand-offs among disparate systems and personnel during the loan approval process. Without a standard, centralized process for handling loan applications, financial services firms are severely restricted in their ability to make quick decisions regarding loans, which can extend application cycle times and limit their ability to adequately support credit risk management.

Technology-based enterprise business services that provide real-time decision capabilities, process control and visibility into the entire loan application process can help financial services firms overcome these challenges. However, to streamline the loan approval process and improve customer satisfaction, these solutions must enable banks to process loans through multiple channels and provide consumers with the ability to query the status of their application at any time during the lending process. Also, the continued use of a financial services firm's existing hardware and software investment is critical to cost reduction.

### Solution

HCL's Unsecured Lending Framework leverages the IBM Enterprise Content Management (ECM) suite of products to provide financial services firms with a streamlined loan origination and approval process. Key features of this integrated, scalable and robust solution include queue handling for business functions and exception processes; service level agreement (SLA) tracking and escalation for business processes; and, flexibility to manage multiple channels for loan origination.

Designed to improve the customer experience by reducing cycle times, inefficiencies and rework during the lending process, the Unsecured Lending Framework features a loan origination system that supports data manipulation functions, business activity/function processing and the initiation of processes. A self-service, Web-based portal provides customers with the ability to apply for and receive a decision regarding a loan application within seconds.

By leveraging enterprise application integration (EAI) principles, the Unsecured Lending Framework is also able to integrate disparate systems across the enterprise, initiate business services, log messages for analysis and support functional logon security



functions. The solution's batch extract processes support operational extracts of loan application data and the generation of interface files for downstream systems.



### **Value Proposition**

With HCL's Unsecured Lending Framework, financial services firms benefit from improved risk management and decisioning, due to customer-based scoring; the ability to offer instant, real-time decisions regarding loan applications; end-to-end visibility and accountability for greater control and improved flexibility over credit risk management; and improved data validation at entry points.

By driving more customers to the Web through the Unsecured Lending Framework's self-service Web portal, financial services firms can decrease the average handling time for applications processed by telephone and reduce data entry time for applications through the use of pre-populated forms and re-use of customer data. This directly benefits the utilization of employees' time because there is less rework and paperwork associated with the loan origination process. The solution can also simplify an organization's lending products, policies and systems and improve time-to-market for new or upgraded products.

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IBM **Information Management** software

## HCL AMERICA, INC. WoCoS

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### Partner Solution

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■ **Target Industry**

*Government Agencies*

■ **Business Application**

*Workers' Compensation  
Systems*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

*IBM FileNet Team Collaboration  
Manager*

*IBM FileNet Web Site Manager*



### Business Challenge

Workers' compensation insurance programs enable employers to provide benefits to their employees for on-the-job injuries. These programs are typically administered by government agencies, with benefits paid through private insurance companies, or by employers who are self-insured against their workers' compensation liability.

When it comes to workers' compensation, there are a staggering number of parties involved, including employees, employers, private and government insurers and self-insurers, third party administrators, attorneys, subsequent injury trust funds, self-insurers guaranty trust funds, and service providers.

As such, state government agencies face multiple challenges when it comes to administering and managing workers' compensation program benefits, including:

- Limited interaction between employees and agencies due to manual and paper-based claim resolution processes;
- Inaccuracies in capturing and processing claim information due to high claim loads and the high volume of manual data input;
- Extended response/resolution of claims due to processing delays

and heavy staff involvement in each manual activity related to claim resolution;

- Heavy backlog of applications due to extended resolution times and ever-increasing number of claims;
- High cost of settling/resolving claims due to heavy manual intervention, and time delays during processing;
- Limited access to claim information for key stakeholders during claim processing; and,
- Limited access to historical information.

To overcome these challenges, government agencies are demanding integrated, scalable and robust information systems that provide the necessary functionality and technology platforms required to successfully administer workers' compensation programs.

### Solution

HCL's proved track record in the delivery of customer-centric worker's compensation solutions, combined with IBM's Enterprise Content Management (ECM) suite of products, has created WoCoS, a robust, modular and comprehensive framework designed to support the unique requirements of workers' compensation programs.

Developed by the Center for Workers' Compensation (CWC), a key practice center of HCL, WoCoS supports workers' compensation programs by simplifying the delivery and financing of medical care benefits; temporary and permanent disability benefits; vocational rehabilitation benefits; and, death benefits. The framework also accommodates the extension of existing benefits, and the inclusion of new program benefits.



WoCoS satisfies government agency requirements for an integrated, scalable and robust workers' compensation information system through:

- **Claims Initiation & Tracking** – Receipt of applications/claims from various applicants and tracking of claims throughout the entire lifecycle;
- **Claims Management** – Handling and processing of submitted claims and all related claim information;
- **Settlement Management** – Capture of all necessary claim information and facilitation of settlement interaction among the parties;
- **Trial Management** – Collection of information and management of scheduling and hearing aspects of the resolution process;
- **Ruling Management** – Management of additional and subsequent rulings made by judges following hearings; and,
- **Appeal Management** – Management of activities related to submission of protests and resolution of appeals.

### Value Proposition

HCL's status as an IBM Software ValueNet Partner for more than 14 years has enabled the company to successfully implement solutions that leverage IBM's ECM suite of products, such as WoCoS from many state and local government agencies. The benefits of implementing WoCoS include:

- Streamlined, efficient processing with improved cycle time and accuracy due to reduction in manual processing;
- Reduction in claims processing and resolution-related costs,
- Enhanced collaboration and improved access to key claim-related materials for stakeholders; and,
- Access to structured and historical information to support analysis, planning and decision-making, as well as meet audit and compliance requirements.

### Company Description

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IBM **Information Management** software

## HTC Global Services, Inc. Claims, Salvage, Subrogation and Content Management Solution

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Claims Processing*

■ **Products**

*IBM FileNet Business Process Framework*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Federation Services*

*IBM FileNet Content Manager*

*IBM FileNet Records Manager*

### Business Challenge

Customers demand and expect insurance claims to be processed quickly, irrespective of complexity. Claims processing involves several steps, including scanning paper claims; verifying policies, customer histories and warranties; creating notices of loss; dispatching field staff for appraisals; and communicating with multiple parties to gather the necessary information to make a decision on a claim. In some cases, the process can also involve subrogation and/or salvage and disposal (auction) of property. Throughout all of these processes, an extensive amount of correspondence must be generated and managed.

Throughout many insurance organizations, divisions and lines of business use different software solutions of varying capabilities. These solutions are either internally developed software or they are commercial off-the-shelf applications. Complicating matters further is as the market consolidates, mergers and acquisitions bring in yet additional system and processes.

The result is often “patchwork” IT environments that cause inefficiencies, longer processing cycles, processing errors and higher maintenance costs. These disparate systems and processes add to the complexity of

claims processing, limiting automation of document review and approval and making it hard to meet customer expectations while reducing processing costs. Additionally, patchwork IT environments make it difficult for insurers to comply with regulatory compliance and retention policies.

### Solution

HTC’s solution is a Web-based enterprise solution that automates and streamlines processes pertaining to insurance claims management. On the front end, the solution supports document capture. This enables insurers to scan paper documents and ‘receive, process and store’ faxed or emailed content, enabling them with fast and easy search and retrieval capabilities. A rich Web-based interface leverages the IBM Enterprise Content Management (ECM) suite of product capabilities to further automate the submission of documents. The solution offers configurable work queues and business process workflows to manage policies, claims, field appraisals, subrogation, salvage, and salvage disposal. In addition, the solution provides a central IBM ECM repository to manage documents and correspondence for various business groups such as Human Resources, Finance, Contracts/Legal, Sales and Marketing.



The HTC solution leverages a Service Oriented Architecture (SOA) to enable seamless system integration and collaboration with other applications. The solution provides “software agents” for document and data exchange with external systems. The IBM ECM out-of-the-box features are leveraged to enable business managers (rather than developers) to quickly configure and deploy new document types, document attributes, work queues and business process workflows.



### Value Proposition

HTC’s solution provides a platform to manage all document-centric business processes for claims, salvage and subrogation. It streamlines and automates these processes to help the organization improve efficiencies and reduce claims processing time. In addition, it provides cost savings in infrastructure, support, maintenance and staffing.

The solution is designed so that other products, line of business or business units can be brought online, with the necessary business specific requirements implemented – without significant effort or impact to existing system users.

Overall, organizations can achieve the following benefits:

- Improved compliance and centralized governance - reduces the legal risks involved in retaining documents too long by implementing Information Lifecycle Management and associated processes effectively.
- Improved information access - makes it easy to store, search and retrieve documents throughout the enterprise. It also enables document linking, where documents may be tied to disparate systems. In migration and mergers/ acquisition scenarios, the solution provides the means to quickly add an external content repository, to the enterprise data store. Such documents can also be easily accessed by existing applications.
- Infrastructure cost-savings - a significant amount of cost savings can be realized by consolidating infrastructure distributed among various business units within the organization. Cost savings can also be realized from consolidating resources, storage, network bandwidth and licensing.

### Company Description

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IBM **Information Management** software

## HTC Global Services, Inc. Electronic Death Registry System

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Electronic Death Registry*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

Death records managed by the government are universally recognized as the primary source of death information. The responsibility of completing the death certificate process rests primarily with funeral directors. Other parties such as physicians, medical examiners and coroners are also involved in providing cause and manner of death information.

The current process for gathering death information along with the process for registering this information is highly labor intensive. This is primarily due to the reliance on manual processing and having to access multiple disparate systems. Additionally, extensive travel by the funeral director staff is required to compile information, obtain signatures from all parties, file certificates and process paper records at local and state vital records offices.

This process can take many weeks, which can trigger loss and/or fraud if benefits for government programs — such as Social Security and Food Stamps — are processed and issued to the now deceased beneficiaries. When this happens, the opportunity for criminal activity caused by fraudulent use of a deceased's personal information/credentials is created. Manual processing of this critical information also can result in

a significant number of certificates not being filed appropriately due to redundancies and inaccuracies. Cases where certificates are not filed properly may take several weeks or even months to resolve and may result in death certificates that are not acceptable for use by family members or the local, state and federal agencies.

Moreover, stove piped or manual processing systems prevent data sharing across government agencies. When this information is not shared with state and federal agencies in a timely fashion, it has tremendous negative — and even catastrophic — implications. For example, delays in notification of deaths due to infectious disease or epidemic can impact Health and Human Services agencies efforts to take critical and time-sensitive actions to prevent further deaths.

### Solution

The HTC Electronic Death Registry System (EDRS) solution is a Web-based application that automates and streamlines the death registration processes. It meets the needs of the various participants in the death registration process and supports core characteristics in accordance with Electronic Death Registration Standards and Guidelines published by the National Association for Public Health Statistics and Information Systems (NAPHSIS).



The solution provides configurable work queues and registration process workflows to manage fact-of-death entry, data verification, certification and reporting. It enables business managers (rather than developers) to quickly configure and deploy the work queues and associated processing workflows for various participants in the registration process. The service oriented architecture enables seamless systems integration and collaboration with external applications for death data reporting purposes.

Death records and documents can be searched using customer defined templates. Access to the records and documents is specified by the security defined in the system. The solution can be integrated with a State's Single Sign-on initiative to provide integrated secured access to records, documents, work queues and workflows.

The solution generates reports on death registration records by counts, status, age, funeral director, physician, medical examiner or local registrar, and can be enhanced to generate a broader range of statistical reports and analysis.

### Value Proposition

HTC's EDRS solution streamlines and automates the death registration process for improved efficiencies and reduced registration processing time. In addition, it provides cost savings and reduces support, maintenance and staffing requirements. It minimizes redundant data entry and improves data accuracy. Moreover, it enables the timely response to providers and promotes data sharing across government agencies.

The solution helps in reducing fraudulent death claims and eliminating accidental post-death payments. For instance, a State's Social Security Administration system can be notified of a death as soon as the death certificate process is initiated — within minutes rather than months. Other benefits include the ability to immediately generate notifications and send statistical data to various government agencies, including the National Center for Health Statistics, Medicaid, registrars and police, as well as health professionals chartered with infectious disease control.

### Company Description

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## HTC Global Services, Inc. New Accounts Processing and Content Management Solution

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Application**

*New Accounts Processing*

■ **Products**

*IBM FileNet Business Process Framework*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Federation Services*

*IBM FileNet Content Manager*

*IBM FileNet Records Manager*

### Business Challenge

Banking institutions require integrated, automated workflow solutions that effectively and efficiently process new account requests. When it comes to integrating content management systems with enterprise resource planning (ERP) and other line of business applications, banking institutions face significant challenges and costs when it comes to integrating new document types and disparate information silos. Additionally, many solutions fall short of fully supporting the entire document lifecycle – from document loading, search/retrieval and version control to archiving and security.

This lack of integration and support presents many issues with respect to records management, processing efficiencies and overall cost savings. The inability to flexibly capture documents in a centralized/de-centralized fashion introduces processing inefficiencies and redundancies in terms of storage, workflow and archival. The absence of integration also increases maintenance costs and can introduce manual processes into the mix, negating many of the benefits afforded by document management solutions and making it difficult to meet legal and regulatory requirements. Additionally, these sub par workflow

solutions offer limited control and tracking capabilities, thus increasing overall operational costs.

### Solution

HTC's New Accounts Processing and Content Management Solution is a Web-based offering that manages all document-centric business processes for new account processing. On the front end, the solution supports document capture, enabling banks to scan, receive, process and store faxed or emailed documents; which allows for fast and easy search and retrieval.

The solution offers configurable work queues and business process workflows to manage new accounts, handling trailing documents, review and validation, reports and court documents. In addition, it provides a central repository to manage documents for various business groups within the bank and meets all legal and regulatory compliance and retention policies.

By leveraging a service oriented architecture (SOA), seamless system integration and collaboration with other applications is enabled. The solution provides "software agents" for document and data exchange with external systems. The IBM Enterprise Content Management (ECM) suite of



product's out-of-the-box features are leveraged to enable business managers (rather than developers) to quickly configure and deploy new document types, document attributes, work queues and business process workflows.



## Value Proposition

HTC's solution streamlines and automates new accounts processes for improved efficiencies and reduced accounts processing time. The solution is designed so that other products, line-of-business or business units can be brought online, with the necessary business specific requirements implemented, without significant effort or impact to existing system users.

Using the HTC solution, organizations can achieve the following benefits:

- **Infrastructure consolidation** – A significant amount of cost savings can be realized by consolidating infrastructure distributed among various business units, and from consolidating resources, storage, network bandwidth and licensing.
- **Process efficiencies** – IBM ECM provides a means for improve existing business processes, making them more efficient and cost effective.
- **Streamlining information access** – A central source for all documents makes it easy to capture, store, search and retrieve documents in the enterprise and enables document linking where documents may be tied to disparate systems.
- **Integrated content repositories** – In migration and mergers/acquisition scenarios, the use of IBM ECM provides the means to quickly add an external content repository to the enterprise data store. Such documents can also be easily accessed by existing applications. It also provides streamlined document structure and organization, making it easier for applications to integrate and use the IBM ECM programming interface to seamlessly access documents.
- **Reduced risk** – Supports a centralized governance model to reduce the legal risks by implementing ILM and associated processes effectively.

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IBM **Information Management** software

## IBM Life Sciences IBM Solution for Compliance in a Regulated Environment (SCORE)

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### Partner Solution

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■ **Target Industry**

*Manufacturing*

■ **Business Application**

*Quality and Regulatory Compliance*

■ **Product**

*IBM Content Manager*

### Business Challenge

The life sciences industry is characterized by lengthy and highly regulated development cycles where extensive information must be managed, analyzed, catalogued and exchanged with outside agencies – often over many years. Bringing high quality, safe and effective products to market faster and at the lowest cost possible is the primary goal.

Life sciences companies seek to reduce cycle times, gain greater control over documents, data and medical images and improve internal and external collaboration, while maintaining a high level of quality and regulatory compliance from development and manufacturing, through marketing, sales, and distribution.

Regulatory submissions are critical to Life Sciences companies gaining approval to sell their products. Current process are often labor intensive, hard to ensure high quality, and done in a rush at the end of the development cycle. The move to electronic Common Technical Document (eCTD) submissions provides an opportunity to revamp process and start preparation sooner, avoiding the last minute time crunch.

Two focus areas for Good Manufacturing Process (GMP) Compliance include: Standard

Operating Procedures (SOP) management and Corrective Action Preventive Action (CAPA) processes to ensure quality.

### Solution

The IBM Solution for Compliance in a Regulated Environment (SCORE) offers flexible regulated document management and submission management. This allows companies to effectively manage regulated content across the enterprise, from clinical trials, regulatory submissions and manufacturing through distribution, sales and marketing. It meets stringent requirements such as 21CFR11 and GMPs from the FDA and Annex 11 of the EU/EC GMP directives.

Users collaboratively create, review, approve and release or publish documents and submissions. The solution supports automatically or manually adding documents to a submission as they are completed. Hyperlinks between documents can be done during authoring rather than waiting until all documents are finalized and exported to a publishing system, thus avoiding the complications of handoffs and a publishing rush at the end of the process. IBM SCORE manages traditional documents and data as well as biomedical images collected during clinical trials.

IBM SCORE can be easily tailored to meet an organization's needs through a full range of configuration options. SCORE's flexible, role-based portal interface allows casual users to easily access information via a simple user interface, yet provides robust capabilities for "power users."



IBM also offers services required for a successful needs assessment, justification, design specifications, installation, configuration, validation and training. Additionally, IBM offers hosting services for this solution.

### Value Proposition

IBM has extensive experience implementing regulated content management and submissions management systems for life sciences companies, including six of the top 10 pharmaceutical companies.

IBM SCORE offers the following benefits:

#### Information access/visibility

- Provides real-time access to medical images and imaging metadata.
- Reduces incidence of missing data.
- Facilitates sharing of information and images among organizations.

#### Productivity

- Improves productivity in collecting, analyzing, managing, and publishing information.
- Enables organizations to repurpose information submitted to an agency in one country for submissions in other countries.

#### Cycle time

- Speeds product time-to-market by streamlining workflow processes.
- Reduces cycle time between closing out a clinical program and readiness for regulatory submission.
- Speeds regulatory submissions and responses to regulatory requests and queries.

#### Costs

- Reduces costs for compliance and maintaining "audit-ready" manufacturing processes and regulated documentation.
- Reduces clinical trial costs.

### Company Description

IBM Life Sciences brings real-life business and information technology solutions to customers across pharmaceutical, biotech, medical devices, and supporting organizations like Contract Research Organizations and Academic Medical Research Centers. IBM is a proven leader in regulated content management, high performance computing infrastructures, and the services and expertise needed to leverage IT investments. The company has more than 2,000 professionals dedicated to providing solutions, services, expertise and support to Life Sciences companies.

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## ICG Consulting ICG RPM/SP Vendor Supplier Portal

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### Partner Solution

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■ **Target Industries**

*Banking and Financial Markets*

*Energy*

*Government*

*Insurance*

*Manufacturing*

*Retail*

■ **Business Applications**

*Back-Office Financial Operations*

*Supply Chain*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services for Image Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Forms Manager*

*IBM FileNet Image Manager*



### Business Challenge

In order to succeed in today's demanding and increasingly global business environment, companies need to leverage and build strategic relationships with suppliers and partners to achieve the best contract terms, discounts and product and services pricing.

Many organizations lack the proper infrastructure to enable vendors and suppliers to actively participate in a company's supply chain and service offerings. This results in companies struggling to provide their partners with secure access to critical business information in order to streamline decision making, improve efficiencies and reduce costs.

Regulatory mandates such as the Sarbanes-Oxley Act (SOX) have placed organizations under greater scrutiny and accountability. To ensure compliance, business process consistency and visibility are required.

Additionally, many organizations lack an efficient system to facilitate a collaborative approach to problem or exception resolution when payments are in dispute. As a result, financial assets are often held up for extended periods of time and unnecessary costs are incurred when resolving issues.

Without a centralized system in place, misfiled or misplaced documentation and processing errors impede an organizations' ability to take

advantage of early payment and discount programs.

### Solution

The ICG Vendor/Supplier Portal application and its underlying RPM business rules engine is a powerful Web-based solution that integrates electronic document capture and workflow capabilities with rules-driven processes to dramatically reduce time-intensive, manual-based tasks. The Portal provides a complete order-to-pay interface that allows both vendors and suppliers to work in a self-serve environment, facilitates best-of-terms payments, provides collaborative exception processing capabilities, automatically captures available discounts, implements dynamic discounting, and facilitates online buyer and seller collaboration.

Vendors have continuous access to payment information and supporting documentation. Electronic invoices can be submitted for payment through an online form or by uploading electronic files from commercially available accounting systems that track the approval and payment process.

Additionally, vendors can update and submit forms – such as resale licences – and view current invoice information, payment history, broadcast critical information regarding procedure changes to the supplier base. As well, they can manage their accounts within a secure, password-protected environment.

The buying organization, which controls the vendor portal, can initiate a vendor financing option or create a dynamic discounting program to offer special discounts on any or all outstanding invoices that have been approved for payment.



Automatic implementation of systems and processes creates an efficient forum for buyers and sellers to quickly resolve issues and settle transactions.

The ICG Vendor/Supplier Portal can ensure process consistency for regulatory and standards compliance by automatically and invisibly documenting processes and capturing associated information. This results in the creation of audit trails that track decision-making processes and work item histories.

### Value Proposition

By automating and streamlining supply chain transaction processing and financial back-office operations, the ICG Vendor/Supplier Portal solution drastically lowers costs, increases service levels and improves relationships with key suppliers and vendors. It also provides a platform to drive significant working capital improvements that ultimately enhances cash position and delivers a compelling return-on-investment (ROI).

By optimizing payment transactions through e-invoicing and Web forms and implementing dynamic discounting programs, organizations can benefit from substantial savings, maximize cash flow and interest earnings, take advantage of current cost of money, and meet working capital requirements.

Automated processes and self-service capabilities reduce the need for dedicated vendor services, improve staff productivity and cycle times and reduce overall cost-per-transaction.

Improved vendor and supplier collaboration enables organizations to build strategic relationships with key suppliers and vendors, resulting in better contract terms, higher discounts and lower product and services pricing.

Leveraging ICG's Vendor/Supplier Portal solution, many organizations have been able to achieve significant ROI, in many cases saving at least \$1 million for every \$1 billion spent. Other savings include a reduced cost-per-transaction for processing in excess of 100 percent.

### Company Description

A leader for more than 15 years in delivering Enterprise Content Management (ECM) and Business Process Management (BPM) solutions, ICG has leveraged its extensive experience and knowledge in ECM and BPM technologies to design and deliver real-world solutions based on best-of-breed technology. ICG provides award-winning financial back-office and supply chain transaction processing solutions that enable companies throughout North America to save millions of dollars annually by creating BPM efficiencies.

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## A Partner Solution for Cross Industry

### Providing Quick ECM and BPM Deployments for Faster Adoption and Optimization

IBM **Information Management** software

# IFN DriveU

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## Partner Solution

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### ■ **Target Industry**

*Cross Industry*

### ■ **Business Applications**

*File Collections*

*Homeland Security*

*Insurance Claims Processing*

*Land & Mapping Authorities*

*Mortgage Processing*

*New Policies Processes*

*Automation*

*Supply Chain Management*

### ■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Email Manager*

*IBM FileNet eProcess*

*IBM FileNet Image Services*

*IBM FileNet Records Crawler*

### **Business Challenge**

Organizations must effectively organize and retrieve enterprise content, optimize customer support and improve staff productivity in order to survive in today's competitive environment.

When implementing an enterprise content management (ECM) or business process management (BPM) solution, an organization needs a quick deployment with minimal disruption to its existing environment. At the same time, the solution must be user-friendly for easy adoption and optimization.

### **Solution**

IFN's DriveU solution allows for quick implementation of an ECM or BPM infrastructure within an organization. DriveU encompasses IFN's over 15 years of experience facilitating IBM ECM implementations while minimizing risks and reducing costs by utilizing a series of pre-defined business templates. For example, to improve content organization filing and minimize employee errors, indexing and filing rule sets are established. These rule sets determine document location (filing) according to minimum indexing characteristics for content organization and implementation of

working methodologies within the enterprise. DriveU filing rules assist in minimizing user errors and simplifying workflow by creating a common business filing language.

An innovative user interface employs advanced AJAX techniques to deliver usability and functionality similar to a desktop client for easy adoption. The DriveU interface features Microsoft® Outlook™ characteristics, full user interface customization, quick response time based on low bandwidth usage, minimal mouse clicks, search tab bookmarks to maximize productivity, and Microsoft Office™ integration.

The DriveU solution also optimizes use of the BPM system by allowing users to view tasks from different queues on one screen. An advanced task allocation feature allows for integration with a company's organizational structure for role-based security down to the business activity level.

Business logic for task assignment improves productivity by permitting users to sort and prioritize jobs and provide relevant information when needed through linking or direct access.



## Value Proposition

DriveU is built on top of the IBM ECM suite of products and addresses the following business requirements:

- Easy, cost-effective and low-risk integration of ECM and BPM systems.
- Fast integration of solutions into a company's organizational structure through pre-defined business templates for insurance, banking, telecom, manufacturing, government and distribution.
- Rapid user adoption of ECM and BPM through a user-friendly Web-based interface.
- Optimization of BPM usage through multiple business functions unique to DriveU (roles, All-in-One, etc.).

The typical DriveU implementation is estimated to reduce project costs by an average of 50 percent.

## Company Description

Since its inception in 1993, IFN, an IBM Software ValueNet Partner, has been recognized as a leading Enterprise Content Management (ECM) solutions provider, delivering enterprise customers business-added value to IBM's FileNet P8 platform. The company's proven record of success includes solution implementation in leading enterprises in Israel and across public and private business sectors such as banks, insurance companies, industrial plants, telecom organizations, government and academic institutions. IFN solutions have been successfully implemented in Canada, USA, Cyprus, Czech Republic, Israel, Italy and Germany.

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## A Partner Solution for Compliance

### Satisfying Existing Laws and Regulations to Meet the Strongest User Requirements

IBM **Information Management** software

# IFN IFN Sarbanes-Oxley Solution

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## Partner Solution

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### ■ Target Industry

*Compliance*

### ■ Business Application

*Cycle, Process, Risk and Control Framework Management*

### ■ Products

*IBM FileNet Business Process Manager  
IBM FileNet Content Manager*

### Business Challenge

Compliance with Sarbanes-Oxley regulations requires organizations to compile a documented and verified database of financial processes in order to validate the declaration regarding the financial statements. However, having a database is not sufficient for compliance; corporations need systematic methods for verifying that all parties involved have complied with all controls and regulations.

Many organizations rely on internal Microsoft® Excel™ spreadsheets, Microsoft Word™ documents and Microsoft Visio™ diagrams in order to meet Sarbanes-Oxley requirements, but these methods are ineffective for several reasons. For instance, they do not provide a systematic method that maintains a uniform level of control to disseminate significant information throughout the organization. Electronic spreadsheets cannot merge data and meet shorter deadlines for filing statements, and they do not provide follow-up on updates and changes that are required for the presentation of full transparency.

### Solution

IFN's Sarbanes-Oxley Solution makes it possible for corporations to

establish control processes, perform tests of the controls, and identify and automatically catalog important information in accordance with the organization's storage and archiving policy. The solution creates a secure work environment that is shared by various parties for preparing, reviewing and providing relevant documents, such as affidavits and accounting processes, but guarantees that only authorized users have access to data. Critical processes are defined at the division-level, along with principal risks for each process and controls for each risk, and a comprehensive snapshot of an organization's compliance with the Sarbanes-Oxley regulations results. Deviations from the control regulations automatically activate a warning mechanism to alert senior executives with an indication of the affected control.

### Value Proposition

IFN's Sarbanes-Oxley solution combines qualitative and quantitative methods, management and reporting of risks and controls. Using this solution, organizations can:

- Adapt to any methodology selected by the organization to monitor its control processes



- Reduce the resources required to ensure the company's compliance with Sarbanes-Oxley regulations
- Define a content management system, which permits the management of documents and content
- Define a business process management system, which permits control and management of the organization's business processes



### **Company Description**

Since its inception in 1993, IFN, an IBM Software ValueNet Partner, has been recognized as a leading Enterprise Content Management (ECM) solutions provider, delivering enterprise customers business-added value to IBM's FileNet P8 platform. The company's proven record of success includes solution implementation in leading enterprises in Israel and across public and private business sectors such as banks, insurance companies, industrial plants, telecom organizations, government and academic institutions. IFN solutions have been successfully implemented in Canada, USA, Cyprus, Czech Republic, Israel, Italy and Germany.

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IBM **Information Management** software

## Imagine Solutions Enterprise Records Management

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### Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Application**

*Enterprise Records Management*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

The impact of today's regulatory compliance requirements reach far and wide. Companies, both public and private, are concerned with demonstrating records management compliance across the enterprise. While enterprise content management (ECM) solutions have drastically improved the capabilities of managing electronic content, it has also left organizations with an additional challenge: how do we manage the paper?

Recognizing that disparate methods used to store documents can have an impact on processes – from the point of sale through back office customer service – efficient companies need a single content management and records management system to manage and track both physical and electronic corporate assets.

### Solution

In response to this need, Imagine Solutions offers an comprehensive records management solution to establish and demonstrate compliance for electronic and physical records across the enterprise.

Built on the IBM Enterprise Content Management (ECM) suite of products, the solution leverages IBM FileNet Records Manager for the core records

management functions of both electronic and physical records. In addition, the solution integrates with legacy, host and external tracking systems to ensure proper controls are placed on documents as they move both inside and outside of the organization and provides:

- True enterprise records management of electronic and physical documents;
- Records management native to all processes, not an afterthought;
- Simplified routing and handling of physical records while linking electronically captured images to physical items when required for the business process;
- Integration with offsite storage vendors for document pickup, retrieval, disposition and disposition certification.

### Value Proposition

For enterprises seeking to establish a unified electronic content management and physical document tracking strategy, Imagine Solutions' Enterprise Records Management solution, enables the ability to demonstrate compliance in today's stringent regulatory environment through:

- End to end management of the entire record life cycle



**IMAGINE**  
SOLUTIONS™

- Elimination of human error through native integration into the business process
- Compliance demonstration from a single system regardless of the record media



### Company Description

Imagine Solutions is an IBM Software ValueNet Business Partner and provider of full-service Enterprise Content Management solutions with a proven track record of accelerating paper and process workflow for information-intensive, compliance-driven organizations such as financial services, healthcare, energy, insurance and government.

For companies that seek to grow their business without linear cost increases, Imagine Solutions provides well-conceived ECM strategies that optimize business practices across the enterprise or line of business through a unique balance of industry experience, ECM solutions and superior proficiency.

The results: Paper volume diminished. Productivity heightened. Compliance and audit risks minimized. Operational costs reduced by up to 30 percent or more.

Imagine that.

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IBM **Information Management** software

## Imagine Solutions Paperless Lending

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Loan Application*

*Loan Underwriting*

*Loan Origination & Servicing*

*All Lending*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

About \$12 billion to \$15 billion is spent annually in the U.S. on paper-related processing activities with \$800 million expended on shipping documents and files via overnight mail. Paper-related processing activities can represent 40 percent or more of the cost of servicing a loan.

A significant amount of these expenses are encountered through customer interaction as most lending operations use their branches and regional offices as document collection points for back-office transactions. Personnel in these remote locations typically photocopy and process these documents before sending them to a regional or central office for processing.

These documents are typically sent to an operations center using fax, bank couriers, armored vehicles or overnight delivery. Upon receipt, the documents are printed, copied and routed continuously to support loan processing and customer service activities. These outdated methods increase cycle time, create redundant processing functions and increase the need for exception processes to track delayed, missing or lost documents.

Companies that do not effectively address these issues encounter

difficulty capturing and retaining customers, as delays resulting from this labor intensive, paper-based loan origination and servicing process are anywhere from 20 to 48 hours. In today's competitive environment, customer loyalty can be easily lost to competitors who are more efficient and responsive.

### Solution

Imagine Solutions offers a paperless processing solution for lending enterprises that rely on the processing of large amounts of paper-based documentation for performing business transactions.

Imagine Solutions' Paperless Lending solution allows branch processors to create the document image at their desk, index or electronically file the documents and transmit those images to central corporate offices in an unattended fashion for operational processing such as loan origination and servicing. Upon receipt, operations staff can work from images by leveraging business process management technology to deliver the right information to the right person in a timely and effective manner. This enables the ability to meet service levels and provide exemplary customer service to both internal and external customers.



**IMAGINE**  
SOLUTIONS™

Imagine Solutions' Paperless Lending solution provides:

- Significant reduction in downstream data entry processes by capturing information once and leveraging throughout the loan life cycle
- Improved communication between sales and operation
- Reduced internal customer service demands through self-service portals for bankers and brokers
- Timely and efficient approvals by managing approval limits and ensuring decisions are made with accurate and adequate information
- Simplified fulfillment of audit demands by capturing workflow process history with accurate and adequate information
- Ability for downstream processes to forecast workload demand

### Value Proposition

For lending organizations seeking to reduce underwriting costs and loan approval processing, Imagine Solution provides significant competitive advantage through a paperless lending solution that increase loan capacity with existing resources while eliminating the labor costs associated with loan file shipping, inbound document processing and operations processes. As a result, Imagine's lending clients typically save in excess of \$75 per loan.

### Company Description

Imagine Solutions is a an IBM Software ValueNet Business Partner and premier provider of full-service Enterprise Content Management solutions with a proven track record of accelerating paper and process workflow for information-intensive, compliance-driven organizations such as financial services, healthcare, energy, insurance and government.

For companies that seek to grow their business without linear cost increases, Imagine Solutions provides well-conceived ECM strategies that optimize business practices across the enterprise or line of business through a unique balance of industry experience, ECM solutions and superior proficiency.

The results: Paper volume diminished. Productivity heightened. Compliance and audit risks minimized. Operational costs reduced by 30 percent or more.

Imagine that.

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IBM **Information Management** software

## Infolinx WEB

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### Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Application**

*Physical & Electronic Records  
Management*

■ **Products**

*IBM Content Manager*

*IBM Federated Records*

*Management*

*IBM FileNet Content Federation  
Services*

*IBM FileNet Records Manager*

*IBM Records Manager*

### Business Challenge

Many organizations are ill prepared to meet the stringent demands of regulatory compliance. This is due to the fact that their physical records management programs are not integrated with electronic records management systems and other enterprise content repositories, exposing significant failure points.

Disparate records repositories represent a barrier to compliance with records retention policies and the timely disposition of physical records enterprise-wide, and also present significant risk and legal exposure due to non-compliant policies, procedures and applications. Moreover, this makes businesses vulnerable to significant legal penalties and exorbitant discovery costs. Management and maintenance of disparate records repositories is also extremely labor intensive.

Organizations must implement comprehensive records management solutions that integrate both physical and electronic records to support enterprise business needs and strategies. Greater control over records management can also increase operational efficiencies, promote regulatory compliance, improve staff productivity, and deliver significant competitive advantage.

### Solution

Infolinx WEB is physical records management software that leverages IBM Enterprise Content Management (ECM) capabilities, enabling organizations to manage physical and electronic records within a single, unified solution for centralized records retention management. It is a true thin-client, web-based application that features an intuitive interface for the tracking of physical boxes, folders, microfilm and documents using barcode or Radio Frequency Identification (RFID) tags, online requesting of materials, integrated label printing, email notifications, collaborative retention schedule development and management, advanced holds management, space management with chargeback capability, and integration with third-party offsite storage vendors.

Infolinx WEB is part of an integral solution for compliance with industry standards such as DoD5015.2, 21 CFR Part 11, Sarbanes-Oxley, Section 508(e), and the Health Insurance Portability and Accountability Act (HIPAA).

The solution features:

- True thin-client application architecture
- Industry's most intuitive interface



- Radio Frequency Identification (RFID) ready
- Full lifecycle tracking from creation to disposition
- Powerful searching with Advanced Query capabilities
- Comprehensive reporting capabilities
- Robust, multi-level security model
- Records storage and activity chargeback capability



### Value Proposition

Built on the IBM ECM suite of products, Infolinx WEB provides clients with an industry-leading, technologically advanced records management solution. This solution also provides critical benefits across the enterprise, including:

- Decreased risk and legal exposure
- Reduced IT maintenance costs resulting from true thin-client architecture
- Rapid end-user buy-in via extremely intuitive user interface
- Decreased physical storage costs
- Increased physical records workflow efficiencies

Per incident savings are realized via the increased efficiencies associated with the daily physical records workflow process. Monthly savings are accrued via reduced storage costs (both on and off-site), timely disposition of eligible records, and the reduced IT expenses of managing an LDAP-integrated, true thin-client application.

In addition to these real, immediate benefits, the solution also offers a number of intangible benefits, such as the peace of mind associated with the protection of vital business information.

### Company Description

Infolinx System Solutions provides records and information management consulting, software and products to a broad range of commercial and government clients. Infolinx solutions manage critical business documents throughout their entire lifecycle from creation through final document destruction. Infolinx readily enables the execution of records compliance management and even the most complex records retention schedules.

Having been in the records management business since 1987, Infolinx is one of the industry's largest and most well established information and records management organizations. The company is committed to on-going product improvement and leading technological development providing long-term customer relationships.

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IMX13052-USEN-01



## A Partner Solution for Cross Industry

### Seamless Access to Captured Documents in Lawson or Other ERP Applications

IBM **Information Management** software

# IMC DocConnect

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## Partner Solution

---

■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Lawson Connector*

■ **Products**

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Services*

### Business Challenge

To be successful, your company must demonstrate a high level of agility through all corners of your business. You need to ensure access to non-structured data (i.e. paper documents) used to support customer and employee information represented in the Lawson software application data set. It is critical to make these and other enterprise resource planning (ERP) related support materials accessible via Lawson's thick and thin clients.

Manual processing of these paper documents contributes to inefficiencies, lengthy transaction times, and soaring administrative costs. Your company needs to be able to access all structured and unstructured information easily to achieve maximum efficiency, superior customer service, and effective cost control.

Also, companies must be able to extend the reach of Enterprise Content Management (ECM) capabilities in order to address ad hoc needs of external departments. Secured extensions to other departments addresses the majority of inquiries for static data, helping the implementing departments address their ERP requirements.

### Solution

DocConnect, from Information Management Consultants, Inc. (IMC), addresses the unique business requirements of specific vertical markets or horizontal business functions. DocConnect integrated with IBM's Enterprise Content Management suite of products, replaces costly paper and microfilm with automated capture, display, storage, retrieval and management of images, documents, and reports. The software streamlines total information management by eliminating costly, time-consuming, manual document searches, and routing of paper documents. DocConnect preserves and manages these processes electronically to gain valuable space and time to increase overall efficiency.

DocConnect's configurable modules include:

- **DocConnect Capture** – leverages IBM ECM functionality that is used to capture documents through scanning, importing and indexing methods.
- **DocConnect Retrieval** – a set of IMC developed modules that are used to integrate IBM and Lawson at the desktop and Web Server.
- **DocConnect Output** – based on IBM's native print functions, allows the user to print documents through standard printers.



DocConnect manages the high-speed acquisition, distribution, and access of transactional content and objects of all types. Further, it provides a foundation for building Web-centric applications to support the creation of customized line-of-business applications. The software creates and manages high-transaction, mission-critical business processes in a dynamic Web environment.



### Value Proposition

When you can count on a packaged solution to provide timely access to all business information, whether its origin was paper or electronic, your company will realize solid benefits such as:

- Reduced implementations times
- Image-enabled Lawson applications
- Elimination of redundant paper storage and filing systems
- Reduced storage costs
- Reduced approval times due to electronic routing capabilities
- Improved customer service
- Extended document management capabilities

DocConnect helps you get the right information to the right people throughout your enterprise on a timely basis, improving productivity and customer service for your organization and for your customers.

### Company Description

IMC, Inc. is an internationally recognized systems and software development firm known for building innovative IT custom and packaged solutions for government, commercial businesses, higher education and scientific organizations. IMC and its subsidiaries offer a variety of services focused on integrating technologies to solve complex business problems. IMC's projects have been recipients of the prestigious "Golden Hammer Awards" given by the Office of the Vice President of the United States. The company was also listed in the top 20 "Ones to Watch" list in 1998, and in 2002, IMC won an Industry IT award by GCN (Government Computer News) for being among the Top Fast-Growth companies.

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# IMC DocPro for Contract Management

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Contract Management*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Email Manager*

*IBM FileNet Records Crawler*

*IBM FileNet Records Manager*

### Business Challenge

Organizations often find themselves with contracts-related information, in both paper and electronic formats, scattered across many stakeholders. This is generally accompanied by ambiguity concerning which is the most current version of a document. Many times approvals are not tracked and managed, allowing critical paperwork to get lost in the shuffle. Additionally, relevant information resides in, and arrives from, disparate sources – making integration, accessibility and management of contractual information a challenge.

Appropriate and timely approvals of contracts are essential. Industry studies indicate that a one day reduction in the sales cycle is worth, on average, \$80,000. Organizations must properly archive and manage contracts throughout their entire lifecycle to comply with SEC regulations and to avoid negative sanctions in the event of litigation. Also, there is an ongoing need to mitigate risk and lower operational costs while maximizing revenue opportunities. In one industry study, respondents report that, on average, their enterprises lose 9 percent of their revenues due to regulatory penalties, missed deadlines, lost sales, “maverick” pricing and transactional errors. To maintain a strategic advantage, corporations need the ability to access knowledge found in a multitude of contracts. This enables them to

effectively negotiate favorable terms, and have the ability to manage to project milestones.

Many organizations struggle to track contract compliance and renewals. While it’s critical to have access to contract information for analysis purposes, many organizations have limited ability to actively track spend against contract terms and milestones. Lack of awareness of inconsistencies in contracts administration can cost organizations time, money and resources. Decentralized purchasing and contracts administration may inhibit organizational control and visibility that may lead to missed opportunities for volume discounts. Additionally, organizations are often unable to leverage contracts information that would facilitate internal reporting and monitor expirations and renewals.

### Solution

The IMC DocPro for Contract Management solution provides comprehensive, centralized and cost-effective capabilities for organizations to create, track and manage all types of contracts across the entire organization.

By using the solution, companies are assured that all related contract documents are properly filed, secured and accessible. The system ensures that users are always working on the most current version of documents and maintains the appropriate audit trail of



version, reviews and approvals. Approvals are tracked and monitored so that process bottlenecks are quickly identified and remedied. Automated reminders and notifications prompt users for actions that help to meet key deadlines and program milestones.



Capabilities provided by IMC DocPro for Contract Management include:

- Tracking of contract requests, status, and exposure
- Automatic tracking of current spend on active contracts
- A centrally managed purchasing policy
- Strategic sourcing
- Complete contract files
- Creation and approval process management
- On-going archival and records management

The IMC DocPro for Contract Management solution includes a core set of ready-to-use components that can be quickly deployed — reducing risk, saving money on implementation and bringing effective contract management to an organization quickly. The solution leverages IBM's Enterprise Content Management suite of products and can be integrated with ERP applications such as Lawson, PeopleSoft, Oracle and SAP. With IBM's open architecture, the solution can also be integrated with other accounting, project management and line-of-business systems as needed.

### Value Proposition

The IMC DocPro for Contract Management solution delivers value by reducing risk and operational costs, while maximizing revenue opportunities. The management, visibility and control of existing contracts are improved while increased standardization helps to manage compliance. The creation and approval processes are controlled to ensure compliance requirements, thus reducing legal exposure.

The solution helps organizations reduce contract cycle time. This saves time and money — enhancing every company's competitive advantage. Organizations are better able to monitor contract compliance to ensure that payments are processed based on milestones.

The IMC DocPro for Contract Management solution also helps to ensure that organizations have access to historical information for improved negotiation. Renewals and expirations are better monitored; this ensures organizations are always operating based on valid, enforceable contracts, which further reduces risk and saves costs.

### Company Description

IMC is an award-winning company with more than 25 years of providing custom and specialized solutions to government agencies, commercial businesses and scientific organizations. IMC assists organizations with improving quality, maximizing cost savings and improving general capabilities in areas including content management, compliance, reporting systems, web-based and enterprise-level solutions. To learn more, visit [www.imc.com](http://www.imc.com).

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# IMC Rate Case Submission Management

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## Partner Solution

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■ **Target Industry**

*Utilities*

■ **Business Application**

*Rate Case Submission*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Email Manager*

*IBM FileNet Records Crawler*

*IBM Records Manager*

### Business Challenge

To ensure compliance with regulatory standards and approved business processes, utilities such as energy, water, and transportation are subject to government oversight during the approval of tariffs, standardization of accounting formats, review of annual reports, analysis of mergers and acquisitions, assessment of other related business activities, and the resolution of customer complaints.

Among the processes that are most visible to the public are Rate Case Submissions, or formal requests by a utility, or other regulated organization, to modify the rates it charges its customers. Prior to increasing its rates, a regulated utility company must first obtain approval from the appropriate state regulatory commission(s), and by law, these commissions must balance rates that are fair, just, and reasonable both to the customers and the company.

Because a Rate Case change is a legal process carried out much like a courtroom trial, there are a number of complex factors affecting the documentation and support of rate changes.

When a new Rate Case is initiated, an initial testimony phase is followed by the Data Request (DR) phase, which is subsequently followed by a Hearing and Rebuttal phase. During the DR phase, interviewers and utility commission staff submit requests for detailed information

to the pertinent company via state specific mechanisms. For example, Missouri uses the Electronic Filing and Information System (EFIS). Requests are forwarded to the company, as appropriate, and distributed by the case manager to personnel for processing responses to each data request.

Utility companies managing distribution of their services in multiple states must maintain control of their systems including accounts payable, contacts and various plant activities. Yet, because these systems have varied and disparate field names, or indices for the same data, there is no consistent method of searching across the repositories, which can lengthen the DR phase, further delaying rate increases, and impacting the utility's bottom line.

In addition, regulatory and litigation pressures have shown that a consistent method of records control is lacking not only in these repositories, but with paper, email, file server documents, and back-up media. Even where corporate policies do exist, the lack of common control of the assets prevents effective enforcement of these policies. This has opened companies to greater exposure during litigation and prevented a consistent voice during rate cases.

As a result, utilities are now demanding automated business processes that can help streamline the DR phase activities in order to alleviate regulatory and litigation pressures.



## Solution

IMC's Rate Case Submission Management solution automates many of the testimony and data request functions by leveraging the IBM Enterprise Content Management (ECM) suite of products in order to support:

- Data request email notification from regulatory agencies that automatically initiates workflow;
- Document version control for testimony and data request responses that eliminate data loss;
- Full-text document content searches that aid testimony preparation;
- Distribution of disaggregated (multi-part question) data requests to multiple respondents;
- Automatic notification and alarms for data request responses;
- Monitoring of data request activity to ensure timely delivery;
- Automatic conversion of approved request responses to PDF format for delivery to the regulatory agency; and,
- Immediate inclusion of Rate Case documentation in the Records Management system.

## Value Proposition

IMC Rate Case Submission Management with IBM ECM utilizes industry-leading technologies to enable the utilities industry to improve validation for rate case modifications. Companies improve the tracking and usage of information, enabling them to more quickly respond to inquiries from constituents and the Public Utilities Commission (PUC), and present information to validate the submission. Implementing this solution will result in better management of information required for tariff approval, standardization of accounting formats, review of annual reports, analysis of mergers and acquisitions, assessment of other related business activities and faster resolution of customer complaints. Rate Case Submission Management with IBM ECM breaks through barriers that limit organizational efficiency, resulting in more thorough analysis, more timely responses to inquiries, and operational effectiveness.

## Company Description

IMC, Inc. is an internationally recognized systems and software development firm known for building innovative IT custom and packaged solutions for government, commercial businesses, higher education and scientific organizations. IMC and its subsidiaries offer a variety of services focused on integrating technologies to solve complex business problems. IMC's projects have been recipients of the prestigious "Golden Hammer Awards" given by the Office of the Vice President of the United States. The company was also listed in the top 20 "Ones to Watch" list in 1998, and in 2002, IMC won an Industry IT award by GCN (Government Computer News) for being among the Top Fast-Growth companies.

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## A Partner Solution for Healthcare

### Leveraging Voice Recognition and Business Process Management to Automate and Streamline Healthcare Operations

IBM **Information Management** software

# IMC WiSPER for Healthcare

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## Partner Solution

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■ **Target Industry**

*Healthcare*

■ **Business Applications**

*Enterprise Electronic*

*Health Records*

*Medical and Patient Records*

*Billing Management*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Records Crawler*

*IBM FileNet Records Manager*

### Business Challenge

While the U.S. lags behind other countries with healthcare providers still using hard copy records, many healthcare providers have made the switch to electronic healthcare records (EHRs).

Yet many healthcare organizations are still using traditional and/or archaic methods—writing notes in long hand for someone else to enter, keying the data into a computer, or dictating and transcribing the copy. Aside from nullifying many of the potential benefits EHRs seek to deliver, this process also makes it nearly impossible for healthcare organizations to compare disparately captured information, generate reports, or standardize records and documentation.

As a result, healthcare professionals are demanding next-generation capture solutions that leverage a combination of technologies including voice recognition and business process management to automate and streamline healthcare operations, eliminate the need for transcription services, and reduce error-prone data entry functions that can negatively impact clinical care outcomes, as well as the bottom line.

### Solution

WiSPER for Healthcare combines the industry's most advanced speech recognition tools with the

IBM Enterprise Content Management (ECM) suite of products. This unique solution leverages the power of natural language processing to produce standardized records that can be collectively evaluated for outcomes-based analysis and monitoring of clinical encounters. WiSPER for Healthcare features include:

- State-of-the-art speech recognition and a 100 percent voice-controlled user interface that integrates with existing line of business systems to automatically generate complete, accurate records and documentation;
- Natural language processing that automates the coding and standards-based classification of clinical encounters;
- Robust storage and effective records management that streamlines workflows and incorporates SNOMED-CT, ICD-9, CPT, RxNORM, and Lab LOINC standards with HL7 messaging in a HIPAA-compliant environment; and,
- Flexible, scalable architecture that interfaces with legacy EHR or other systems to further automate and streamline healthcare operations.

With WiSPER for Healthcare, doctors, nurses and other healthcare professional are able to capture clinical records in real-time, using a voice-controlled user interface.



WiSPER for Healthcare's standardized output enables healthcare professionals to collect patient data and conduct analysis and other reporting, which in turn can lead to further improvements in healthcare.



WiSPER for Healthcare also reduces manual tasks associated with the clinical documentation process. Records are captured using voice recognition, which is faster than any other data entry alternative, eliminating transcription costs. With WiSPER for Healthcare, medical coding is also automated, eliminating the time and costs associated with manual coding.

### Value Proposition

WiSPER for Healthcare combines industry-leading technologies to help eliminate EHR adoption barriers, enabling healthcare organizations to improve the quality of patient care, while increasing productivity, reducing costs and enhancing cash flow.

Healthcare professionals choosing to implement WiSPER for Healthcare can experience improved patient outcomes, enhanced job satisfaction, improved financial performance, more effective patient health analysis and rigorous compliance with burgeoning healthcare standards.

Because the spoken word is up to three times faster than typing, WiSPER for Healthcare enables significant increases in clinical operational efficiency, reducing the workload of healthcare professionals, and improving the accuracy of patient records, as clinical encounters are automatically coded and standardized by the system.

Creating richer, more accurate detail in patient records, WiSPER for Healthcare also reduces errors, contributing higher quality patient care

By automating, removing or reducing tasks throughout the clinical encounter process, WiSPER for Healthcare also enables faster, more accurate billing, which ultimately results in an increased cash flow, and an improvement in the business life cycle of a claim, with the near real-time claims settlement.

### Company Description

IMC, Inc. is a provider of business, scientific and government solutions since 1981. IMC's award winning solutions and management have been featured in media including Time, ABC News, The Washington Post, Washington Technology, and the Washington business Journal. WiSPER's suite of standardization solutions combine leading edge technologies, services and proven methodologies with industry and technical expertise to deliver superior, innovative solutions designed for your precise organizational needs. For more information, please visit [www.imc.com](http://www.imc.com).

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IBM **Information Management** software

## Infosys Technologies Intelligent Exception Management Solution

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Corporate Actions*

*Intelligent Exception Management*

*Trade Settlements*

■ **Products**

*IBM FileNet Business Process Management*

*IBM FileNet Content Manager*

### Business Challenge

Transaction and file processing focused operational environments such as securities trading and operations have traditionally relied on highly labor-intensive processes to identify and address exceptions. Batch processing, heavy reliance on paper files, and the need to collaborate across business groups have slowed resolution, become more costly, and increased operational risk.

With increasing competition and growing emphasis on costs, organizations have placed greater importance on managing the costs and efficiencies of back-office infrastructures and personnel. While these organizations have automated some exception identification, most do not have a platform that automates investigation; tracks updates, approvals and changes; and allows different business groups to collaborate to resolve exceptions in a timely manner.

This disconnected resolution effort also limits the organization's ability to leverage knowledge gained across the enterprise. As a result, investigators may unknowingly be reinventing the wheel with each exception resolution, and thereby increasing costs. Perhaps more

importantly, as staff changes, trading organizations run the risk of losing the intellectual capital of these investigative team members, which can have a real impact on retaining customers and on operational productivity.

The manual nature of exception management also exposes trading companies to significant risk in terms of transaction resolution and documentation of the appropriate audit trail. The ever-expanding regulatory requirements facing securities firms make this lack of accountability and awareness potentially damaging from both an organizational and brand perspective.

### Solution

For industry leaders, reconciliation is evolving from a labor-intensive exception identification and handling process, to an automated and integrated transaction management process. The Infosys Intelligent Exception Management Solution (iEMS) enables securities trading organizations to automate the investigation and resolution of exceptions, supports a unified transaction view, and allows exceptions to be managed in real time. Built on the IBM Enterprise Content Management (ECM) suite of products,



iEMS uses predictive automation to improve risk management and operational efficiencies in exception processing.



Trading organizations can leverage components of iEMS such as domain modeling, collaboration and business process management, rules builder and decisioning, an analytical and reporting dashboard, and knowledge management framework to improve efficiencies, reduce costs, and minimize risk.

Automation of the exception management process dramatically lowers the average age of open exception items. By avoiding duplicated efforts and enabling real-time collaboration, iEMS allows investigative teams to process a greater number of exceptions more efficiently. Each worker is given the tools to enhance the customer experience and improve operational efficiencies. The predictive capabilities of the solution provide companies with a proactive means of addressing operational risk and compliance requirements.

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### **Value Proposition**

iEMS pushes exception management to the next level. With its predictive exception handling capabilities, unique combination of decisioning techniques, business process management, and domain meta-modeling, as well as powerful workflow and collaboration features, iEMS enables trading organizations to optimize exception processing. Automated processes can ensure that open items do not experience significant delays or require undue or repetitive resources. And collaboration capabilities unify siloed systems and distinct work groups to enable resolution on a global scale and share experiential knowledge.

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By leveraging IBM's expertise in Enterprise Content Management and Infosys' world-class processes, speed of execution, and pioneering global delivery model, iEMS delivers the technology foundation for transforming exception handling. From minimizing risk to driving out costs to advancing employee efficiency, iEMS improves operational performance and enhances the competitive position of today's trading organization.

For more information, visit  
[ibm.com/software/ecm](http://ibm.com/software/ecm)

### **Company Description**

Infosys Technologies Ltd. (NASDAQ: INFY) provides consulting and IT services to clients globally - as partners to conceptualize and realize technology driven business transformation initiatives. Infosys focuses on exploring new ways to combine IT innovation and adoption with existing technology assets to measurably enhance operational performance. Infosys works with a number of leading banks and financial institutions to build leading edge solutions for companies, to enable them to get ahead in today's challenging business and technology environment.

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IBM **Information Management** software

## Innovation Group Innovation Claims

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Applications**

*Claims Process Management*

■ **Products**

*IBM FileNet Business Process Framework*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Document Manager*

### Business Challenge

For insurers, claims processing represents a tremendous opportunity for improved efficiencies and cost savings. The greatest potential for improving an insurance company's bottom line resides in scrutinizing and adjusting the claims' management process, which accounts for 70-80 percent of total costs. How an insurer handles claims is also directly tied to customer satisfaction, which results in another reason why insurers must strive for best practice claims processing.

Despite the fact that even single digit gains equate to millions of dollars in direct savings, insurance carriers struggle with implementing the changes necessary to streamline claims processing.

Existing legacy systems are simply not able to accommodate complex claims or high-volume claim center operations. Adding further complication is the issue of claims handling across multiple business units, geographies and languages. The overall inflexibility of IT systems makes it extremely difficult for carriers to compete in an increasingly competitive marketplace.

To this end, insurers have begun looking for claims' management remedies to streamline operations,

reduce costs, increase efficiency and improve effectiveness. Property & Casualty (P&C) carriers must acquire systems to effectively manage and track claims, while optimizing the productivity and performance of claims' handlers.

### Solution

Innovation Group has created Innovation Claims, a Web-based system that enables P&C carriers to take control of the entire claims' management process, from the First Notice of Loss (FNOL), to segmentation and assignment, case management, recoveries and settlement, fraud, subrogation, supply chain management and business analytics.

Innovation Claims' highly configurable rules engine and built-in support for more than 1,000 insurance processes empowers carriers to rapidly capture, design and automate best practices to deliver measurable, sustainable improvements in customer service, speed-to-market, and profitability. Built on the IBM Enterprise Content Management (ECM) suite of products, Innovation Claims automatically orchestrates complex tasks and multiple users simultaneously throughout the claims' lifecycle to improve processing and reduce loss costs and cycle time. This single



system enables multiple users to access client records simultaneously, sharing real-time information to efficiently process each claim.



Innovation Claims contains pre-defined workflows that allow business users to create tailored solutions, without the need for hard-coding – eliminating day-to-day dependencies on scarce IT resources. Integrated imaging, correspondence, fax and email capabilities help to streamline administrative tasks, increasing the amount of time that claims' professionals, road and resident adjusters and management can spend on more value added activities that directly affect cycle times, costs and customer service.

### **Value Proposition**

Innovation Group focuses on generating measurable and sustainable business results, while providing superior service to its customers. With the Innovation Claims solution, specific ROI can be obtained in the areas of leakage, process and efficiencies, loss adjustment expense (LAE), superior supply chain management and enhanced fraud detection. The solution enables P&C carriers to:

- Swiftly define, modify and create new processes;
- Rapidly create screen flows and Q&A dialogues to optimize decision-making;
- Eliminate errors and delays in claims' processing;
- Reserve capabilities managed at the claimant and coverage level;
- Improve control and consistency of supply chain partners;
- Increase productivity of brokers, agents and handlers in expediting claim cycles;
- Manage compliance initiatives effectively; and,
- Decrease direct and indirect costs through faster, more efficient adjudication.

### **Company Description**

Innovation Group (LSE:TIG) is a leading solution provider of Enterprise Software, BPO Solutions and Vendor/Network Management Services to the global Property & Casualty insurance industry. Innovation Group has achieved an impressive track record of turning business strategy into operational reality by working closely with major global brands, including Aviva, Auto Club of Southern California, Allstate Canada, AXA Insurance, Royal Sun Alliance and Zurich.

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## A Partner Solution for Insurance

### Providing a Comprehensive Solution for Property & Casualty Policy Management

IBM **Information Management** software

# Innovation Group Innovation Policy

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Applications**

*Policy Administration*

■ **Products**

*IBM FileNet Business Process*

*Framework*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Document Manager*

### Business Challenge

In response to regulatory issues and evolving legislation, along with analyst predictions that 2008-2010 might hold the largest increase in coverage demand in more than 12 years, insurance carriers are scrambling to conform and implement agile systems to address these challenges. As they attempt to remain competitive, compliant and stay ahead of the curve, Property & Casualty (P&C) insurers face massive limitations with their existing inflexible legacy systems, many of which have not been upgraded in 20 years.

Insurance companies are looking for practical solutions that support rapid and efficient service to their producers and customers, while providing a flexible framework and platform to accommodate growth and change. They strive to take advantage of the latest Web-enabled technologies to transform and consolidate their existing policy administration systems without business interruption. They dream of providing self-service options, as well as channel expansion, ultimately streamlining operations and reducing costs.

The integration of legacy systems would not only provide insurance companies with a system to keep pace with change, but would also enable critical insight

into their policyholders, enhancing customer relationships, while driving more profitable product and segment growth. By giving insurers a complete view of customer relationships, up-selling and cross-selling opportunities would be more apparent, providing them with an opportunity to not only enhance customer service, but also increase revenue.

### Solution

To specifically address the policy administration needs of P&C insurers, Innovation Group has created the Innovation Policy solution. Built on the IBM Enterprise Content Management (ECM) suite of products, it is a fully-integrated, modular policy management platform that addresses all aspects of policy processing, including rating, billing, agency management, as well as financial and statutory reporting.

Combining superior functionality and scalability, with best-of-breed performance, this client-centric solution provides easy integration/adoption into a customer's existing infrastructure. The Innovation Policy solution, designed with a future-forward architecture, evolves as the market changes, enabling insurance companies to balance their frontline sales and service responsibilities with the appropriate



security and financial controls. This provides a higher quality of service, reduced expenses with the ability to monitor performance and access business intelligence/ analytics – collectively, providing a platform for improved profitability.



The Innovation Policy solution provides insurers with a 360-degree view of all activities and products, providing a basis for customer segmentation to support cross-sell and up-sell opportunities. The solution also boasts an efficient browser-based user interface and intuitive navigation features for every level of user, with competitive quotes for multiple product and coverage options within easy grasp.

### **Value Proposition**

Innovation Group maintains 2,700+ professionals who are exclusively focused on developing solutions that support and drive strategic objectives in the P&C insurance market.

As of August 2008, the base software has been successfully deployed in 11 countries, with more than 20 million policies and 40 million client records in production worldwide, enabling carriers to:

- Design, configure, test and deploy new products in days and weeks, rather than months;
- Leverage flexible and efficient tools for workflow management, including automated note and diary capabilities;
- Quickly and easily model rates and analyze how rate changes affect profitability;
- Utilize comprehensive financial balancing and auditing;
- Swiftly modify existing products over many different distribution channels;
- Introduce new products and rates into existing or new geographies;
- Rapidly acquire books of business and underwrite in other states; and,
- Provide real-time information that is readily accessible and increases the efficiency of agents and back-office employees, increasing customer satisfaction.

### **Company Description**

Innovation Group (LSE:TIG) is a leading solution provider of Enterprise Software, BPO Solutions and Vendor/Network Management Services to the global Property & Casualty insurance industry. Innovation Group has achieved an impressive track record of turning business strategy into operational reality by working closely with major global brands, including Aviva, Auto Club of Southern California, Allstate Canada, AXA Insurance, Royal Sun Alliance and Zurich.

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## A Partner Solution for Cross Industry

### Providing a Rich Internet Application Framework Using the Adobe Flex 2 Platform

IBM **Information Management** software

# Integranium PaperWork

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Content Enabled Vertical Applications (CEVAs)*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

### Business Challenge

Many companies realize that they aren't getting enough value from their content, even though they've invested enormous sums of money to create and manage it. Documents, presentations, rich media and other forms of unstructured data remain locked inside the applications that created them and the repositories that are storing them. Workers, outside of the department, either don't know that the information exists or can't access it.

Companies may have taken one step toward making content more widely available by consolidating departmental content management systems into a single enterprise content management (ECM) suite, or by federating several repositories toward becoming a "virtual" unstructured content pool. However, a few questions still remain: How should companies best use content once they're able to manage it enterprise-wide? How should companies best use content services to optimize their business processes?

Efficient companies have begun linking more of their content to industry-specific, human-centric processes. This approach means building a content-enabled vertical

application (CEVA) on top of an ECM environment. CEVAs typically help to automate and optimize complex processes that previously required workers to manually sort through paper documents and other forms of content.

Companies today spend a tremendous amount on writing custom code, ongoing development, maintenance and support — often working on independent projects that may lead to redundancy.

### Solution

Integranium offers PaperWork a Content Enabled Vertical Application Framework that can be used to build CEVAs using simple XML configurations and without any custom coding. Based on IBM's EMC suite of products, PaperWork also provides several out of the box pre-configured CEVA components for different application areas.

PaperWork will enable companies to build their own CEVAs by using configurable application templates, thus saving the enormous amounts of time it takes to develop a custom application. All they need to do is to just define their ECM object/process model, configure the XML application



templates and 'PaperWork' simply transforms that configuration into a CEVA. PaperWork is a J2EE Web Application, runs in any Web browser and uses Adobe's Flex 3 technology for its rich user interface.



The following is a list of features offered by PaperWork:

- Built on Service Oriented Architecture Principles to enable Enterprise Application Integration
- Leverages P8 Content Engine's Custom Objects and Compound Object Model
- Provides granular CEVA services to enable UI options such as .NET, JSR 168 Portal, JSF, AJAX and Adobe Flex RIA.
- Leverages P8's LDAP based JAAS Security model and supports Single Sign-On
- Built-In integration to External Databases thru JDBC
- External Application Integration thru a built-in dynamic External Java Interface so that the functionality can be easily extended

### Value Proposition

- Fast time-to-market on CEVAs
- Quick ROI on FileNet P8 investments
- Roll-out of departmental/vertical ECM solutions
- Pure CM and BPM with Rich UI
- Improve processes with P8 BPM backbone
- Integrate Enterprise Applications with ECM
- Enable Enterprise search with Taxonomy

### Company Description:

Integranium, Inc. is a Beaverton, Oregon-based Information Technology solutions and service provider of enterprise software technologies, architecture and Enterprise Application Integration (EAI). Integranium specializes in IBM FileNet Content Services to IBM FileNet P8 conversions, custom Content Management and Business Process Management integrated solutions based on IBM FileNet P8, single sign-on and application integration.

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IBM **Information Management** software

## Integro Integro Email Manager

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Email Records Capture,  
Organization, Retention  
and Retrieval*

■ **Products**

*IBM CommonStore for Domino  
IBM CommonStore for Exchange  
IBM Content Manager  
IBM FileNet Content Manager  
IBM FileNet Records Manager  
IBM Records Manager*

### Business Challenge

The pervasive use of email as a means of conducting business combined with increasing regulatory compliance directives and records retention policies is forcing organizations to take a more proactive, comprehensive approach to how email records are managed.

Confidential information, business contracts and other valuable company information contained in millions of email messages represents tremendous business and legal risk. Lost, misplaced or accidentally deleted emails can hinder business continuity, and can result in the loss of millions if an organization is unable to rapidly and cost effectively retrieve subpoenaed email records.

With no established criteria for classifying their relevance or the length of time they should be archived, most organizations are faced with little choice but to archive every email record, resulting in exorbitant search, and IT storage and management costs. These issues are driving the need for organizations to implement solutions that provide automated capabilities to better support ease of search and retrieval, business collaboration, legal discovery processes and compliance.

### Solution

Integro Email Manager (IEM) is a comprehensive email management solution that leverages the IBM Enterprise Content Management (ECM) suite of products to capture, store, and manage the lifecycle of email records. Infrastructure to capture, store, and manage the lifecycle of email records. IEM focuses on the business value of each email rather than on aggregate IT mailbox size or time policies alone. Operating in the existing email system at the mailbox level, IEM coordinates the activities of the IBM Content Manager and IBM Records Manager.

Using a process called Zone Management, IEM distinguishes official email records from less essential emails, eliminating the need to retain and store every email.

IEM alleviates the burden placed on systems administrators by invisibly enforcing consistent compliance, email and other records retention policies, and automating the entire email lifecycle, resulting in higher employee productivity, fewer errors and less financial loss.

IEM manages both official records (subject to laws and regulations) and convenience records (everything



else). All components of an email file, including email messages, calendar entries, and tasks, can be managed. IEM carefully coordinates the archival process, leaving convenience copies behind in users' mailboxes, eliminating duplicate memo copies, and linking everything together for eventual disposal.



Centralized end-user management enables IT, administrators, or records coordinators to easily manage space and time controls, rules, exceptions, overrides, and reporting. A dashboard gives users tools to track email zone status, control email designation, and manage disposal of convenience records. Users can also identify triggers for future events or request reclassification.

IEM works inside of Lotus Notes or Microsoft Exchange, eliminating the need to load software on each workstation and making it easy for IT staff to install, configure, and manage.

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### Value Proposition

With IEM, Integro is helping organizations manage the complexity and volume of email records to attain both operational and business continuity benefits, as well as provide a foundation for effective litigation defense and legal discovery. Organizations that have implemented IEM can achieve the following benefits and return-on-investment:

- Reduces eDiscovery costs and cycle times, in some cases by up to 500 percent or more, by enabling more rapid records search and retrieval capabilities and litigation defense;
- Reduces manual or archival storage costs, in some cases by up to 42 percent;
- Effective mailbox management minimizes operating costs of messaging systems;
- Improves employee productivity through the reduction of end-user requirements to meet compliance and records retentions policies, and time consumption in search efforts;
- Reduces nightly backup windows for messaging system;
- Manage corporate records according to government and industry regulations, significantly reducing potential risk of fines and unwanted negative publicity; and,
- Enables compliance with industry regulations such as Sarbanes-Oxley (SOX) and regulatory requirements from the Security Exchange Commission (SEC).

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### Company Description

An IBM Software ValueNet Business Partner, Integro helps companies design and deploy Enterprise Content Management solutions for email, records, and document management, as well as enterprise search. Integro's "policy to technology" services include business consulting, systems integration, and training. Integro's clients are mid-sized to Fortune 500 firms across the U.S. and Canada, and span a range of industries.

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IMX13053-USEN-01



IBM **Information Management** software

## IPD Ultra/P8 for Complaints and Appeals

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Complaints and Appeals*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

Customer complaints and appeals concerning medical services are among the most difficult and time-sensitive requests that insurers must handle. Due to increasingly aggressive operational performance requirements, these highly regulated and sensitive requests demand both accuracy and timeliness.

Traceable and timely workload management across the enterprise, without risk of loss or delay, is difficult to accomplish due to dependencies on paper-based transactions and work processes to resolve customer complaints and appeals. The inefficiencies and inconsistencies associated with these processes often result in exponential increases to the time and costs associated with managing the complaints and appeals process. Additionally, because this process is frequently the subject of litigation, legal discovery becomes more costly, time consuming and resource intensive due to the volumes of associated documentation that must be reviewed.

Insurers need comprehensive solutions that enable them to efficiently and cost-effectively process complaints and appeals requiring medical and other interdepartmental reviews; support rapid member access to authorized care in the case of prospective services; and comply

with contractual and regulatory obligations. The solution must also support legal discovery requests and associated documentation.

### Solution

IPD's Ultra/P8 for Complaints and Appeals enables insurers to manage these processes in a timely, accurate and cost-effective manner.

With Ultra/P8 for Complaints and Appeals, manual case file assembly, searching and sorting are eliminated. Instead, to ensure the completeness of case files, the solution captures, catalogs and stores all case-related documents, host system data and task completion capabilities within an IBM Enterprise Content Management (ECM) repository. The solution also simplifies the review process via easy navigation to all pertinent case-related information; presenting documents at the desktop; and, consolidating decision-making data into a single case file view. Additionally, all information from other business systems is presented within Ultra/P8 for Complaints and Appeals interfaces using industry-standard integration techniques that leverage and revitalize legacy business systems.

Through configurable process management, designed to meet the unique business requirements of each insurer, Ultra/P8 for Complaints and



Appeals creates, distributes and prioritizes tasks.. The solution's comprehensive audit trails track completed and outstanding cases, providing end-to-end information about the status of work-in-progress and reporting cycle times, productivity and other performance metrics. For complaints and appeals pending the receipt of additional documentation, an Attachment Handler suspends work until requested information is received and then automatically matches responses with the pending case file, reactivates the case and notifies the assigned personnel of its receipt.

In addition, Ultera/P8 for Complaints and Appeals provides a utility for automatically printing the entire case file of documents and related information in response to legal discovery and regulatory requests.

### Value Proposition

Designed and built by insurance industry experts, and based on real-world customer requirements, Ultera/P8 for Complaints and Appeals is scalable from the smallest to largest numbers of users across geographically dispersed operations, offering insurance-specific capabilities to improve performance, reduce costs, and efficiently respond to legal discovery requests. The solution streamlines the complaint and appeals process, delivering a significant competitive advantage, and lowering risk via process consistency.

The solution's interfaces increase productivity and accuracy by allowing claims and appeals personnel to work within a single, consolidated view of all the information available needed to meet underwriting requirements, in the order in which they need to be fulfilled.

Ultera/P8 for Complaints and Appeals delivers a low total cost of ownership and a compelling return on investment, with complete payback in less than twelve months. In addition, IPD clients report dramatic performance improvements and business returns, including cycle time reductions of up to 50 percent or more, productivity increases of as much as than 45 percent, and processing cost reductions that often exceed 40 percent, with assured compliance, and within a fully configurable solution.

As an out-of-the-box application, Ultera/P8 for Complaints and Appeals is proven to implement faster and with lower risk than custom and integrator built solutions. Many IPD clients required no coding effort to implement solutions to meet their exact requirements.

### Company Description

Image Process Design (IPD), Inc., is one of the insurance industry's premier providers of packaged work process and content management solutions for out-of-the-box automation. With 17 years domain expertise developing business applications exclusively for insurance, IPD enjoys a blue chip, highly reference able customer base of insurers, with a strong track record of recurring rollouts.

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IBM **Information Management** software

## IPD Ultra/P8 for Disability Claims

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Disability Claims Case  
Management*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*



### Business Challenge

The rising cost of benefits, weaker profitability and lower productivity are among the most significant challenges faced by today's disability insurers. The continued reliance on manual processing along with antiquated and rigid paper-based systems fosters laborious multi-step claims setup, inefficient day-to-day case management and impaired decision-making. As a result, disability specialists often spend 75 percent or more of their time searching, assembling, reading, and analyzing information which severely constrains productivity.

Current regulatory requirements necessitate quick processing cycle times and with increased litigation risks, it has become imperative for insurers to process case files in a timely manner and be able to quickly and efficiently respond to legal discovery requests. To this end, disability insurers need comprehensive solutions that integrate information from disparate sources into a single "case file" view, which will enable them to manage and process case files in a timely and accurate manner while reducing processing costs. Insurers also must be able to provide litigation support for legal discovery requests regarding disability claims and their associated documentation.

### Solution

IPD's Ultra/P8 for Disability Claims enables specific case management capabilities. These capabilities are required for improving performance, reducing costs and efficiently responding to legal discovery requests – providing a complete work process and automation solution for disability claims.

Ultra/P8 for Disability Claims captures and stores the initial notice of claim within the IBM Enterprise Content Management (ECM) repository. The solution automates many setup tasks required for new claim submissions, including: the creation of an electronic claim file folder; the ability to check for the completeness of a claim, and the establishment of the initial claim record within the appropriate business system. The solution helps eliminate manual searching, sorting and case assembly, and simplifies the case files review by providing navigation to all pertinent information. Ultra/P8 for Disability Claims presents claim-related documents at the desktop and consolidates decision-making data into a single case file view. Information from other business systems is presented within Ultra/P8 for Disability Claims interfaces using industry-standard integration techniques that leverage and revitalize existing business systems.

Through configurable process management, Ultera/P8 for Disability Claims creates, distributes and prioritizes task completion assignments to disability specialists using configurable business rules. The solution's comprehensive audit trails track completed and outstanding cases, providing work-in-progress status and information on reporting cycle times, productivity and other performance metrics. For complaints and appeals that are pending the receipt of additional documentation, an "Attachment Handler" suspends work until requested information is received and then automatically matches responses with the pending case file. This functionality reactivates the case and notifies the assigned personnel of its receipt.

### Value Proposition

Designed and built by insurance industry experts and based on real-world customer requirements, Ultera/P8 for Disability Claims is scalable from the smallest to largest numbers of users across geographically dispersed operations, offering insurance-specific capabilities to improve performance, reduce costs and efficiently respond to legal discovery requests. The solution streamlines disability claims case management by ensuring that regulated and sensitive customer requests are responded to in a timely manner, delivering a significant competitive advantage and lowering risk via process consistency.

Ultera/P8 for Disability Claims interfaces increase productivity and accuracy by allowing disability specialists to work within a single, consolidated view. This enables them to have easy access to all of the information available and needed in order to process claims and have the ability to view tasks in the order in which they must be fulfilled.

Ultera/P8 for Disability Claims delivers a low total cost of ownership and a compelling return on investment with payback in less than 12 months. In addition, IPD clients report dramatic performance improvements and business returns, including cycle time reductions of 50 percent or more, productivity increases of better than 45 percent, and processing cost reductions exceeding 40 percent. – all achieved with assured compliance functionality and within a fully configurable solution.

As an out-of-the-box application, Ultera/P8 for Disability Claims is proven to implement faster and with lower risk than custom- and integrator-built solutions. In fact, many IPD clients required no coding effort whatsoever to meet their exact requirements.

### Company Description

Image Process Design (IPD), Inc., is one of the insurance industry's premier providers of packaged work process and content management solutions for out-of-the-box automation. With 17 years domain expertise developing business applications exclusively for insurance, IPD enjoys a blue chip, highly referenceable customer base of insurers, with a strong track record of recurring rollouts.

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## IPD Ultra/P8 for Healthcare Claim Exceptions

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### Partner Solution

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■ **Target Industries**

*Healthcare  
Insurance*

■ **Business Application**

*Claims Processing*

■ **Products**

*IBM FileNet Business Activity  
Monitor  
IBM FileNet Business Process  
Manager  
IBM FileNet Capture  
IBM FileNet Content Federation  
Services  
IBM FileNet Content Manager  
IBM FileNet eForms  
IBM FileNet Image Manager  
IBM FileNet Records Manager*

### Business Challenge

Faced with rising healthcare expenditures and weaker profitability, administrative expenses represent increasingly important and controllable cost reduction opportunities for insurers. Competition and regulatory requirements are also driving insurers to improve worker productivity, cycle times and service levels and address compliance requirements with new and enhanced measures for securing, controlling and measuring operational processes and sensitive content (e.g., applications, claims, correspondence, etc.).

As insurers introduce new products, outsource processing (often offshore) and continue to modify business processes, they need supporting systems that can quickly respond to the change.

With today's mandated turnaround times for decisions, companies must collaborate with customers, agents and other providers of information with unprecedented speed.

Cycle time reductions are difficult to achieve for claims that do not auto-adjudicate. Claims that fail first-pass processing are the most expensive claims to manage and the most prone to inaccuracies due to manual tasks and inconsistent resolution

procedures. Poor claims processing performance increases the volume of duplicate submissions and reduces customer satisfaction.

Unfortunately, many claims adjudication systems are also slow to adapt to changing markets and business conditions. Insurers need a comprehensive solution for claims processing to optimize work processes, streamline decision making and reduce costs, which can respond as needed to change.

### Solution

The IPD Ultra/P8 for Healthcare Claim Exceptions solution offers a complete work process and automation solution to optimize the handling of exception claims. The solution delivers the right work and documents to the appropriate staff at the right time, creating and distributing electronic work items for exception claims in priority order, while remaining synchronized with adjudication systems. If additional information must be requested from external sources, Ultra/P8 for Healthcare Claim Exceptions automatically associates it with the case file immediately upon receipt and alerts claims staff that work is ready to re-commence. The solution offers workload management tools to manage inventory and backlogs.



Claims staff receives work within Ultera/P8's for Healthcare Claim Exceptions optimized processing interface, which provides the documents, data and task completion features needed for resolution at each step of the exception handling process. The interfaces also provide automations and integrations for tasks that would otherwise have to be performed manually or with inefficient systems.

Built on the IBM Enterprise Content Management (ECM) suite of products, Ultera/P8 for Healthcare Claim Exceptions provides secure content storage and retention, enabling claim and claim-related documents to be managed as records. It provides role- and step-based security permissions and authorizations, creates comprehensive audit trails of all document and process related activities.

### Value Proposition

Designed and built by insurance industry experts, and based on real-world customer requirements, IPD's Ultera/P8 for Healthcare Claim Exceptions supplies multiple and specific features for processing exception claims.

IPD clients have successfully leveraged the Ultera/P8 Enterprise Application suite of products to immediately reduce costs and optimize work processes, while responding to new business needs over time. In combination, the Ultera P8 interfaces, automations, and integrations significantly reduce costs by enhancing staff productivity, allowing staff to focus on high value-added, rather than administrative and clerical, activities.

Ultera/P8 for Healthcare Claim Exceptions provides an agile environment to quickly respond to changing business needs and host system limitations, and can be readily modified and extended – by business analysts as opposed to Information Technology resources – to support new products, new staff members, new adjudication system rules, or processing alternatives, as business circumstances dictate.

The solution is scalable from the smallest to largest numbers of users across geographically dispersed operations, and is proven to implement faster and with lower risk than custom- and integrator-built solutions. Many IPD clients required no coding effort to implement solutions for their highly specific requirements.

### Company Description

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## A Partner Solution for Insurance

### Speeding the Evaluation and Decision-Making Process for Healthcare Enrollment

IBM **Information Management** software

# IPD Ultera/P8 for Healthcare New Business and Enrollments

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Healthcare Enrollment*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

For today's insurers, membership growth is increasingly dependent on customer response times. Service Level Agreements (SLAs) require higher-levels of operational performance and when SLAs are not achieved, insurers experience poor customer satisfaction and retention, which can seriously impact the bottom line.

The volume and complexity of enrollment applications, combined with dependencies on paper-based and manual business processes, has led to the inconsistent, counterproductive and often costly administration of healthcare enrollment.

Additionally, these rigid, paper-based systems are often inflexible and unable to support change without significant lead times and large resource commitments.

As such, insurers need comprehensive solutions that improve the efficiency of enrollment processes; reduce administrative expenses; and enable them to efficiently manage cases requiring interdepartmental reviews; comply with SLAs for installing new members within allowable timeframes; and, quickly create and modify business processes as needed. The solution must also provide support for outsourcing of processes or sub processes.

### Solution

IPD's Ultera/P8 for Healthcare New Business and Enrollments supports end-to-end management of new member enrollment and underwriting. This begins by capturing and storing applications within the IBM Enterprise Content Management (ECM) repository. Using optional business rules engine integration to enable straight-through-processing, applications that are complete are automatically underwritten and approved without staff intervention. For incomplete applications, the solution automatically creates and distributes electronic work items to the appropriate next step in the process – usually for additional research or underwriting – based on configurable business rules.

In cases where additional data – such as medical records – are requested, Ultera/P8 for Healthcare New Business and Enrollments monitors receipt, automatically associates the new information with the existing case file upon arrival and alerts the appropriate staff member that work is ready to resume. Staff members are assigned to work based on their specific role as defined within the solution interfaces. These interfaces increase productivity and accuracy by providing only the documents and data necessary for decision-making,



as well as associated task completion options. Throughout the remainder of their lifecycles, cases requiring ongoing medical or other review are automatically directed and monitored for return or completion by leveraging Ultera/P8's for Healthcare New Business and Enrollments process tracking and reporting functionality. This ensures efficient process management across departmental boundaries and ongoing compliance with SLA's.



Additionally, when new groups are sold and new business practices are required, Ultera/P8 for Healthcare New Business and Enrollments provides drag-and-drop workflow maps and intuitive configuration consoles to enable the rapid creation of new and modified process definitions by business analysts, without the need for code development. Using historical Ultera/P8 for Healthcare New Business and Enrollments data, these definitions may be simulated and the processes optimized before they are deployed, providing the ability to quickly respond to changing business needs and support ongoing process improvement initiatives.

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### Value Proposition

Designed and built by insurance industry experts and based on real-world customer requirements, Ultera/P8 for Healthcare New Business and Enrollments supplies multiple and specific features for new business and enrollments. The solution is scalable from the smallest to largest numbers of users across geographically dispersed operations, improve performance, reduce costs, comply with contractual mandates and respond to changing business conditions.

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Ultera/P8 for Healthcare New Business and Enrollments delivers a low total cost of ownership and a compelling return on investment, with complete payback in less than 12 months. In addition, IPD clients report dramatic performance improvements and business returns, including cycle time reductions of 50 percent or more, productivity increases of better than 45 percent, and processing cost reductions exceeding 40 percent, with assured compliance, and within a fully configurable solution that is often deployed across most of the core operational areas of insurance organizations.

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As an out-of-the-box application, Ultera/P8 for Healthcare New Business and Enrollments is proven to implement faster and with lower risk than custom- and integrator-built solutions. Many IPD clients required no coding effort whatsoever to meet their exact requirements.

### Company Description

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## A Partner Solution for Insurance

### Leveraging Diverse Content and Business Process Management Capabilities to Improve Provider Relations

IBM **Information Management** software

## IPD

# Ultra/P8 for Network and Provider Relations

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Insurance Processing*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

The most common transactions for today's insurers are patient-related matters regarding membership, benefits, pre-authorizations and claim payments; maintenance-related issues concerning the provider's practice; and, long-duration case management, including contracts and credentialing. Extensive documentation associated with these transactions and manual, paper-based business processes, causes processing delays, inefficiencies and inaccuracies and increased administrative costs.

Manual business processes prevents universal access to case-related documents, preventing effective first-call issue resolution. Additionally, transactions subject to regulatory compliance mandates cannot be managed as organizational records.

Insurers need comprehensive solutions that enable them to expedite provider transactions by supporting timely and consistent workload management; reduce costs and improve efficiency; and achieve high levels of first-call resolution by supplying personnel with the information needed to respond immediately to provider inquiries. Additionally, insurers must also be able to comply with increasingly stringent and wide-reaching

regulations and requirements for managing organizational records.

### Solution

With IPD's Ultra/P8 for Network and Provider Relations, transactions received by paper, fax, e-mail or via self-service portals are captured, cataloged and stored in an IBM Enterprise Content Management (ECM) repository. Provider transactions are managed within Ultra/P8 for Network and Provider Relations, which offers a single secure interface for documents, host system data and task completion. Configurable business rules automate work distribution, creating and dispensing electronic work items to the appropriate person at the next step in the business process. If supplemental documentation is received at a later date, the solution automatically matches it with the existing work in progress.

The solution's extensive case management capabilities also present credentialing personnel with a single electronic case file containing all associated documents, extensive data from administrative and other business systems along with task guidance and process management features. This not only eliminates manual case assembly, searching and sorting, it also simplifies reviews by providing navigation to all pertinent information and consolidates decision-making data into easy-to-use interfaces specific to each step in the



credentialing process. Additionally, Ultera/P8 for Network and Provider Relations process management features automate credentialing assignments, create task reminders and generate needed follow-up activities.



When provider documentation must comply with regulations such as Sarbanes-Oxley, Ultera/P8 for Network and Provider Relations invokes its records management capabilities. The solution supplies efficient capabilities for answering routine provider requests immediately and also has case management capabilities for resolving complex requests rapidly and accurately. Ultimately, it replaces paper-driven processes with more efficient content and process automation.

### Value Proposition

Designed and built by insurance industry experts and based on real-world customer requirements, Ultera/P8 for Network and Provider Relations is scalable from the smallest to largest numbers of users across geographically dispersed operations, offering insurance-specific capabilities to improve performance, reduce costs and efficiently resolve case files. The solution streamlines network and provider relations by ensuring that customer requests are responded to in a timely manner, delivering a significant competitive advantage, and lowering risk via process consistency.

Ultera/P8 for Network and Provider Relations interfaces increase productivity and accuracy by allowing provider relations representatives to work within a single, consolidated view. This enables them easy access to all of the information available and needed in order to process insurance transactions, and the ability to view tasks in the order in which they must be fulfilled.

Ultera/P8 for Network and Provider Relations delivers a low total cost of ownership and a compelling return on investment, with payback in less than 12 months. In addition, IPD clients report dramatic performance improvements and business returns, including cycle time reductions of 50 percent or more, productivity increases of better than 45 percent, and processing cost reductions exceeding 40 percent, with assured compliance, and within a fully configurable solution that is often deployed across most of the core operational areas of insurance organizations.

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## A Partner Solution for Insurance

### Leveraging Diverse Content and Business Process Management Capabilities to Improve Provider Relations

IBM **Information Management** software

# IPD Ultera/P8 for Policy Owner Services

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Insurance Processing*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

The rising cost of doing business, coupled with stiff industry competition, is driving today's insurers to improve operational efficiencies and reduce administrative costs. Additionally, customer expectations and Service Level Agreements (SLAs) necessitate aggressive response-time requirements.

Reliance on manual, paper-based business processes hampers an insurers' ability to meet customer demands and compliance obligations, as well as being able to respond to new product introductions and ongoing changing market dynamics. It also impedes an insurers' ability to access policy information to respond to customer queries at the point of initial contact, resulting in lengthy and costly call center follow up. This delayed response can reduce customer satisfaction and retention, ultimately affecting the bottom line.

Updating legacy systems and implementing new business processes often requires significant lead time and resource commitments. As such, insurers need solutions that streamline processes and reduce costs, help them comply with regulatory requirements and SLA's, and equip services representatives with information needed to achieve high levels of first-call resolution

to improve response times. These solutions must also enable insurers to quickly and cost-effectively supplement existing business systems and be able to create and modify business processes as needed.

### Solution

IPD's Ultera/P8 for Policy Owner Services supplies the capabilities that insurers need to improve operational performance, reduce costs and comply with SLAs and regulatory requirements. With Ultera/P8 for Policy Owner Services, provider transactions received by paper, fax, e-mail or via a self-service portal are captured, cataloged and stored in the IBM Enterprise Content Management (ECM) repository. The solution leverages the content captured from these sources to enable secured access to electronic documents from every desktop. Ultera/P8 for Policy Owner Services then applies configurable business rules to automate work distribution to the appropriate person at each step in the business process. It also enables policy owner representatives to manually create work items with and without any associated documentation.

The solution helps improve customer satisfaction and retention by allowing services representatives to respond in a timely manner. Supplying the tools



needed to efficiently create and organize follow-up tasks resulting from phone calls and correspondence, Ultera/P8's for Policy Owner Services "service action form" enables service representatives to specify and complete the activities needed to resolve each customer inquiry. Fully integrated with other systems, the service action form interface also provides a consolidated view of all information needed to drive decision making. Tasks performed are notated at each step, providing a thorough audit trail of each inquiry, enabling representatives to immediately view information concerning work in progress.



## Value Proposition

Designed and built by insurance industry experts and based on real-world customer requirements, Ultera/P8 for Policy Owner Services is scalable from the smallest to largest numbers of users across geographically dispersed operations, offering insurance-specific capabilities to improve performance, reduce costs, and efficiently resolve case files. The solution streamlines policy owner services by ensuring that customer requests are responded to in a timely manner, delivering a significant competitive advantage and lowering risk via process consistency.

Ultera/P8 for Policy Owner Services interfaces increase productivity and accuracy by allowing provider relations representatives to work within a single, consolidated view. This enables them easy access to all of the information available and needed in order to process insurance transactions, and the ability to view tasks in the order in which they must be fulfilled.

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## A Partner Solution for Insurance

### Automating Insurance Authorization Business Process Workflow for Faster Processing, Improved Performance and Compliance

IBM **Information Management** software

## IPD

# Ultra/P8 for Pre- and Prior Authorizations

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Insurance Processing*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### Business Challenge

Compliance mandates require insurers to secure, control and monitor operational processes and confidential content including: authorization requests, prior benefit determinations, pre-admission certifications and related medical records. Reliance on manual, paper-based business processes hampers an insurers' ability to meet customer demands and compliance requirements, as well as respond to new product introductions and changing market dynamics.

Paper-based manual processes delay processing times; documents are easily lost, resulting in duplicate submissions. Manual routing associated with multi-level review of denied authorizations can cause further delays. This impedes the insurers' ability to meet Service Level Agreements (SLAs), which can have a significant impact on an the insurer's bottom line.

Upgrading inflexible business processes requires significant time and effort. As such, today's insurers need out-of-the-box solutions that can automate pre- and prior authorizations and support member self-serve access to necessary services. These solutions must enable insurers to quickly create and modify business processes and support outsourced and offshore operations,

while meeting SLA and regulatory compliance requirements.

### Solution

IPD's Ultra/P8 for Pre- and Prior Authorizations captures, catalogs and stores all member and provider transactions received by paper, fax, e-mail or via a self-service portal, in an IBM Enterprise Content Management (ECM) repository, eliminating the potential for lost documentation. An optional business rules engine integration identifies and eliminates duplicate authorization requests without any staff involvement.

Ultra/P8 for Pre- and Prior Authorizations performs initial membership validation, applies configurable business rules to automate work distribution and automatically creates and distributes electronic work items to the next step in the business process. When additional external information is requested and received, Ultra/P8 for Pre- and Prior Authorizations automatically associates it with the appropriate authorization and sends an alert to the staff member assigned to the work.

Staff assigned to first, second and subsequent levels of review perform work within specialized Ultra/P8 for Pre- and Prior Authorizations interfaces that are specific to their responsibilities. These interfaces prioritize work based on SLA



requirements, supply all the information needed to approve or deny requests and immediately reassign authorizations requiring additional review.



Working solely within these interfaces and without need to reference host systems, staff members can select status codes to complete each request or automatically go to the next step in the process. Additionally, Ultera/P8's for Pre- and Prior Authorizations optimized processing interfaces support other tasks, including integrated letter generation for authorization approvals and denials that require written responses.

### Value Proposition

Designed and built by insurance industry experts and based on real-world customer requirements, Ultera/P8 for Pre- and Prior Authorizations is scalable from the smallest to largest numbers of users across geographically dispersed operations, offering insurance-specific capabilities to improve performance; comply with SLAs and other contractual requirements; reduce administrative costs; and, respond to changing business conditions. The solution streamlines pre- and prior authorization by ensuring that member and provider requests are responded to in a timely manner, delivering a significant competitive advantage and lowering risk via process consistency.

Ultera/P8 for Pre- and Prior Authorizations interfaces increase productivity and accuracy by allowing insurance staff to work within a single, consolidated view. This enables them easy access to all of the information that is available and needed in order to process pre- and prior authorizations and enables them with the ability to view tasks in the order in which they must be fulfilled.

The solution delivers a low total cost of ownership and a compelling return on investment, with complete payback in less than 12 months. In addition, IPD clients report dramatic performance improvements and business returns, including cycle time reductions of 50 percent or more, productivity increases of better than 45 percent, and processing cost reductions exceeding 40 percent, with assured compliance, and within a fully configurable solution that is often deployed across most of the core operational areas of insurance organizations.

As an out-of-the-box application, Ultera/P8 is proven to implement faster and with lower risk than custom- and integrator-built solutions. Many IPD clients required no coding effort whatsoever to implement solutions to meet their exact requirements.

### Company Description

Image Process Design (IPD), Inc., is one of the insurance industry's premier provider of packaged work process and content management solutions for out-of-the-box automation. With 17 years domain expertise developing business applications exclusively for insurance, IPD enjoys a blue chip, highly referenceable customer base of insurers, with a strong track record of recurring rollouts.

*For more information about Ultera, please contact:*

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## A Partner Solution for Insurance

### Improving Underwriting Decision Making through Content and Process Management

IBM **Information Management** software

# IPD Ultera/P8 for Underwriting

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Applications**

*Underwriting*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Records Manager*

### Business Challenge

The cost of doing business is on the rise and no industry knows this better than the insurance sector. Competition is forcing health, life, disability and property and casualty insurers to improve productivity and reduce costs. With today's mandated turnaround times for decisions, companies must collaborate with customers, agents and other providers of information with unprecedented speed.

Faced with complex tasks, activities and data, manual business processing makes it difficult - if not impossible - to execute quickly and cost effectively. The reconciliation of multiple sources of information, including responses to requests for additional information, increases processing cycle times. Additionally, many current technical solutions make it difficult to track pending work and handle the influx of paper documents, thus ensuring inefficient process management practices. The solution can slow or stall and impair critical decision making and risk assessment.

Insurers require a comprehensive solution for underwriting to optimize work processes, streamline decision making and reduce costs. These systems call for flexibility to address new business requirements as needed and over time.

### Solution

Scalable from the smallest to the largest numbers of users across geographically dispersed operations, IPD's Ultera/P8 for Underwriting offers a single user interface for the comprehensive case management of requirements and related underwriting activities to streamline decision making for policy issuance.

Replacing paper-based work management with digital documents and electronically-guided workflows, the solution captures and stores documents submitted via paper, fax, and portal. 'Clean' and complete applications can be automatically underwritten and approved without staff intervention (eg., straight-through processing)

For applications requiring underwriter consideration, Ultera/P8 for Underwriting creates an efficient set of user interfaces that intuitively access all necessary information. When additional documentation is requested, the solution matches "responses" to "requests for additional information" with existing work in progress and suspends incomplete cases until such documentation is received as required for processing.

Through the use of Ultera/P8 for Underwriting, underwriters work within specialized interfaces - specific to



the current step - in the underwriting life cycle. These interfaces provide only the documents and data necessary for the current stage of decision making, as well as appropriate task completion options. They then consolidate all the data that needs to be considered from host and other systems. Task options – such as hold, route and complete – are provided at the appropriate step in the process.

Throughout the remainder of their life cycles, underwriting cases requiring further medical or other review are directed to the appropriate “next step” and are automatically tracked for return or completion by the inherent process tracking and reporting feature. In response to discovery requests, Ultera/P8 for Underwriting provides a utility for automatically printing the entire case file.

### Value Proposition

Designed and built by insurance industry experts and based on real-world customer requirements, Ultera/P8 for Underwriting offers insurance-specific capabilities that improve performance, reduce costs and efficiently respond to legal discovery requests. The solution streamlines underwriting decision making so that applications are approved or denied on a timely basis, delivering significant competitive advantage and lowering risk via process consistency.

Ultera/P8 for Underwriting interfaces increase productivity and accuracy by allowing underwriters to work within a single, consolidated view of all the information. This view includes all of the available information needed to meet underwriting requirements and in the order in which they need to be fulfilled.

Ultera/P8 for Underwriting delivers a low total cost of ownership and a compelling return on investment, with the potential for complete payback in less than twelve months. In addition, IPD clients report dramatic performance improvements and business returns, including cycle time reductions of up to 50 percent or more, productivity increases of better than 45 percent and processing cost reductions exceeding 40 percent.

As an out-of-the-box application, Ultera/P8 for Underwriting is proven to implement faster and with lower risk than custom- and integrator-built solutions. Many IPD clients required no coding effort whatsoever to meet their exact requirements.

### Company Description

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IBM **Information Management** software

## ISR Accounts Payable Flow

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet eProcess*

*IBM FileNet Image Services*

*IBM FileNet Process Analyzer*

*IBM FileNet Process Designer*

### Business Challenge

As organizations deal with multiple vendors, customers, partners and other outside agencies, oftentimes the number of invoices that are processed is numerous and long lead times can result in overdue payments and/ or lost revenue.

By optimising and automating the invoice process, organizations can more quickly realize on-time payments from invoices owed and recognize revenue from invoices paid.

### Solution

ISR's Accounts Payable Flow (APFlow®) enables organizations to optimise and automate invoice processing. The solution, based on the IBM Enterprise Content Management (ECM) suite of products, facilitates the capture and complete processing of incoming invoices.

The system automatically captures any incoming email, including invoices, as soon as they arrive. The invoices are scanned, integrated into the electronic system and automatically classified.

This early archiving of incoming documents enables the enterprise to fully benefit from automated workflow and its inherent dynamics.

The solution also accommodates accounting related-data, which can be identified by cross-checks via existing information systems and transmitted for posting to the accounting department. Simultaneously, the system safely archives the invoice documents for auditing.

### Value Proposition

In the absence of automation, the accounting department often sends invoices for verification and validation pursuant to the company's existing signatory authorizations. This can be done by email irrespective of where offices are located. Promptly after invoice data validation, clearance is given to the accounting department or is noted automatically within the enterprise resource planning (ERP) system.

Sometimes it takes time for a single invoice to go through all stages of control. ISR APFlow enables organizations to reduce such invoice processing time from several weeks to only a few hours given quick email response times. Multiple invoices can be individually recognized so that all items can be validated simultaneously. As a result, organizations will save time and benefit from any discounts allowed. Accordingly, investments will soon pay off.



With direct access to the workflow at any stage of the validation process, the current status of each invoice can be monitored at all times. This enables organizations to react promptly and correctly to any inquiries from suppliers or in-house departments relating to their invoices.



Flexible arrangements can be made in the system if a staff member is out of the office. The invoice is automatically forwarded to a designated deputy with a transparent validation.

Comments can be added at any stage of the validation process and additional information can be forwarded by email by and between those involved in the process.

The ISR APFlow solution is essential for organizations that require their invoice processes to be optimised, and enables them to realize many benefits of this automated workflow.

### **Company Description**

ISR Information Products AG develops company-wide solutions to support decision-making processes at innovative companies and optimise operational processes, with the aim of demonstrably cutting costs and improving efficiency. ISR is an IBM Software ValueNet Partner and has received three Innovation Awards.

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## A Partner Solution for Cross Industry

Providing a Centralised Customer File to Standardise, Optimise and Automate Customer Service Processes

IBM **Information Management** software

# ISR Customer Service Flow

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Customer Service  
Processing*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet Process Analyzer  
IBM FileNet Process Designer*

### Business Challenge

Customers are demanding more quality service than ever before. Companies must process incoming orders promptly and have access to the correct data before replying to customer enquiries. In view of an increasing number of incoming documents, managers are faced with the challenge of implementing processes on an automated and well-structured basis. This is required in order to handle higher numbers of business transactions with fewer personnel, while continuing to provide efficient customer service.

All orders, enquiries or complaints coming in (e.g., regular mail, telephone, fax or email, internal documents) have to be processed efficiently and saved, archived or forwarded. These operations, which are frequently subject to individual clearance processes, require the integration of a complex systems landscape. Manual operations such as handling copy, fax and scanning equipment or retrieving or archiving any required documents are very time-consuming and can hamper smooth workflows.

Processes are subject to constant change, and it is not always

reasonable or possible to control these processes manually. With personnel resources or archiving activities distributed across several locations, co-operation across complementary areas is likely to be even more complicated.

### Solution

With ISR's Customer Service Flow solution, built on the IBM Enterprise Content Management (ECM) suite of products, any incoming and outgoing customer correspondence is controlled centrally. A digital customer file enables prompt access to the complete set of information on record. Mail coming in by fax, in print form, by electronic mail, phone or via portal is captured by means of state-of-the-art OCR (text recognition) technologies. Any relevant data is automatically extracted, classified and archived centrally.

The standardised processing procedure triggered by the Web-based application forwards the document to the respective person in charge. Optionally, the data can also be integrated into existing systems for further processing.

Process automation even includes blind processing of mass business



correspondence (e.g. reply letters). Once the status of a transaction has been recorded, letters or emails for counter-enquiries with the customer can be produced automatically without additional manual intervention. Likewise, processes can be forwarded to the next person in charge of handling the matter. Any relevant milestones are placed on record in the customer file so that all steps of the internal procedure are safely documented for later processing. Outgoing documents are produced in the background, completely "office-free," and saved in PDF format in the customer file.

The solution can also accommodate accounting related data, which can be identified by cross-checks via existing information systems and transmitted for posting to the accounting department. Simultaneously, the system safely archives the invoice documents for auditing purposes.

### **Value Proposition**

ISR Customer Service Flow promptly captures and archives incoming documents, which saves handling time. Electronic documents facilitate a uniform data basis, and can be promptly forwarded where they are needed and won't get lost. Prompt archiving in the repository provides immediate and uniform information across the entire company, and all relevant personnel are up to date on the status of communication with the customer.

Everyone involved in the process works with pre-defined patterns. This increases the standard rate and reduction of handling times. Any bottlenecks or deviations from standard processes are documented and made visible. The combination of scorecard functions and workflow automation enables managers, within only a few seconds, to find out how to improve their company's efficiency. Operative risks can be referred to processes and made measurable. A monitoring interface (ISR Process Warehouse) can even transfer key process performance indicators to existing analysis and reporting systems.

### **Company Description**

ISR Information Products AG develops company-wide solutions to support decision-making processes at innovative companies and optimise operational processes, with the aim of demonstrably cutting costs and improving efficiency. ISR is an IBM Software ValueNet Partner and has received three Innovation Awards.

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A Partner Solution for Government

A Complete Case Management Solution for Judicial and Quasi-Judicial Departments

IBM **Information Management** software

# iTek Solutions, Inc. Docket Manager 4.0™

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## Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Administrative and Trial Court  
Case Management Solution*

■ **Products**

*IBM Content Manager OnDemand  
IBM Document Manager  
IBM FileNet Business Process  
Manager  
IBM FileNet Capture  
IBM FileNet Content Manager*

### Business Challenge

Courts and state hearing agencies face a pressing need to monitor and manage growing caseloads from both an administrative and individual level. Agencies are often attempting to efficiently manage caseloads that include hundreds or even thousands of cases. Factor in the various types of filings, complex case scheduling, maintaining evidentiary files as well as corresponding documentation and the need to adhere to specific agency rules, policies and procedures makes the task of case management even more challenging. Faced with decreasing budgets, these agencies are continually under pressure to improve productivity, increase efficiency and reduce administrative costs.

With data, documents and emails scattered among different systems, it is difficult to search for needed information and present a consolidated view of case information. This impedes the sharing of case information and strains communications with others involved in the case. Hard copy documents also present an issue from the perspective of proper management and disposal of documents. The inability to monitor caseloads makes timely and comprehensive reporting difficult

Innovative organizations are looking for ways to improve case management via systems that support online case filing, process automation and event-driven case scheduling that will improve productivity and reduce processing costs. Finally, it is essential to have a case management solution that assists with everything from case filing, resolution and closure.

### Solution

Docket Manager 4.0 from iTek Solutions is a complete case management solution for administrative and trial courts that enables different levels of Courts (e.g., Office of Administrative Hearings, Public Utilities Commissions, etc.) to effectively schedule, track and dispose cases. From case initiation to case closure, Docket Manager 4.0 streamlines and monitors all case-related activities. Key capabilities include:

- **Online case filing** - Users select appropriate forms from a library of online filing forms, fill in details and attach supporting documents to the case. These forms can be modified by the user by dragging and dropping form fields and associating required validation to the fields. New forms and associated workflows can be easily added.





- **Uniform and appropriate distribution of case load** – Business rules assist with case load distribution by factoring in the availability of case workers, their current case load, specialization, department, case type, etc. Rule parameters can be configured to match the business needs.
- **Automatic event-driven case scheduling** - Administrators can add appropriate events for a case type and its lifecycle; and rules surrounding the duration for each event and resources. The solution's automatic scheduling component formulates a timeline for improved time and resource management.
- **Automatic case assignment** – Rule-based case assignment occurs via a click of a button and manual changes to the assignments can also be made, as needed.
- **Docket View** – All case information and documents are presented in an organized manner, supporting multiple views of case information to various user groups.
- **Case data search, status and time tracking** - Facilitates easy search of all case data and documents. Users can view tasks completed and current status with date, time and assigned person.
- **Multi-parameter reporting** - Users can generate a wide-range of pre-defined statistical, management and performance reports. The solution also supports integration of all standard ad-hoc reporting tools.

### Value Proposition

Built on the IBM Enterprise Content Management (ECM) suite of products, Docket Manager 4.0 is a highly configurable case management tool that not only substantially reduces case processing costs, but also manages cases and case information in an organized manner for improved time and resource management. This allows caseworkers to streamline and eliminate non value-added administrative tasks. The solution also provides a clear view of data throughout the case lifecycle and proceedings to support information sharing and collaboration, as well as timely and comprehensive reporting.

It is estimated that Docket Manager 4.0 can cut administrative time in half by automating case proceedings, thereby allowing current staff to efficiently process more cases. Moreover, the solution substantially reduces paperwork and provides a scalable solution that is easy to manage.

### Company Description

iTek Solutions is a member of the Gulf Computers Group of Companies, servicing U.S and international markets for more than 29 years by supplying and supporting innovative IT solutions. Through the years, iTek team members have developed many cutting-edge solutions for e-Government implementations.

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IBM **Information Management** software

## McLaren Software Enterprise Engineer for Assets

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities  
Manufacturing*

■ **Business Application**

*Asset Documentation*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

During their lifespan, assets are commissioned, renovated, reconfigured, extended or decommissioned to meet changing business demands or external regulatory requirements. Owner-Operators face the challenge of retaining and sharing relevant documentation for the life of the asset, as well as extracting greater value from these assets while reducing operational and capital expenditures.

Up-to-date health and safety documents, maintenance manuals, standard operating procedures (SOPs), and as-built design drawings are all necessary for the effective ongoing operation of a facility. The sheer volume of accumulated documentation throughout the asset lifecycle is astounding and a facility may require that archives are kept for an extended period of time, sometimes dating back more than 100 years. As a result, an asset may have millions of associated documents. Owner-Operators must maintain the complex and multiple relationships between documents and their associated assets.

Additionally, when there is continuous change, maintaining as-built

documentation is a major challenge. Concurrent engineering projects may bring simultaneous modifications to the same engineering documents by different capital projects and maintenance teams. The changes, when brought together, don't always provide a consistent view of the facility.

### Solution

Enterprise Engineer (EE) for Assets is designed to address Owner-Operators' content management issues by managing asset documentation throughout its lifecycle. The solution makes extensive use of the EE for Assets package technology to simplify the handling of large batches of documentation.

EE for Assets provides a secure asset information vault which is more than just a repository for storing asset-related content; it also provides the business process verification steps and security needed to control the creation and ongoing change management of asset documentation.

An asset information vault is divided into two principal areas, the masters area and the released area. The masters area contains the source documents and drawings in their native format and has controlled



access through built-in security. The released area contains copies of the approved documents that have been rendered into a read-only format and made available for business consumer use.



The logical organizational structure for the vault's principal areas is based on an asset breakdown structure – a hierarchical breakdown of the physical sites, facilities, buildings, systems, subsystems, and in some cases, engineering disciplines.

### Value Proposition

By providing a solution to control the ongoing change and management of asset documentation, McLaren Software's EE for Assets solution can help Owner-Operators improve their bottom line revenues and avoid project delays, costly down time and health and safety issues.

This is a substantial value proposition when you consider that each asset has a daily cost and revenue stream in the millions of dollars providing hundreds of thousands of dollars of profit per day.

The solution helps ensure organizations are working with the correct, most updated and relevant documentation. Owner-Operators can gain control over hundreds of thousands, to millions, of documents with complex multiple relationships.

EE for Assets helps Owner-Operators ensure the integrity of asset documentation by providing:

- Access to the right documentation at the right time
- Reduced risk of non-compliance
- Minimized rework and project delays
- A bridging of the gap between engineering and maintenance operations

### Company Description

McLaren Software develops engineering-centric intellectual work management applications for the oil and gas, manufacturing, utilities, pharmaceutical, and engineering, design and construction sectors. McLaren helps organizations optimize their engineering design and asset change management processes to maximize the value in their engineering documentation while mitigating the commercial risk associated with their use.

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IBM **Information Management** software

## McLaren Software Enterprise Engineer for Drawings

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities  
Manufacturing*

■ **Business Application**

*CAD Drawing Management*

■ **Product**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

Drawings represent a significant portion of an organization's intellectual property. Drawings contain essential information used to design, construct, operate and maintain large fixed assets. Maintaining the integrity of this information is critical.

Engineering drawings are inherently more complex than other business documents because they are created using specialized computer-aided design (CAD) authoring tools — such as AutoCAD and MicroStation — and often consist of compound documents that include numerous linked files and layers of information. Additionally, the process of reviewing and approving CAD drawings for use in the design and construction of large fixed assets can be very rigorous and complex. Historically, it has been a challenge to manage CAD drawings while leveraging the same enterprise content management (ECM) systems that are used for other types of business documents. McLaren's Enterprise Engineer (EE) for Drawings tackles and solves this problem.

### Solution

McLaren's EE for Drawings comprehensively manages AutoCAD

and MicroStation CAD drawings across the enterprise, saving time, reducing costs and simplifying the change management process for CAD operators. With this solution, drawings are numbered, categorized and filed automatically in accordance with an auditable change management process. This can improve productivity and reduce the cost of rework by enabling users to consistently locate the correct version of the drawing for their specified project.

EE for Drawings integrates with the AutoCAD and MicroStation CAD authoring tools, allowing the valuable intellectual property that was once locked-up in a "CAD silo" to be stored in the IBM FileNet Content Manager repository. Drawings with reference files can be imported and their associations remain intact. Drawing title block values are automatically synchronized with repository metadata.

With EE for Drawings, users manage work package execution workflow. Packages of drawings can be reviewed and approved on a workflow process. View, mark up and compare capabilities enable non-CAD users to access drawings and participate in the design and review process.



User-friendly ribbon bars and menus provide easy access to all functionality, reducing training and support requirements. Additionally, because CAD drawings are automatically published using PDF or other universal file formats, the drawings can be easily shared with other authorized personnel inside the organization or with external partners.



It is common for companies to have many legacy drawings of their assets in a raster format; this typically occurs when paper drawings were originally scanned into TIFF format. When these same documents require modification, the typical approach is to create a multi-content or “hybrid” drawings versus creating a entirely new set of drawings. Hybrid drawings are defined as drawings that combine vector overlays with a raster image background. With EE for Drawings, both the vector and raster components are managed as a single object thereby avoiding the cost of large scale manual recreation of legacy drawings.

### Value Proposition

EE for Drawings supports rigorous document control features that improve the integrity of CAD-based engineering drawings without the need for a customized software solution. EE for Drawings also reduces the risks and costs associated with rework on non-compliance by ensuring auditable management of drawing information and synchronizing critical information between the CAD drawing and attributes of IBM Enterprise Content Management (ECM). EE for Drawings can significantly improve efficiency and collaboration among engineering organizations by allowing CAD drawings to be shared, used and reused more effectively throughout the enterprise by leveraging pre-defined business rules.

### Company Description

McLaren Software develops engineering-centric intellectual work management applications for the oil and gas, process manufacturing, utilities, life sciences and engineering, design and construction sectors. McLaren helps organizations optimize their engineering design and asset change management processes to maximize the value in their engineering documents while mitigating the commercial risk associated with their use. McLaren Software is an IBM Software ValueNet Business Partner and is accredited with the IBM Information on Demand Specialty Mark for Enterprise Engineer. [www.mclarensoftware.com](http://www.mclarensoftware.com)

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## McLaren Software Enterprise Engineer for Projects

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities  
Manufacturing*

■ **Business Application**

*Asset and Plant Lifecycle  
Management*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

Organizations that operate and maintain large plants and facilities (e.g. refineries, factories, airports, power stations, water treatment plants) are facing growing competition and an increasingly tough regulatory environment. To be successful, these companies must be able to:

- Ensure accurate and timely sharing of information both among internal departments and external entities, including operators, regulatory bodies, and general contractors;
- Extract greater value from their assets while reducing operating costs;
- Maintain compliance with a variety of industry-specific regulations.

Managing millions of engineering documents – such as drawings, data sheets, contracts, technical specifications, safety manuals, analysis results and financial projections – and their complex interrelationships is critical to achieving these business requirements. However, organizations have traditionally invested in “departmental” or CAD management solutions that only meet very specific business requirements and often cannot easily integrate with other business units throughout the organization. This leads to glaring

information gaps that can significantly reduce the company’s ability to manage the risks associated with complex programs of work.

### Solution

To help organizations address these critical business requirements, McLaren Software has built McLaren Enterprise Engineer (EE) for Projects. Built on IBM’s Enterprise Content Management (ECM) suite of products, McLaren EE for Projects is an integrated suite of user configurable content management applications designed to help companies manage large volumes of engineering content across the enterprise. It manages engineering documents and drawings, monitors their lifecycles, and securely drives the business processes that move them throughout the enterprise in a timely and efficient manner.

McLaren Software’s EE for Projects helps organizations:

- **Ensure compliance** – EE for Projects automates critical business processes so that they can then be leveraged throughout the extended organization. This allows internal project members, partners, subcontractors, regulatory authorities and other third parties to utilize content in a consistent way that is fully auditable.



- **Control collaboration throughout the project lifecycle** – EE for Projects protects business-critical engineering content, including drawings, and business processes, and ensures that the status of critical documents is understood at every stage of a business process and that this information is communicated and used effectively throughout the enterprise. In addition, McLaren EE for Projects ensures content is stored, accessed and managed in a secure and predictable way.



In addition, McLaren EE for Projects ensures content is stored, accessed and managed in a secure and predictable way.

### Value Proposition

McLaren Software's EE for Projects makes it possible for organizations to skillfully manage an increasing volume of sensitive engineering documents and drawings and complex processes. As a result, they can complete projects on time and within budget, and make better, faster decisions across their organization. EE also helps organizations to maintain compliance with strict regulations, negate risk, and realize a faster return on investment – all at a lower Total Cost of Ownership than their current system investment.

With McLaren Software's EE for Projects, companies can:

- **Reduce operating costs and accelerate project execution** – Employees are able to do more work in less time, boosting overall productivity and raising efficiency across the enterprise;
- **Mitigate the risk and cost of non-compliance** – Closely managing sensitive documents and the processes that drive them allows companies to maintain compliance with evolving mandates and laws;
- **Maximize the value of engineering content** – Content is easily accessible to approved users throughout the extended enterprise;
- **Minimize rework and plant downtime** – Improved accuracy helps to eliminate errors and ensure that processes are executed properly;
- **Improve auditability and tracking of critical documents** – Tracking sensitive documents throughout their lifecycle enables fast and complete audits;
- **Grow customer/supplier relationships** – Faster response times and greater accuracy allow for smooth transactions and increased overall satisfaction.

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IBM **Information Management** software

## McLaren Software Enterprise Engineer for Transmittals

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities  
Manufacturing*

■ **Business Application**

*Documentation Management*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

Within the engineering sector, management of documentation related to complex and highly regulated projects is essential to ensure timely and accurate information sharing among internal departments and external entities such as operators, regulatory bodies and general contractors.

This entails managing millions of engineering documents (e.g., drawings, data sheets, contracts, technical specifications, safety manuals, analysis results and financial projections) as well as collaboration and coordination among extended teams that contribute to this content throughout its lifecycle.

Many organizations find it difficult, if not impossible, to see what has been sent to whom and when, and whether or not they have completed their assigned tasks. As a result, project completion is often delayed as companies scramble to identify bottlenecks. Additionally, organizations subject themselves to the risk of fines and penalties due to non-compliance.

### Solution

Enterprise Engineer (EE) for Transmittals provides embedded best

practice functionality for the controlled distribution of content, including drawings, documents, images, correspondence, procedures, and specifications to internal project teams, remote members and external suppliers and contractors.

The solution facilitates collaboration and aids in the review and approval process, allowing organizations to track distributed documents and consolidate feedback. The shared content includes instructions on actions required, a cover sheet listing the documents that form the transmittal and an activity audit trail, which is automatically generated to manage enterprise communication risks.

Relevant documents can be grouped as a transmittal package and then distributed according to pre-defined business rules. These business rules, defined in XML transmittal templates, can be easily configured to accommodate any project's specific communication plan.

EE for Transmittals can also schedule due dates by which actions must be completed and send notifications and reminders when these dates are missed, speeding and controlling the overall review and approval process.



For external users, the EE for Transmittals Portal allows for the two way exchange of electronic documents with external parties in a controlled, secure and auditable manner. Users can upload large engineering documents to a Web site where they can be reviewed or edited and then returned back to the original source via the same Web interface.



### **Value Proposition**

EE for Transmittals provides a controlled, secure and efficient collaboration environment that allows organizations to dramatically reduce risk and costs, while accelerating project execution.

Comprehensive reporting functions allow organizations to fully audit the transmittal process, reducing cost and effort and minimizing risk.

Organizations can easily track distributed documents, fostering collaboration and aiding the review and approval process.

An unambiguous audit trail shows exactly when and what documents have been sent or received, giving management insight into the work process.

Easily accessible reports accelerate project execution by identifying communication bottlenecks.

### **Company Description**

McLaren Software develops engineering-centric intellectual work management applications for the oil and gas, manufacturing, utilities, pharmaceutical, and engineering, design and construction sectors. McLaren helps organizations optimize their engineering design and asset change management processes to maximize the value in their engineering documentation while mitigating the commercial risk associated with their use.

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## Micro Strategies Inc. Corporate Solution for Legal Compliance

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Litigation Support*

■ **Product**

*IBM Content Manager*

*IBM CommonStore*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Email Manager*

### Business Challenge

Corporate legal departments are under intense pressure to reduce costs and do more with less while keeping pace with an ever-widening scope of work. To comply with regulatory requirements, these groups must implement strict internal controls and meticulous record keeping. The explosion of content across email and electronic files – coupled with paper records – has considerably raised the cost of discovery related to litigation. Due to this increased focus on corporate governance, there is an increased need to document all decisions and policies.

To address these requirements, corporate legal departments need a Matter information management system that stores all matter-related documents such as correspondence, case plans, contracts, policies, briefs and precedents, electronic documents and emails. Moreover, they need the right infrastructure in place to ensure compliance with regulatory requirements for preservation of Electronically Stored Information (ESI) and/or email.

Corporate IT departments also have a role to play. They must more effectively and efficiently manage growing

email volumes by addressing current email system operational issues. These issues include: rising storage costs, email server performance degradation, lengthy backup and restore times, and costly and time-consuming search through volumes of historical backups to satisfy audit and litigation discovery orders.

Content, process, and email management capabilities enable corporate legal departments to: manage litigation and discovery requests efficiently, maintain compliance, and optimize the value obtained from outside counsel.

### Solution

Micro Strategies' Corporate Solution for Legal Compliance offers a scalable and fully-integrated platform that addresses key business requirements of corporate legal departments:

- Corporate legal support for matter information management
- Archiving of aged emails to facilitate email server and operational performance
- Email archiving for business requirements and regulatory requirements



- Crawling network file systems to identify relevant ESI for ingestion into the matter file management system
- ESI/email search and production to support regulatory and litigation requirements.



With the Micro Strategies solution, all functions (from corporate legal support to ESI/email archiving to ESI/email search, discovery and production) are seamlessly integrated. This enables corporate legal departments to efficiently manage the litigation process, respond to production orders for ESI and impose litigation holds and retention policies.

The solution is unique in that it is integrated with IBM Enterprise Content Management (ECM) suite of products. This enables Matter information management and email archiving to be performed on an integrated platform and facilitates the discovery and collection of ESI/Email information for litigation and production requirements. This also eliminates the need for ESI/Email information to be manually imported into a separate Matter information management solution.

### Value Proposition

Micro Strategies' Corporate Solution for Legal Compliance operates on the IBM ECM platform and provides immediate long and short-term value to the client. By addressing all aspects of the litigation process over the most comprehensive range of available content, the solution integrates the traditionally disparate and inefficient operations into a single, all encompassing process.

The solution's comprehensive Matter information management system allows information to be stored on all aspects related to a particular matter. This increases productivity and effectiveness of the corporate legal counsel's office. The consolidated Matter information management and ESI/email archiving functionality enables corporate legal departments to provide comprehensive capabilities to support the full breadth of the litigation support process in the most cost-effective manner. The solution also delivers immediate value by mitigating the potentially costly court fines, imposed sanctions and expenses that result from the loss and consequent non production of information.

### Company Description

Established in 1983, Micro Strategies Inc. has distinguished itself as one of the most innovative technology solution providers on the East Coast. As an industry leader, Micro Strategies is at the forefront of architecting and implementing quality technology solutions with a commitment to responsive, client-first service.

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## Miria Systems Asset Management Suite

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities  
Manufacturing*

■ **Business Applications**

*Asset and Business Process  
Lifecycle Management  
Change Management for  
Unstructured Manufacturing/  
Energy Documentation*

■ **Products**

*IBM FileNet Business Process  
Framework  
IBM FileNet Business Process  
Manager  
IBM FileNet Capture  
IBM FileNet Content Manager*

### Business Challenge

Large energy and manufacturing companies are asset intensive and often face increasing global competition. Asset maintenance and management of capital projects are important items driving the success of projects and the overall business. To be efficient and effective in daily operations, companies depend on large volumes of technical or procedural information. Key requirements are: enabling this information to be readily accessible to the necessary personnel, ensuring that the information is updated and accurate, and providing a process for making and controlling changes.

In addition, these needs are complicated by the following industry challenges:

- **Aging Assets** – reliability and cost control
- **Aging Workforce** – knowledge retention
- **Aging System Infrastructure** – silos of information in disparate systems
- **Open Markets** – commoditized products with reduced or volatile margins
- **Global Economy Growth** – high raw material/fuel costs
- **Manual Documentation & Processes** – limited access, redundancy, inefficiencies, costly rework

- Increasing Environmental Compliance Demands

### Solution

Miria Systems has the experience and domain expertise to help companies manage technical documents and improve operational business processes that address:

- Work & Asset Management
- Engineering Change Management
- Capital Projects and Contracts

To address a company's Work & Asset Management requirements for better management of high volumes of unstructured technical information (e.g., paper, faxes, email, etc.), Miria Systems offering integrates the IBM Enterprise Content Management (ECM) suite of products to enterprise asset management applications, including Maximo®, Asset Suite/PassPort®, SAP PM, or a legacy product. In doing so, workers gain direct access to critical operation information directly from the work management environment for:

- Engineering Drawings
- Work Procedures
- Technical Manuals
- Vendor Information
- Regulatory Guidelines
- Inspection Documents
- Project Appropriations & Contracts



Miria Systems' Engineering Change Management offering helps to control, automate and structure the creation, revision, and approval life cycle of engineering drawings and related procedure documents. Leveraging the IBM ECM suite of products, Miria has experience with McLaren® and SpatiaX® to provide a tailored, content rich, rules-based business process solution. The results are integration and control of CAD and computer based graphical mark-ups, and improved collaboration with transmittal packaging with links to assets and work orders as required.

In both manufacturing and energy businesses, capital project planning, funding, and contracting are often multiyear, paper intensive processes that lead to detailed funds justification reviews and approval cycles. This activity requires significant supporting documentation in multiple formats. Miria Systems' Capital Projects and Contracts offering provides a structured, streamlined, and auditable approach to the review process by integrating IBM ECM content repositories, resulting in complete review packages that attach to the capital review work items.

### Value Proposition

Miria Systems has the industry domain and solution expertise to help manufacturing companies improve efficiency, competitiveness, and regulatory compliance.

Our solutions enable control, availability, and ease of proper access to critical work documents to facilitate collaboration and work. Automated workflow, tracking, and audit trails are integral parts of the solution. These lead to:

- Elimination of costly rework
- Reduced maintenance & project costs
- Quicker, better decisions – engineering, maintenance, & construction
- Better utilization of the workforce & materials
- Improved plant equipment availability / reliability

Operational Effectiveness is the result.

### Company Description

Miria Systems has proven capabilities to automate, streamline, and improve business processes to help organizations drive productivity and maintain compliance. Solutions include enterprise content management (ECM) and business process management (BPM) for State and Municipal Governments, Asset Management for Manufacturing and Energy companies, and Managed\$Pay™ for automating Accounts Payable processing. Miria Systems is an IBM Software ValueNet Business Partner, and uses this platform as the basis for custom and packaged solutions.

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## A Partner Solution for Cross Industry

### Automated Invoice & Accounts Payable Management for Mid-Sized Companies

IBM **Information Management** software

# Miria Systems Invoices 7-50

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture Professional*

*IBM FileNet Content Manager*

### Business Challenge

To accurately process accounts payable (AP) information, companies must handle invoices in multiple formats with supporting documentation and manage a variety of receipt matching and supplier status issues. Physical copies of many electronically available documents are used and kept to support financial decisions. The process to receive, review, research, route and access information that is needed to approve an invoice is labor intensive and can be the source of errors and inefficient work processes for many employees.

Commonly encountered challenges with invoice processing are:

- Errors and the time to identify, research and make corrections;
- Lag time caused from manually reviewing exceptions and inquiries;
- Inefficient review, match or approval processes;
- Inability to proactively manage vendor payments and discounts;
- Duplicate processing/payments or lost invoices;
- Poor compliance, audit ability and reporting.

Four specific steps to assist organizations in gaining greater

control over their AP operations include: analyzing and optimizing processes specific to their organization, implementing the proper tools to reduce manual work, improving access to information and automating workflow and validations

### Solution

Invoices 7-50 has been developed specifically for mid-sized companies and divisions of larger companies that process between 3,000 to 9,000 invoices per month. Invoices 7-50 was designed by Miria Systems and built on the industry leading IBM Enterprise Content Management (ECM) platform.

The software addresses real AP needs of those employees who are involved in the review and approval of invoices and executives who need access to critical information. The solution is flexible enough to manage any AP process and it allows for custom configuration without changing the underlying software code. Functionality includes:

- Document capture/scanning
- Workflow and validations
- Automation of pre-match and reviews/approval
- Email notifications and exception routing



- ERP/accounting system integration
- Built-in tracking, audit trails and search
- Content management



Invoices and supporting documentation are handled in an efficient and timely manner with fewer resources and better oversight. Finance professionals have visibility to a complete audit trail of the approval of an invoice and access to real-time information to improve decision making on vendor payments and discounts.

### Value Proposition

Invoices 7-50 provides benefits in the areas of:

- Improved decision making around vendor payments and discounts;
- Reduced paper handling, routing costs and document storage costs;
- Improved access and control of information;
- Reduced costs and potential penalties in complying with audits and financial reviews;
- Improved process analysis and real-time reporting capabilities (accruals, trends).

According to the IOMA AP Department Benchmarks and Analysis Report 2007, automation of AP processes typically reduce the average cost to process an invoice from \$12.71 to \$8.58.

Companies can expect significant costs savings in the areas of:

- Finance resources to process invoices, manage exceptions and handle inquiries
- Time spent by employees outside of the AP department (Approver/Manager/ Buyer) to review and approve invoices
- Expenses from document routing, paper/fax/copy costs, postage and storage
- Lost invoices, duplicate invoice processing and late payment fees
- Internal financial controls, audits and Sarbanes-Oxley compliance

### Company Description

Miria Systems has proven capabilities to automate, streamline and improve business processes that help organizations drive productivity and maintain compliance. Miria builds solutions that leverage enterprise content management (ECM) and business process management (BPM) for state and municipal governments, Asset Management for manufacturing and energy companies and Managed\$Pay™ for automating Accounts Payable processing. Miria Systems is an IBM Software ValueNet Business Partner and uses this platform as the basis for custom and packaged solutions.

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IBM **Information Management** software

## Miria Systems Managed\$Pay™

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Accounts Payable*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture Professional*

*IBM FileNet Content Manager*

### Business Challenge

Companies must accurately handle and process large amounts of accounts payable (AP) information, including invoices in multiple formats and supporting vendor documentation. Paper copies of many documents are used to make, and kept to support, financial decisions. The process to receive, review, research, route, and access information needed to approve an invoice is labor intensive and can be the source of errors and inefficient work for many employees.

Challenges with invoice processing include:

- errors and the time to identify, research, and correct
- inefficient review, match, or approval processes
- inability to proactively manage vendor discounts
- duplicate payments or lost invoices
- lag time from exceptions, inquiries, and manual work
- poor compliance, audit ability, and reporting

Gaining greater control over AP requires analyzing and optimizing processes specific to your organization, and implementing the proper tools to reduce manual work, improve access to information, and automate workflow and validations.

### Solution

Managed\$Pay™ has been developed by a team of experts in AP for clients across multiple industries. The software is designed to address real AP needs from the standpoint of the employees involved in the review and approval of invoices and executives needing access to information. The solution is flexible to manage any AP process, and it provides for custom configuration without changing the underlying software code.

Managed\$Pay, based on the IBM Enterprise Content Management (ECM) suite of products, provides the following functionality to automate the invoice management and accounts payable process:

- document capture/scanning
- configurable workflow & validations
- automation of pre-match & reviews / approval
- email notifications & exception routing
- built-in tracking and search
- content management
- ERP integration

By automating the AP process with Managed\$Pay, invoices and supporting documentation are handled in an efficient and timely manner with fewer resources and



better oversight. Finance professionals have visibility to a complete audit trail of the approval of an invoice and access to real-time information to improve decision making on vendor payments and discounts.



## Value Proposition

Managed\$Pay provides benefits in the areas of:

- reduced processing time, errors, manual work, and costs
- improved maintenance and access to vendor information (ERP / accounting systems)
- improved visibility into AP liabilities at any point in time
- improved decision making around vendor payments and discounts
- reduced paper handling, routing costs, and document storage costs
- increased employee productivity
- improved access and control of information
- reduced costs and potential penalties in complying with audits and financial reviews
- improved process analysis and real-time reporting capabilities (accruals, trends)

According to the results of 700 companies surveyed in IOMA's AP Department Benchmarks and Analysis study, automation of the AP process reduced the average cost to process an invoice from \$11.61 to \$6.81. Companies can expect costs savings from reduced:

- 1) finance time and resources to process invoices, manage exceptions, and handle inquiries
- 2) time by employees outside of the AP department (Approver / Manager / Buyer time) to review and approve invoices
- 3) expenses in the areas of document routing, paper/fax/copy costs, postage, machine maintenance, audit fees, and lost invoice/late payment fees
- 4) costs for additional internal controls and risks around financial compliance and Sarbanes-Oxley requirements

## Company Description

Miria Systems has proven capabilities to automate, streamline, and improve business processes to help organizations drive productivity and maintain compliance. Solutions include enterprise content management (ECM) and business process management (BPM) for State and Municipal Governments, Asset Management for Manufacturing and Energy companies, and Managed\$Pay for automating Accounts Payable processing. Miria Systems is an IBM Software ValueNet Business Partner, and uses this platform as the basis for custom and packaged solutions.

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IMX12972-USEN-01



# Miria Systems Reporting and Fee Collection

## Partner Solution

■ **Target Industries**

Compliance  
Government

■ **Business Application**

Regulation of Recycling and Waste Management Activities

■ **Products**

IBM FileNet Business Process Manager  
IBM FileNet Capture Professional  
IBM FileNet Content Manager

### Business Challenge

State Department of Environmental Protection (DEP) agencies are responsible for tracking and monitoring the generation, transportation, treatment, storage and disposal of hazardous and non-hazardous waste.

State and Local Environmental Agencies share a common goal...

*To be stewards of the environment and to protect the public health, by providing information to the public, and ensuring compliance with environmental policy.*

Each year, DEPs collect thousands of reports, including manifests listing the type and quantity of waste being transported via public highways. Additionally, hazardous waste generators, transporters, storage/processing facilities and landfills may submit quarterly and biennial (residual) reports detailing waste handling procedures.

With waste management and recycling fees exceeding tens of millions of dollars annually, it is crucial that manifests and reports are processed efficiently and accurately, as even one mistake can present tremendous security and legal risks as well as significant revenue loss.

State DEPs are spending excessive time processing paperwork, calculating and collecting fees, and managing the deposits of these funds in to the appropriate accounts.

### Solution

Miria Systems has developed an environmental solution to help DEPs:

- Streamline the reporting process
- Speed up the review and approval process
- Eliminate unnecessary steps, making it easier to do business with the state
- Increase revenues through timely permit issuance and fee collection

Reporting and Fee Collection (RFC) is a waste management solution to help state environmental protection agencies manage the process of monitoring the creation, transportation, treatment, and disposal of hazardous materials. This solution streamlines the reconciliation of fees while providing the process improvement over the receipt, management, and reporting of manifests, quarterly, and biennial reports.

### Value Proposition

Miria's RFC solution is designed to help state DEPs increase operational



efficiencies and reduce operating expenses. Key elements of the solution include: streamlining the processing of manifests and the collection and processing of quarterly and biennial reports; managing fee collection and deposits; complying with government regulations, auditing procedures, and fraud detection protocols; supporting environmental trending and litigation; and improving customer service.



State DEPs deploying Miria's RFC solution have benefited from:

- **Accuracy** – automation eliminates data-entry errors and provides improved detection of inconsistent data and reporting violations
- **Efficiency** – improved workflow eliminates backlogs and replaces labor-intensive data entry and paper management processes
- **Timeliness** – automatic data capture, validation, and routing expedites the process
- **Improved Fund Management** – fees are reconciled faster to maximize liquidity & interest accrual
- **Communication** – automatic responses are generated from non-compliant reports, incorrect payments, or other business triggers
- **Reporting** – better access to information for better decision making
- **Compliance** – control of information enables better records management

With Miria's RFC solution, state DEPs are able to focus resources on tracking and analyzing trends in environmental protection initiatives and improving their ability to respond to industry needs and mandates for the standardization of reporting.

DEPs deploying Miria's RFC solution also improve customer service by providing better access to information required by county recycling coordinators; county planning agencies; environmental consultants; other state DEPs; the United States Environmental Protection Agency (EPA); investment analysts; the waste industry; the recycling industry; environmental data firms; federal, state and locally-elected officials; DEP executive and regional staff; and other DEP constituents.

Miria's RFC solution enables DEPs to focus on improving their management of key processes that generate additional income for the state and ultimately help protect the environment.

### Company Description

Miria Systems has proven capabilities to automate, streamline, and improve business processes to help organizations drive productivity and maintain compliance. Solutions include enterprise content management (ECM) and business process management (BPM) for State and Municipal Governments, Asset Management for Manufacturing and Energy companies, and Managed\$Pay for automating Accounts Payable processing. Miria Systems is an IBM Software ValueNet Business Partner, and uses this platform as the basis for custom and packaged solutions.

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IMX12973-USEN-01



## Miria Systems Source Testing & Monitoring

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### Partner Solution

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■ **Target Industries**

Compliance  
Government

■ **Business Applications**

Environmental Compliance of  
Air Quality

■ **Products**

IBM FileNet Business Process  
Manager  
IBM FileNet Capture Professional  
IBM FileNet Content Manager

### Business Challenge

In their role of monitoring, testing, tracking and evaluating compliance with emissions standards, State Department of Environmental Protection (DEP) agencies must collect, analyze and maintain records for each device or facility that emits regulated substances into the atmosphere.

State and Local Environmental Agencies share a common goal. . .

*To be stewards of the environment and to protect the public health, by providing information to the public, and ensuring compliance with environmental policy.*

To accomplish this mission, DEPs must review, evaluate and cross-reference a variety of documents including permits and/or plan approvals, current and historical test protocols, observation reports and test results, and correspondence submitted by the source facilities.

Existing paper-based, manual procedures and data-rich reporting present a number of challenges when it comes to the oversight of environmental compliance and air quality standards including:

- Establishing and maintaining standard processes for the testing, monitoring, reporting and control of air quality and emissions
- Tracking and reporting review progress, distributing content and updating multiple tracking/reporting systems
- Requesting, tracking and implementing information updates among constituents
- Providing timely and accurate updates and clarifications for regulated facilities and monitoring agencies
- Assigning of resources and balancing of workloads

Additionally, paper-based, manual checklists and documentation must be transcribed into observation memos for subsequent processing, forcing the protocol review process to manually sort through multiple data sources, and preventing time-sensitive reporting and notifications.

### Solution

Miria Systems has developed an environmental solution to help DEPs:

- Streamline the reporting process
- Speed up the review and approval process



- Eliminate unnecessary steps, making it easier to do business with the state
- Increase revenues through timely permit issuance and fee collection

Source Testing and Monitoring is an Air Quality solution to help state environmental protection agencies manage the process of testing the emissions from various polluting sources to ensure that these facilities are operating within the constraints of the currently established emissions standards.

This solution allows testers and facilities to submit their protocols, tests, observations and reports to the state agencies, either through paper or electronically; and automatically initiate the review and monitoring process within the air quality unit.

### Value Proposition

Miria's environmental compliance solution is designed to increase the efficiency of the source test process, and improve the quality and timeliness of information made available to the regulated community and other constituents within a DEP.

Benefits include:

- **Compliance** – automated workflow facilitating processing, enforcing standard practices and providing detailed tracking, reporting and distribution of source testing process documentation
- **Management Tools** – providing supervisors and managers with a comprehensive overview of processing status and observations based on workload, areas of expertise or other factors
- **Efficiency** – automated tracking, status identification, and on-line concurrent access to current and historical source testing process documentation for each regulated facility
- **Portal** – a Web-based user interface allowing manual and automated routing of pending transactions to the appropriate staff and managers for review and approval; and provides secured enterprise access for central and remote offices
- **Data Integrity** – integration with or replacement of current data repositories
- **Reduced Costs** – document copying and distribution occurring automatically within the system, eliminating the need to mail paper documentation

### Company Description

Miria Systems has proven capabilities to automate, streamline, and improve business processes to help organizations drive productivity and maintain compliance. Solutions include enterprise content management (ECM) and business process management (BPM) for State and Municipal Governments, Asset Management for Manufacturing and Energy companies, and Managed\$Pay™ for automating Accounts Payable processing. Miria Systems is an IBM Software ValueNet Business Partner, and uses this platform as the basis for custom and packaged solutions.

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IBM **Information Management** software

## Mitratech Holdings, Inc. TeamConnect Legal Suite for IBM ECM

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*eBilling*

*Matter/Case Management*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

In its 2007 Chief Legal Officer Survey, the Association of Corporate Counsel (ACC) compiled insights into the key challenges of corporate legal departments. According to ACC respondents, “chief legal officers and general counsel continue to spend the majority of their time on corporate transactional work as one of their top three areas of focus, followed by compliance.” When asked to identify the next “big issue” they will face, respondents overwhelmingly identified “document/records management issues.”

Attorneys struggle with the lack of a centralized view of legal cases and pertinent documents. Matter/Case Management data is often stored separately from electronic media. Documents stored on local desktops, email or within siloed legal department document management solutions make information searching a time intensive and inefficient activity. This inefficiency in “fact gathering” compromises both the quality and timeliness of legal services and also makes it difficult to comply with record retention policies. Additionally, a lack of process and coordination internally can make the legal department look chaotic in its service to the company.

Having a legal matter management solution integrated with an

organizations’ enterprise content management system provides improved operational efficiencies, reduced legal spend and improved access to the right information at the right time, for better quality of service.

### Solution

Mitratech’s TeamConnect Legal Suite for IBM ECM provides nearly transparent access to documents stored and managed in the IBM Enterprise Content Management (ECM) suite of products. The marrying of Mitratech’s TeamConnect Legal Suite for IBM ECM to the IBM ECM repository makes document access streamlined and straightforward. Users do not realize that they are using two distinct systems performing two very different functions. Rather, they simply enter a matter within Mitratech TeamConnect Legal Suite for IBM ECM and an applicable folder is created within the IBM ECM repository to store matter relevant documents.

Document security is established by creating a folder structure organized by legal issue and the nature of the matter. Access to matters and documents may be restricted to legal professionals or may be shared with other employees, partners or vendors. Organizations are assured of proper handling of sensitive matters and documents, as the solution allows access only to individuals assigned to



the associated matter, while restricting access to all other individuals. Document access has never been easier; simply access the document tab within a matter and the system displays a matter-centric document list allowing direct access to applicable documents. The solution also provides check-in/check-out and versioning. Document retention policies may be incorporated into the solution by configuring matter and document metadata or through integration with the companies' records management solution.



## Value Proposition

Mitratech's TeamConnect Legal Suite for IBM ECM provides organizations with a solution that combines structured matter/case information with electronic media. The solution provides value to all legal personnel across the organization – including data entry clerks, paralegals, attorneys, managers/supervisors and general counsel/executives.

The solution also enables personnel to view structured matter/case information with electronic media at a matter level, and also allows authorized non-legal staff to access and profile applicable electronic media in a secure environment. Mitratech's TeamConnect Legal Suite for IBM ECM also enables organizations to adhere to corporate enterprise content and records management policies. Vendors may be brought into compliance by requiring the submission of documentation within this secure environment. In the event email is used to submit data, information may be attached to specified matters/cases including attachments. Legal case handlers may view all pertinent information quickly and easily. Record managers may set applicable retention policies and enforce litigation hold policies.

Finally, the solution improves a corporate legal department's ability to deliver appropriate counsel, thereby reducing risk. It also provides enhanced efficiency for attorneys gathering relevant materials, resulting in timelier client service.

## Company Description

Mitratech provides market-leading *Collaborative Accountability Applications* for businesses and their trusted partners. With team-oriented domain applications in legal process automation, governance, risk, compliance and security, Mitratech's TeamConnect Collaborative Accountability Suite improves transparency of financial reporting, reduces exposure to risk, and boosts operating discipline, information security and the efficiency of enterprise processes.

Our *Collaborati* browser application also meets the accountability and collaboration needs of proliferating extraprise teams, wherein vendors, partners and service providers often have to be included in sensitive teamwork projects such as electronic billing, legal hold and collaborative budgeting, or those which expose your business to liability. For more information, please visit <http://www.mitratech.com>.

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## A Partner Solution for Cross Industry

### Using Business Process Management to Increase the Efficiency of Contract Processing

IBM **Information Management** software

# nextevolution AG neContract Management

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Contract Management*

■ **Products**

*IBM FileNet Application Connector  
for SAP R/3*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Email Manager*

*IBM FileNet Image Manager*

*IBM FileNet Web Site Manager*

### Business Challenge

The ability to consolidate contractual information within a single system and manage that information using structured workflow practices; link contract-related files from disparate systems; archive documents, independent of format, for organizational or government-mandated regulatory compliance; and, support access for information for all authorized personnel is crucial to the success of any organization. Many businesses remain challenged by the de-centralized manner in which customer-related information is captured. In many cases, data is either entered manually or scanned using different software applications. As such, these organizations are finding it difficult to remain competitive, meet contractual obligations and deadlines and comply with the terms of their contractual agreements.

Today's organizations must identify ways to optimize workflow and improve decision-making processes. This includes complying with contract terms and conditions – especially deadlines – generating comprehensive overviews of contract data; and storing and archiving relevant data in accordance with organizational and governmental retention mandates. Enterprise content management

solutions offers comprehensive business process management capabilities and can help organizations meet these requirements.

### Solution

nextevolution's neContract Management is a solution that provides organizations with the structure and workflow required for efficient processing of contracts. Based on neWorkplace, a nextevolution business solution framework that leverages the IBM FileNet P8 platform, neContract Management improves time-to-market by supporting fast and easy access to contract documents and automated workflow. It supports the ability to electronically scan documents and leverage OCR text recognition and/or manually perform data entry. This information is then linked together to provide a comprehensive overview of all contract-related data, transactions, tasks and next steps.

The neContract Management solution also supports adaptability. It can be customized to meet a variety of business requirements, including the ability to link relevant information from disparate systems into a single file for automatic contract generation; the prequalification of incoming mail according to defined policies; and,



the automatic distribution of contract files to designated personnel. The solution also enables an organization to easily adapt its contract management processes according to internal changes or regulatory requirements.



### Value Proposition

nextevolution's neContract Management solution provides today's businesses with the ability to optimize their contract management business processes and easily adapt these processes to meet key business requirements. Organizations are provided with a holistic view of all contract management content and processes. By presenting information in this manner, decisions can be made faster, mistakes are avoided due to missing information and business transaction costs are significantly reduced.

By leveraging neContract Management's automated business processes, contract workflow is optimized and case handlers are supported through every step of the contract process. This enables businesses to recapture a percentage of the employees' time spent on inefficient manual processing. This also improves an organization's return on investment by reducing the number of man-hours spent processing contracts.

### Company Description

nextevolution develops and implements innovative Enterprise Content Management (ECM), Enterprise Resource Management (ERM) and Business Intelligence solutions, leveraging the standard products of leading software providers like IBM, SAP and Microsoft. The firm's portfolio also includes professional services and other technical solutions developed by its design teams.

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## A Partner Solution for Cross Industry

### Using Business Process Management to Optimize the Invoicing Process – from Receipt to Archiving

IBM **Information Management** software

# nextevolution AG neInvoice Processing Management

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Invoice Processing*

■ **Products**

*IBM FileNet Application Connector for SAP Enterprise Portal*

*IBM FileNet Application Connector for SAP R/3*

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation Services*

*IBM FileNet Content Manager*

*IBM FileNet Email Manager*

*IBM FileNet Image Manager*

*IBM FileNet Image Services*

*Resource Adapter*

*IBM FileNet Records Crawler*

*IBM FileNet Web Site Manager*

## Business Challenge

The ability to efficiently manage and process incoming invoices in a timely manner; effectively link invoice-related data from business process management (BPM) and enterprise resource planning (ERP) systems; archive invoices – independent of format and in accordance with organizational or government-mandated regulations – and support access to invoices for all authorized accounting personnel, is crucial to the success of any organization. Invoices are often managed across disparate information technology systems, making the invoice management process cumbersome and often lacking in transparency.

The process of scanning paper-based invoices, distributing the invoice to authorized accounting personnel, manually routing the invoice to the appropriate organizational units within the company for approval and finally matching the invoice with the correct order, approval and payment, can be a time consuming and costly process. Furthermore, the challenges associated with indexing stored or archived documents can increase the time it takes to search for and locate invoice-related documentation.

As such, organizations must identify ways to increase the transparency of invoice management and reduce the time associated with managing and processing invoices. They must also provide quick access to stored and archived invoice information, support the quick and easy adaptation of the incoming invoice processes to internal changes and new organizational requirements, and improve communication between partners and suppliers during the invoice management process.

## Solution

nextevolution's neInvoice Processing Management is a solution that provides organizations with the structure and workflow required to optimize invoice processing – from data entry to archiving – using pre-defined workflow processes. Based on neWorkplace, a nextevolution business solution framework that leverages the IBM Enterprise Content Management (ECM) suite of products, neInvoice Management supports fast and simple access to invoice documents and improves time-to-market.

The neInvoice Processing Management solution's workflow



enables organizations to partially automate various processes including: scanning, optical character recognition (OCR) and the distribution of invoices to designated personnel. The distribution of invoices is done in accordance with preconfigured user interfaces (UIs) for accountants and invoice approvers. The solution also supports the simultaneous comparison of the invoice data with data from the ERP system, clearly displaying captured invoice data and information from the ERP system on a single screen, which saves time by providing the accountant with a comprehensive snapshot of all invoice-related data. The nelInvoice Processing Management solution also enables an organization to easily adapt its invoice management processes according to customer requirements.



### Value Proposition

nextevolution's nelInvoice Processing Management solution gives today's businesses the ability to optimize invoice management business processes and to easily adapt these processes to meet key business requirements. With the nelInvoice Processing Management solution, invoice-related data from the BPM and ERP systems are linked together to provide a comprehensive overview of all invoice-related transactions, tasks and next steps. By presenting information in this manner, organization can make decisions faster, avoid mistakes due to missing information all while significantly reducing the cost of those business transactions.

By leveraging nelInvoice Processing Management's partially automated business processes to optimize workflow, and by supporting accounting and approval personnel through every step of the invoicing process, businesses can recapture a percentage of the employees' time. This improves an organization's ROI by reducing the number of person-hours spent processing contracts.

### Company Description

nextevolution develops and implements innovative Enterprise Content Management (ECM), Enterprise Resource Management (ERM) and Business Intelligence solutions, leveraging the standard products of leading software providers like IBM, SAP and Microsoft. The firm's portfolio also includes professional services and other technical solutions developed by its design teams.

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IBM **Information Management** software

## ObjectBuilders, Inc. Case Management – Mobilizing Government

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Unified Case Management*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

### Business Challenge

Government case management revolves around the execution of critical decisions that affect people's lives. Case management personnel must manage complex, multi-stage tasks that involve the coordination of a wide range of departments, agencies and pull information from multiple sources. To complicate this, case workers often must work remotely, away from the central office and systems.

Having access to information enables case workers to make accurate and defensible decisions. Clearly defined, streamlined and automated business processes enable case workers to serve their constituents in the fastest and most efficient manner possible.

### Solution

ObjectBuilders' Case Management – Mobilizing Government solution provides access to a comprehensive knowledge base of integrated information that is required by case workers — whenever and wherever they are. The solution is fully functional whether workers are completely disconnected from or connected to the network.

Additionally, it has core capabilities rooted in sophisticated event

management for proactive monitoring of data sources, ensuring workers are using the most current information that's available.

The solution is 100 percent configurable, making it ideal and accessible to the full realm of government agencies requiring case management functionality, such as: Human Service, Human Relations, Environmental, Healthcare, Welfare, Field Inspections, Financial, Legal, Law Enforcement, Permitting, Licensing and Telework.

The solution contains modules and templates needed to configure the system to meet customers' specific requirements.

- **Intake:** Allows cases to be initiated from custom intake screens that can be designed to accommodate each type of case.
- **Events/Rules Processing:** Upon the launch of a case or committal of a document to the repository, certain system activity may be required and is automatically performed by a built-in rules engine that executes the predefined business rules.
- **Workflow/Business Processes:** Some cases may launch processes or sub-processes that are required to be executed as part of a case



lifecycle or as part of a certain case status. These processes or sub-processes leverage the workflow process engine associated directly with the case.

- **Query/Reporting:** Fully customized reports and dashboards can be created from pre-existing templates.



## Value Proposition

Case Management – Mobilizing Government by ObjectBuilders provides case workers with a solution that streamlines case management processes for better and faster decision making, enabling organizations to deliver responsive citizen-centric services in the most cost effective and efficient manner.

Benefits of the solution include:

- Automates and streamlines cases across multiple agencies or departments
- Increases integrity and consistency of processes
- Improves real-time visibility into processes and case status
- Eliminates multiple data entry, manual touch points and paper
- Enhances productivity of the case worker both in the office and in the field

Additionally, the solution meets or exceeds all Performance Based Acquisition Models and can be delivered to the requested specification within 30-60 days after specification approval.

The solution ships with productivity tools that enable users to become and remain self-sufficient. This empowers users to easily maintain and modify the solution, as needed, for improved responsiveness to procedural change.

The ObjectBuilders Case Management – Mobilizing Government solution is entirely assembled and deployed in XML, one of the most open and flexible standards available. In addition to significant time and cost savings on solution delivery, the total cost of ownership is greatly reduced.

## Company Description

ObjectBuilders is a leading provider of XML based solutions for Enterprise Content Management (ECM), Business Intelligence (BI) and Business Process Management (BPM) software. ObjectBuilders solutions are 100 percent assembled Composite Applications that can leverage and enhance your existing investments, infrastructure and SOA initiatives. ObjectBuilders Software Factory is an onshore service alternative to offshore development. “Try Before You Buy” is our guarantee that your solution will be delivered exactly to your specification. Headquartered in King of Prussia, Penn., ObjectBuilders has served the needs of Global 2000 organizations for more than 14 years.

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## A Partner Solution for Government

Automated Licensing Procedures Deliver Cost Savings,  
Enhance Performance and Improve Customer Satisfaction

IBM **Information Management** software

# ObjectBuilders, Inc. eLicensing

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Licensing Lifecycle Automation*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Image Services*

*IBM FileNet Records Manager*

### Business Challenge

Licenses – for everything ranging from driving an automobile to more complex permits that authorize the removal and disposal of toxic waste – are approved, renewed or denied based on factual evidence regarding an applicant.

Government agencies and bureaus responsible for issuing licenses must research, collect, validate and exchange information among other agencies involved in the approval or denial of a license. However, should these processes fail, significant revenue loss, or worse yet – security and legal risks can result.

For example, uncollected fines and fees represent untapped revenue for government agencies, therefore, it is crucial that licensing bureaus become fully aware of information regarding the history of the licensee, including any past violations or other infractions, so that fines can be assessed and collected prior to licensing renewal.

Also, risk management is key; if a license to dispose of toxic waste were to be obtained based on inaccurate information, the licensing agency could become exposed to lawsuits and other legal ramifications.

Because licensing procedures vary by each agency or bureau, “out of the box” solutions make it difficult to address the following challenges:

- **Complex, Non-Linear Business Process Workflows** – Most licensing operations require the ability to handle multiple types of licenses, each with its own process, business rules, exceptions and participants.
- **Deficiency Management and Tracking** – License processing entails a highly complex process of reviewing information, identifying problems or deficiencies and then managing the resolution of those deficiencies.
- **Disparate and Disconnected Workforce** – Licensing operations most often span multiple offices and may even include disconnected workers, conducting site visits or inspections.
- **Financial Transactions** – At a minimum, most licenses require payment for fees or services. All of these financial transactions require exceptions, adjustments and audit capabilities.
- **Varying Agency Cultures and Domain Specific Terminology** – Each licensing operation is unique, making flexibility and adaptability key.

### Solution

IBM Enterprise Content Management (ECM) suite of products, ObjectBuilders' eLicensing solution enables government agencies and licensing bureaus to streamline and automate critical processes to support the licensing lifecycle.



Based on XML, ObjectBuilders' eLicensing solution can be fully customized. Its powerful customer service management capabilities, coupled with advanced analytical and business performance features, cost-effectively meet agency or bureau-specific workflows and processes to enable increased levels of customer satisfaction. With ObjectBuilders' eLicensing solution, government agencies and licensing bureaus can visually model and improve processes and business rules system-wide.



eLicensing consists of three main application components:

**License Management** – Applicants have Web-based access to eLicensing to apply and review license status, and even be assigned tasks to resolve problems or move license applications to the next step. eLicensing supports non-linear workflows and deficiency management, operates seamlessly with a workflow infrastructure product, and can proactively scan for data and react to data triggers, launching workflows configured with user-defined business rules.

**Application and Constituent Management** – eLicensing provides integrated application and constituent management, enabling business users to generate reports on constituent demographics and report and search on detailed license history, including test scores, denials, suspensions, and revocations. Users are provided with a single, aggregate view of all documents related to an application or constituent, including all licenses associated with the constituent. All constituent and applicant contact information and correspondences are tracked and managed by eLicensing.

**Enforcement** – eLicensing offers a robust enforcement component that enables online submission of complaints, tracking of violations and disciplines and fee collections. eLicensing also tracks and manages all financial transactions associated with applications and licenses.

### Value Proposition

With eLicensing, government agencies and bureaus benefit from: shortened licensing lifecycles enabling the processing of more licenses in a shorter period of time; increased data integrity; higher levels of customer feedback and satisfaction during the application process greater accountability; and reduced paperwork.

### Company Description

ObjectBuilders is the leading provider of XML solutions for advanced Enterprise Content Management (ECM) and Business Process Management (BPM) software. The company's products optimize core business processes by integrating seamlessly with its customers' existing IT infrastructures, leveraging and enhancing the value of these IT investment. ObjectBuilders' solutions reduce operating expenses, enhance revenues, ensure regulatory compliance and improve customer service for global, national and regional organizations focusing on financial services, healthcare, insurance, media communications, and government. The company is headquartered in King of Prussia, PA, and has served the needs of Global 2000 companies for more than 14 years.

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A Partner Solution for Banking and Financial Markets

A Trusted Source of Content for the Sale, Servicing and Securitization of Assets

IBM **Information Management** software

# ObjectBuilders, Inc. eResolve for Mortgage Banking

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## Partner Solution

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■ **Target Industry**

*Banking and Financial Markets –  
Mortgage Banking*

■ **Business Application**

*Asset Record Certification  
and Deficiency Resolution*

■ **Products**

- IBM FileNet Business Process Manager*
- IBM FileNet Capture Desktop*
- IBM FileNet Capture Professional*
- IBM FileNet Content Manager*
- IBM FileNet Image Manager*
- IBM FileNet Process Analyzer*
- IBM FileNet Process Designer*
- IBM FileNet Process Simulator*

### Business Challenge

Firms that acquire, sell, service and securitize assets (e.g. Mortgage Backed Securities and Asset Backed Securities) are required by the secondary market investors and recent regulatory changes (e.g. Sarbanes-Oxley) to have accurate, auditable and highly available information.

However, the asset and its supporting collateral, referred to as the asset record, is composed of unstructured content, documents, and disconnected data from stove-piped systems. This fragmentation compromises a company’s ability to efficiently execute critical business processes, perfect or certify the asset record, and properly respond to increasing regulatory and investor requirements. The result is inaccurate portfolio valuation, inflated processing costs, poor operational and financial performance, and increased risk.

Realizing the nature of the asset record, the challenge faced by companies operating in financial markets is how to cost effectively and efficiently audit the asset record, identify deficiencies based on operational and contractual guidelines, manage deficiency resolution across all partners, resolve conflicts, and ultimately, certify the asset record.

### Solution

eResolve for Mortgage Banking is one of the family of “Live Solutions offered by Object Builders. It is an event driven XML software solution that works with your existing line of business applications and infrastructure, serving as a “trusted source of content” for the sale, servicing and securitization of assets. eResolve for Mortgage Banking supports the following processes/events:

#### Sale

Shipping and Deliver; Transfer of Beneficial Interest; Recordation (MERS, non-MERS)

#### Acquisition

Due Diligence (Legal, Servicing, Credit, Appraisal, Compliance)

#### Servicing

New Loan Set-Up and Transfer; Default (Bankruptcy, Foreclosure, REO); Disposition (Payoff, Subordination, Refinance); Investor Reporting; Loan Accounting (Master Servicing)

#### Securitization

Pooling; Structured Finance / Treasury; Off Balance Sheet Financing; Custody

eResolve for Mortgage Banking is a state-of-the-art XML application which takes full advantage of the



internet and supports rich client, thin client and web services interfaces. It provides event-driven asset record certification, and manages the resolution and reconciliation of asset record deficiencies across all partners, systems, and sources. It leverages and extends the capabilities of your existing line of business applications by seamlessly integrating into a company's infrastructure business process management tools and content management tools. This allows financial services firms to rapidly implement automated processes for collateral deficiency management and resolution.



eResolve for Mortgage Banking allows you to establish and manage your best practices associated with your critical business processes. It is 100 percent configurable and doesn't require any coding. Event handlers can be tailored to provide a real-time, single interface for perfecting asset records, resolving deficiencies, managing the workforce, and distributing asset content (data, documents, images) across partners (custodians, sellers, servicers, purchasers, and vendors). All parties have real-time visibility and control over the entire transaction lifecycle.

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### Value Proposition

- Facilitate compliance with investor and regulatory requirements
- Reduce working capital requirements
- Reduce operational and credit risk
- Increase process cycle efficiency
- Improve return on economic capital
- Improve forecasting and reporting
- Improve service levels

### Company Description

ObjectBuilders is the leading provider of XML solutions for advanced Enterprise Content Management (ECM) and Business Process Management (BPM) software. The company's products optimize core business processes by integrating seamlessly with its customers' existing IT infrastructures, leveraging and enhancing the value of these IT investment. ObjectBuilders' solutions reduce operating expenses, enhance revenues, ensure regulatory compliance and improve customer service for global, national and regional organizations focusing on financial services, healthcare, insurance, media communications, and government. The company is headquartered in King of Prussia, PA, and has served the needs of Global 2000 companies for more than 14 years.

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IMX12978-USEN-01



## A Partner Solution for Cross Industry

### Application Assembly – A Cost-Effective Alternative to Offshore Software Development

IBM **Information Management** software

# ObjectBuilders, Inc. The Software Factory™

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Offshore Development Alternative*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

### Business Challenge

Businesses and government agencies alike face numerous challenges when it comes to application development. For years, businesses have struggled with long and costly delays between concept and finished product – only to realize that often when the project is finally complete, it no longer meets evolving business requirements.

Determined to cut capital and operating expenses, improve time-to-market and quickly ramp up new business applications, many companies have turned to offshore development. However, that option is rapidly becoming less desirable due to many hidden security, economic and quality control risks.

Now, with The Software Factory from ObjectBuilders, businesses can assemble custom applications two to three times faster than with traditional development methods, while remaining competitive with offshore development houses.

### Solution

The concept of the software factory, which came about during the tech boom of the early 90s, has finally come to fruition as The Software Factory at ObjectBuilders. Leveraging

the fundamentals of industrial manufacturing – standardized components, specialized skill sets, parallel processes and scalable consistency of quality, The Software Factory delivers a superior level of application assembly to dramatically accelerate development cycles while reducing costs.

Similar to other manufacturing processes, The Software Factory encompasses four key operational stages:

- **Specification:** All manufacturing starts with a specification, some more complicated than others. Here, common software development specifications are used, which are optimized for The Software Factory.
- **Preparation:** This is where ObjectBuilders engineers review the specifications and prepare The Software Factory to assemble the business application. The specification is divided into jobs that are prepped and delivered to the assembly floor.
- **The Assembly Floor:** An assembly area where our specialized software assemblers create a wide variety of business software applications using a “virtual conveyor belt” of multiple workstations working in parallel, each responsible for a specific part of a job.



- **Fulfillment:** The final stage in the manufacturing process where the final product is inspected and packaged for delivery to the customer.



## Value Proposition

The Software Factory offers substantial advantages for companies and organizations looking for rapid, cost-effective software development:

- Cost competitive with offshore
- Assembling standard software components is a better way to build business applications – at an accelerated pace (2 to 3 times faster) and for less money (up to 50 percent less). Most applications can be delivered 30 to 60 days after the specification is completed.
- Internal IT resources benefit by having the ability to outsource routine tasks involved in the development of business applications.
- Industrial assembly techniques reduce application development time.
- The specification process is optimized through immediate customer feedback that saves time and money.
- Leveraging US-based software factories keeps jobs in the US (at a time when up to two-thirds of all large system integrators' are currently staffing offshore).

## Company Description

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## A Partner Solution for Compliance

### Taming the Paper Tiger: Physical Records Management for Improved Operational Efficiency

IBM **Information Management** software

# OmniRIM OmniRIM 7 Records Management Suite

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## Partner Solution

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■ **Target Industry**  
*Compliance*

■ **Business Application**  
*Physical Records Management*

■ **Products**  
*IBM FileNet Content Manager*  
*IBM FileNet Records Manager*

### Business Challenge

High profile corporate scandals; new regulations concerning corporate governance, privacy and information disclosure; the explosion in volume of both electronic and paper documents; and the increasing cost of creating, managing, storing and retrieving information – not to mention litigation, discover and audits. All of these factors are driving the need for integrated, comprehensive and accountable records management systems, creating heightened visibility at the highest levels of the organization.

Today, many organizations struggle with what to do with dusty boxes of disorganized records (sometimes numbering in the hundreds of thousands) littering the hallways, basements and closets.

Many companies have hired third-party warehousing organizations – only to discover that storage is costly and accessing records labor-intensive. Other businesses have attempted to capture these documents in electronic format for easier management, in systems such as DOS-based AIS systems, Excel® and Quattro Pro® spreadsheets, and DB2 databases. However, these methods typically limit, and sometimes exclude, accessibility to vital information for employees in multiple departments or offsite locations, hindering the implementation of unified, enterprise-

wide policies and the ability to simply classify and track records.

“Fueled by government regulations and public corporate scandals, records management has emerged as a crucial piece of technology needed for end-to-end corporate compliance,” reports industry analyst firm IDC. Unable to access records swiftly, companies are unable to make decisions quickly, negatively impacting regulatory compliance efforts, as well as customer service initiatives.

### Solution

OmniRIM 7 Records Management Suite is an advanced physical records management solution that features a Web-based, user friendly interface that enables users to locate and manage all records information across organizations. Integrating seamlessly with IBM Enterprise Content Management (ECM) suite of products, OmniRIM 7 Records Management Suite empowers organizations to manage both physical and electronic records through a single, unified solution, significantly enhancing the functionality of IBM’s enterprise content management system.

Providing peace of mind for organizations facing today’s challenging and complex compliance requirements and information management issues, OmniRIM



7 Records Management Suite features powerful indexing, search, and retrieval capabilities with state-of-the-art barcode technology to streamline the records circulation process. Tracking and reporting allows for records accountability, improved management of record centers and provision of cost center charge-backs.



OmniRIM's highly-qualified team of experts quickly and efficiently deploys its Physical Records Management solution in client environments, providing additional support with a full range of professional services including consulting, project management, data conversion, installation, configuration, training and support.

### Value Proposition

OmniRIM's innovative records management solution enables organizations to automate and streamline the management of physical records throughout their lifecycle, while addressing legal compliance requirements. Empowering companies to manage the increasing volume and complexity of their records, as well as gain strategic value from them, OmniRIM provides organizations with rapid access to information, while enhancing decision-making.

OmniRIM 7 Records Management Suite enables companies to:

- Reduce records administration and associated labor costs;
- Eliminate the expenses generated from third-party warehousing;
- Reduce training costs with consistent user interfaces;
- Minimize IT costs with a Web-based solution;
- Integrate physical and electronic records;
- Comply with prevailing laws and government regulations;
- Access vital records rapidly;
- Manage the full lifecycle of records from creation to destruction; and,
- Implement company policies effortlessly throughout existing records.

### Company Description

Specializing in physical records management for more than a decade, OmniRIM consistently demonstrates its innovation and industry leadership with a growing list of internationally recognized companies, including Fortune 1000 enterprises across all industries.

OmniRIM Solutions Inc. develops, implements, and supports industry leading physical records management software that enables clients to manage business-critical records throughout their lifecycle while addressing compliance challenges. Specialists in records management since 1996, OmniRIM is a privately held company based in Vancouver, British Columbia, Canada. It has a demonstrated track record in innovation and industry leadership, and a growing client list of internationally recognized companies. OmniRIM's customers include government and Fortune 1000 enterprises across all industries. For more information about OmniRIM, visit [www.omnirim.com](http://www.omnirim.com).

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of this solution:  
[www.ibm.com/software/ecm/partner/omnirim](http://www.ibm.com/software/ecm/partner/omnirim)

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IBM **Information Management** software

## Orchestria Messaging Compliance

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### Partner Solution

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■ **Target Industries**

*Banking and Financial Markets  
Compliance*

■ **Business Application**

*Compliance*

■ **Products**

*IBM CommonStore  
IBM Content Manager  
IBM FileNet Content Manager  
IBM FileNet Email Manager*

### Business Challenge

In business today, electronic communication is pervasive, easy to use and available to anyone and everyone in the organization. Left unchecked, electronic communication abuse can cause material harm, whether or not the malicious intention to do so exists. With the simple click of the “send” button, a message can expose a company’s intangible assets, including intellectual property, customer data and personal employee data.

In addition to leaking confidential data, electronic communication abuse can violate regulatory compliance, undermine financial and contractual controls, subvert customer and supplier treatment, bypass legal defense and negatively influence brand management.

Within the financial services industry, securities firms operating in the U.S. are held to an even higher standard when it comes to control of electronic communication. NASD Rule 3010 requires broker-dealers to establish and maintain a system to supervise the activities of each registered representative and principal, including supervision of electronic communication. Rules from the SEC, FSA, FINRA and other regulatory bodies contain similar requirements.

### Solution

Orchestria provides Information Protection and Control solutions that encourage appropriate employee behavior, ensure regulatory compliance and secure confidential data. Orchestria applies highly accurate policies to perform message analysis. The solution analyzes the entire message, including: the context of the message, meta-data, the presence of information or lack of information, proximity of words or phrases to each other, attachments and more. In addition, the same capabilities can be applied to file and Web activity.

Orchestria’s Real-Time Prevention accurately analyzes electronic actions before they occur. When violations are detected, it triggers an appropriate action as defined by policy. Real-Time Prevention can block the action, either silently or with an alert that appears on the sender’s screen. Orchestria can also provide end-users with detailed explanations of the problems, allowing them to instantly correct mistakes and complete a fully compliant action. Instant feedback also helps train the end-user to not make the same error in the future, further reducing the amount of non-compliant activity going forward.

Orchestria’s Intelligent Review analyzes historical messages and files for violations and allows review



personnel to quickly identify, review and escalate harmful activity. Intelligent Review offers compliance officers and other designated administrators the tools they need to focus exclusively on the violations that apply to their focus of control. Reviewers can easily search and sort events by message category, triggered policy, enforced action and message and attachment content.

With Intelligent Review, vital operational workflow is preserved and the flow of sending messages, conducting Web transactions and posting file activity is not lost in blind quarantines waiting for approval. Orchestra enables intelligent workflow with relevant alarm routing, one-click escalations and approval, pre-built escalation and response templates and tamper-proof audit trails. The ability to focus review efforts on true violations and not false positives enables officers to pursue corrective action, rather than wasting time sifting through queues of irrelevant messages.

### Value Proposition

The solution is one of the most accurate and complete solutions to address the challenge of preventing compliance breaches while effectively supervising communications from multiple sources across the enterprise.

The Orchestra Messaging Compliance solution:

- Stops non-compliant activity before it occurs in email, Web use, and in many other ways;
- Ensures reviewers and supervisors spend their time on actual violations and that the supervision function adds real value to the organization;
- Influences end-user behavior in various ways (such as with instant feedback in real time) that ultimately eliminates non-compliant behavior over time;
- Provide a secure, permission-based approach to message supervision.

### Company Description

Information is one of a business's most important assets. Orchestra, a leader in Information Protection and Control, provides the software and solutions to help organizations protect and control this critical resource wherever it is stored or used, significantly minimizing the risks associated with uncontrolled information. Orchestra addresses a broad set of risks while minimizing the operational burdens associated with the detection and remediation of these risks.

Orchestra helps customers prevent data loss, ensure messaging compliance and enforce information classification and control. Deployed across more than 250 companies in 33 countries worldwide, Orchestra intelligently analyses and actively protects and controls more than 100 million electronic actions every day. The company has over 50 patents granted or pending in the field of information protection and control. For more information, [www.orchestra.com](http://www.orchestra.com).

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## A Partner Solution for Cross Industry

### A Fully Integrated Work Management Framework and User Interface Built on IBM FileNet P8

IBM **Information Management** software

# Ovations OvaFlo

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## Partner Solution

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### ■ **Target Industry**

*Cross Industry*

### ■ **Business Applications**

*Business Process Management*

*Case Management*

*Electronic Document & Records Management*

### ■ **IBM FileNet Products**

*IBM FileNet Business Process*

*Analyzer*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM FileNet Forms Manager*

*IBM FileNet Image Manager*

*IBM FileNet Records Manager*

### **Business Challenge**

In order to achieve a fully integrated work management system, organizations need to ensure that their system meets necessary criteria. The system must ensure that it standardizes, integrates, automates and centralizes all end user functionality and experience for business process management (BPM), enterprise content management (ECM) and related line of business systems using a common interface and implementation methodology. Such challenging business requirements can be effectively addressed using Ovations OvaFlo.

### **Solution**

Ovations OvaFlo, a fully integrated work management framework and user interface built on the IBM Enterprise Content Management (ECM) suite of products, helps, helps clients achieve operational excellence, drive down costs and improve customer service levels.

This flexible solution is an intuitive front-end to business processes. It supports roles-based workflow functionality in a secure framework that can be deployed across a corporate enterprise network and the web, while taking advantage of existing business process and content management infrastructure.

With a standard set of applications and functions required by typical business processes, OvaFlo provides an integrated user interface that offers users a consistent, function-rich perspective. OvaFlo has been built with open standards and can be extended via the OvaFlo framework so that custom components can be built and added to the system at key configurable points without changes to the base code structure of OvaFlo or the underlying business process.

OvaFlo unlocks value in organisations through the following key benefits:

- Rapid deployment ensures clients achieve a quick return on investment;
- A tried and tested implementation methodology leverages standard templates and configuration tools and minimizes the risks of and time needed for implementation;
- A high degree of out-of-the-box functionality supports a range of business processes and merely requires configuration. This reduces the time traditionally spent on process automation development, and negates the need for ongoing maintenance and technological updates;
- A familiar point-and-click interface offers users consistency across the entire business process management system;



- Real-time management information provides an accurate view of the state of work in an enterprise, including current, critical and overdue work items;
- A central point of access to a diverse range of case information stored in separate workflow engines and content stores empowers users to provide a consistently high level of customer service;
- The powerful search capability ensures the right content is retrieved quickly and efficiently, which reduces the time taken to process customer enquiries and improves customer service levels.



## Value Proposition

OvaFlo provides support to business operating divisions as they strive to meet continual challenges and ever increasing demands from executive management, internal operations, external suppliers and customers. The framework aims to enhance the end-user's experience while maximizing productivity.

OvaFlo is integrated with the IBM ECM suite of products, and enables customers to lower overhead costs by spending less time creating and managing business process management user interfaces, configurable framework and implementation methodology.

As the front-end to business processes, the web-based OvaFlo framework provides customers with an intuitive point-and-click user experience that supports full roles-based workflow functionality in a secured framework. The solution is completely deployable via the web, thereby simplifying complex processes and delivering long-term operational efficiency.

OvaFlo has been developed using an open adaptor approach to multiple repositories, is highly configurable and easily extensible without disrupting the base code structure. This ensures a scalable, flexible solution with a rapid deployment time.

Implementing OvaFlo as a work management framework produces tangible benefits that translate into a sound return on investment, reduced total cost of ownership and improved service levels.

## Company Description

Ovations is a business transformation solutions provider that helps organisations maximise organisational efficiencies and realize improved business results. We have a unique understanding of the ways that people, processes and technology intersect to create business value. Unlike most consulting firms, we offer an integrated solution that aligns people, processes and technology with business strategy. We have a track record built on proven methodologies, tailored solutions, exceptional skills and best practices that work in the real world.

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IBM **Information Management** software

## PT – SI Automated Invoice Processing

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Automated Invoice  
Processing*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Capture Professional  
IBM FileNet Content Manager*

### Business Challenge

Every company that processes thousands of invoices knows that it is a resource-intensive activity. If this process is not optimized it can lead to large physical archives with several copies of the same invoice, different information appended to each copy and complexity to search and retrieve an invoice.

Oftentimes, companies who use multiple information systems for invoice processing, do not have an electronic link to the invoice image. This often results in information loss and manual paper handling, copying and routing. As well, without an automated process to integrate, control and improve efficiency, the company's operations are more expensive. Finally, due to increased regulations, without an integrated business process in place, there's no easy way to be compliant to all policies and regulations.

The need to improve efficiency and increase the return on investment on existing systems for improved operations and competitiveness is prevalent in most companies. With an automated invoice process that integrates all information systems, controls and automates manual tasks—from the filing of the original paper invoice to the supplier

payment, including alerts on overdue activities—companies will improve their invoice processing efficiency.

### Solution

The PT-SI solution for Automated Invoice Processing (AIP) leverages the IBM Enterprise Content Management (ECM) suite of products through the scanning of all incoming paper invoices and the automatic capture of all relevant invoice data. The document can be indexed and stored in the central repository and linked to the rest of the information systems. The physical document doesn't leave the archive and is not copied or manually routed.

AIP brings together business process management (BPM) technologies with enterprise resource planning (ERP) applications to deliver an invoice information "Cockpit" that controls and monitors all invoices. Through this Cockpit, all possible accounts payable (AP) activities are automatically performed while leveraging the traditional enterprise resource planning (ERP) functionality.

The solution also automates all routing and approval activities by leveraging the IBM ECM suite of products, which is tightly integrated with the SAP workflow. The automation is interrupted



**Sistemas de Informação**

only when human interaction is necessary for the invoice to be approved. When this happens, all required information collected from the different systems is presented to the user for validation via their existing user interface.



The AIP solution covers exceptions on all systems, through custom-made applications or system customizations, to ensure complete efficiency. Alerts are automatically sent to the users or their hierarchical superiors to ensure that the pre-defined activity deadlines are executed.

The solution delivers a secure, controlled and efficient business process that ensures regulatory compliance. This is managed by the secure access to the image stored on a central repository, which is a unique workflow across different systems. For each invoice, the automatic routing ensures that only authorized users gain access to the information and the necessary reports/ alerts are executed before the deadline. The biggest advantage of this solution is the ability to control information, allowing a common understanding between all participants in this business process and providing every detail that is necessary to settle any dispute.

### **Value Proposition**

AIP delivers improved process efficiency, increased control and reduced time to process an invoice. The major benefit is the increased control of the invoice status, allowing a simple and fast answer to any inquiry, from the internal structure or an external entity.

### **Company Description**

PT-SI is one of the largest and most complete Portuguese companies in the Information Systems Consulting and Integration sector. With approximately 90 million euros in Operational Returns in Services and Integration, PT-SI manages more than 840 highly qualified professionals. For more information, please go to [www.ptsi.pt](http://www.ptsi.pt)

PT-SI is part of the largest private group in Portugal. PT-SI is the first Portuguese company (in volume) offering IT services in the Portuguese market, according to IDC. PT – SI's mission is to contribute to competitiveness, efficiency and quality of companies and organizations with which it has partnerships. For more information, please go to [www.ptsi.pt](http://www.ptsi.pt).

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## A Partner Solution for Telecommunications

### Aggregate Multiple Customer Records into a Single View for Improved CRM

IBM **Information Management** software

# PT – SI doc.com

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## Partner Solution

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■ **Target Industry**

*Telecommunications*

■ **Business Application**

*Claims Processing*

■ **Products**

*IBM FileNet Capture*

*IBM FileNet Image Manager*

### Business Challenge

As organizations grow and segment their markets, it is common for customers to be referenced in multiple systems within an enterprise. This results in difficulty locating and updating records, and leads to poor customer relationship management (CRM) practices. Adding to this, when there is no automatic data capture for those documents, there is a long delay between when a written request arrives and when it is eventually processed. By compiling and aggregating disparate customer records into a single CRM system, organizations can have a singular view of individual customers, and a more efficient system for tracking and managing those records.

### Solution

PT-SI's doc.com solution allow the aggregation of multiple customer records into a single view and facilitates the streamlining of space and access through a paperless environment. The solution is governed by automatic data capture, document routing and document archiving rules. Any request arriving by fax, letter or email from a customer is classified and aggregated to its account by querying the common customer database. The document is automatically interpreted, classified and archived within IBM's

Enterprise Content Management (ECM) suite of products. A business process starts several semi-automatic workflows and, when all issues are resolved, a response to the customer is generated by letter, fax or email and archived in the same system. In addition, the solution allows for the creation of split-aggregate workflows to manage multiple issues from the same customer.

PT-SI's doc.com solution is based on three different components: a CRM application, a middleware framework and document repository and capture functionality based on the IBM ECM suite of products. Since it's inception, doc.com has advanced to the point where it is able to interface with more than 15 enterprise applications. PS-SI's doc.com solution has the capacity to enable 2,000 users, process more than 40,000 documents per day and support 220 remote capture stations and 500 fax lines.

### Value Proposition

PT-SI's doc.com solution delivers the following benefits and competitive advantages to customers:

- Enhanced customer interactions
- More effective management of back-office teams



**Sistemas de Informação**

- Accelerated resolution of issues
- Greater customer satisfaction
- Single customer database
- Efficient record updating
- Central repository for customer documents



### **Company Description**

PT-SI ([www.ptsi.pt](http://www.ptsi.pt)) is one of the largest and most complete Portuguese companies in the Information Systems Consulting and Integration sector. With approximately 90 million euros in Operational Returns in Services and Integration, PT-SI manages more than 840 highly qualified professionals.

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IBM **Information Management** software

## Pyramid Solutions Pyramid Insurance eXpeditor (PIX)

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Applications**

*Long Term Care Claims Processing*

*Medical Claims Processing*

*Property & Casualty Claims*

*Processing*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

The claims process is the single largest cost center for insurers. They must continually look for ways to optimize performance by improving the day-to-day management of the myriad of paper and forms, reducing claims leakage and eliminating redundant processes and resources.

Customer loyalty and retention is often affected by an insurance company's ability to process and settle claims in a timely manner. By employing better and more cost-effective ways to track process and close claims, organizations can provide superior customer service.

To this end, insurers must adopt best practices for data and content integration to achieve straight-through "paperless" processing of claims. However, many struggle with integration of data and content from legacy applications, such as policy administration and claims management systems, including data from subscriber, provider or customer relationship management (CRM) application.

Moreover, insurers must continue to address regulatory compliance requirements while enhancing fraud detection capabilities.

### Solution

Pyramid Insurance eXpeditor (PIX) addresses labor-intensive claims processing. Using industry-leading technology, the solution enables insurers to scan, archive, retrieve and manage critical data throughout the enterprise. The solution provides a highly configurable user interface for an integrated electronic document folder and a content center that provides a single integrated view to data from CRM, subscriber, claims management and policy administration systems.

The solution streamlines claims processing by automating and orchestrating claims processing from initial filing to resolution. This provides consistent, best-practice processing, while establishing audit trails to meet regulatory compliance requirements. It also significantly reduces the use of paper and increases the efficiency of claims personnel.

Built on the IBM Enterprise Content Management (ECM) suite of products, PIX is highly configurable to meet any organizations specific claims processing needs. Role- or step-based filtering enables tasks to be assigned and work items to be routed to specific personnel or groups based on their role within the organization, the step in the process, or circumstances surrounding the claim, for efficient parallel processing.



Dynamic checklists present a series of prompts to ensure the proper steps are followed for regulatory compliance and to enforce standardized processes and best practices.



When necessary, PIX also generates automatic notifications or requests for information from outside third parties or claimants, to speed adjudication.

The solution also facilitates fraud detection and ethical market conduct by monitoring and flagging exceptions and suspicious activity. Improved oversight of claim leakage is achieved via triggers, audit trails and exception-based process workflows.

The PIX solution also features a service-oriented architecture (SOA) for ease of enterprise integration.

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### Value Proposition

Utilizing Pyramid's Insurance eXpeditor customers can improve operational efficiencies, reduce cycle times and achieve standardization of business processes in a true "paperless" environment for straight-through claims processing. The solution automates routine claims and, via exception processing, helps resolve complex claims more efficiently. Additionally, the solution helps organizations achieve increased profitability through reduced claim costs and improved customer service.

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Pyramid Insurance eXpeditor customers have achieved a 100 percent increases in processing throughput and substantial reductions in cycle times. Additionally, customers experience an increase in customer satisfaction and first-call resolution. The typical customer has achieved this return on investment within 12 months.

For more information, visit  
[ibm.com/software/ecm](http://ibm.com/software/ecm)

### Company Description

Founded in 1990, Pyramid Solutions, Inc. is a premier innovative software and systems integration company to the insurance and financial services industries. Pyramid Solutions, Inc. specializes in designing and implementing enterprise content management (ECM) and business process management (BPM) solutions, and has been an IBM Software ValueNet Business Partner since 1997.

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IMX13050-USEN-01





A Partner Solution for Banking and Financial Markets

A Business Process Management Solution for Mortgage Underwriting, Post Close Processing and Loan Export

IBM **Information Management** software

# Pyramid Solutions Pyramid Loan eXpeditor (PLX) for Mortgage and Consumer Lending

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## Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Consumer Lending*

*Mortgage*

*Loan Export*

*Loan Origination*

*Loss Mitigation*

*Post-Close Processing*

■ **Products**

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Today's mortgage lenders face greater competitive challenges and margin pressure than ever before. The advent of online mortgage lending, fluctuating interest rates, shifting compliance regulations and new, divergent sources of competition have coalesced to create an environment where only organizations that offer the best rates, fastest approvals, most robust product line, easiest way to transact business, and outstanding customer service can ultimately survive.

Unfortunately, today, management continues to find it increasingly difficult to reduce cycle times for consumers, brokers, or correspondents while reducing costs. Paper documents, inefficient business processes, and software "point solutions" that are not integrated with other systems make the entire process cumbersome and error prone. To achieve the level of efficiency that the current lending environment demands, mortgage lenders are now looking to business process management (BPM) solutions to deliver streamlined, highly automated mortgage processing. With this type of capability, lenders can:

- Eliminate delays by managing all content in digital form - from the moment it first arrives and across the mortgage process.

- Reduce manual intervention by integrating robust BPM with the core loan origination system and point solutions.
- Increase productivity and accuracy by providing instant access to information and automating inefficient loan processes.

For these benefits to be realized, lenders must embrace an innovative strategy that can manage the complex loan origination process and all forms of associated content in an entirely digital and intelligently automated environment.

### Solution

Pyramid Solutions developed Pyramid Loan eXpeditor™ (PLX™) as a true business process management solution for mortgage lending. Built on IBM's powerful Enterprise Content Management (ECM) suite of products, PLX provides a single, seamless, highly intuitive digital environment for mortgage loan underwriting, post-close processing and export of loan packages for sale or transfer.

Synergistically integrated with a lender's Loan Origination System (LOS) and other backroom lending processes, PLX leverages ECM's powerful combination of rules-based process automation, content



management and connectivity to manage the following key lending processes:

- **Loan origination.** PLX streamlines and accelerates the entire mortgage underwriting process by using powerful rules-based automation and a powerful user interface that provides instant access to critical data. PLX dramatically reduces steps and “touches” across the process.
- **Post-Close Processing.** Rapid verification of the myriad details associated with loan closure is a critical, paper-intensive step in the loan process. PLX speeds this process by enabling instant access to every required document and by making the complex rules and procedures associated with this process a seamless part of the user’s digital environment.
- **Loss Mitigation.** Proactive workflow tools allow for the management of troubled loans. PLX improves your response time to track, manage and resolve “workout” solutions. Reinstatement, Forbearance Agreements and Loan Assumption audit trails are key aspects of the PLX solution.
- **Loan Export.** PLX shortens the enormous, labor-intensive process associated with transferring loan documents to investors, loan servicers, or other third-party agents from months to just hours. PLX assembles the exact documents required and creates a digital output that is easily transferred and imported by other systems.

PLX delivers the best of two worlds: An out-of-the-box business process management solution framework, that installs quickly and delivers a rapid return on investment and a solution that is quickly and easily customized to any organization’s unique objectives, philosophy and operational model.

Furthermore, because of the way PLX manages information, companies gain a highly auditable system that is accessible 24 hours a day, 7 days a week. Reducing operational risk becomes a by-product of the origination process, instead of an independent process to be handled afterward.

PLX is a powerful, robust and agile business process management solution that fuses process automation and content management to deliver a mortgage lending solution that provides significant competitive advantage and tangible business benefits.

### Company Description

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## A Partner Solution for Insurance

### Streamlining New Business Processing for Improved Proposal-to-Policy Conversion

IBM **Information Management** software

# R2K Insurance Management System

## Partner Solution

### ■ Target Industry

*Insurance*

### ■ Business Application

*New Business Processing*

### ■ Products

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

## Business Challenge

Insurance organizations face challenging times due to market forces and intense competition. Many are severely disadvantaged due to a reliance on siloed legacy systems and paper-based manual processes. As application volumes exceed the throughput capacity of existing systems, cycle time from application to policy issue increases to the point where business is often redirected to other carriers.

New policy application processing that is largely paper-based is extremely labor intensive and inefficient. High levels of quality checks are often required to minimize the inconsistencies and inaccuracies, resulting in added time and processing costs.

To survive, insurers must seek to improve overall information access, reduce cycle time from pre-sales to policy issuance, improve efficiencies and productivity and reduce processing costs. They need to look to incorporate self-service capabilities for improved communication with agents, brokers and customers. In today's 24/7/365 "always on" world of business, insurers that can offer Web-based access make it easier and faster to do business with resulting in a "preferred provider" status.

## Solution

The Insurance Management System (IMS) allows insurers to effectively manage document-intensive new business processes. Built on the IBM Enterprise Content Management (ECM) suite of products, the system supports new business processes spanning policy submission to issuance.

IMS is a Web-based solution that is easily accessible to both branch locations and the central processing unit. Proposal applications scanned at branches are submitted to the IBM FileNet P8 platform, which invokes the workflow. The branches perform initial data entry and proposals are routed to the central processing unit and then routed to the underwriting process based on the company's pre-defined insurance business logic. The IMS solution also provides web service calls that can integrate with existing line-of-business applications.

The solution features an easy-to-use interface. A process tab provides the end-user with an inbox and list of accessible public queues. Users can see all work items in their inbox for processing and can fetch work items from public queues and move them into their inbox for processing. The step processor user interface provides a coherent view of the work item with index/metadata fields, the images, and a listing of all documents associated with that work item.



The content tab of the framework allows the end-user to search for documents and folders within the system based on metadata or full-text searches. This interface also enables users to check-in and check-out documents as needed.



## Value Proposition

The IMS solution helps insurers gain and sustain competitive advantage and achieve the following benefits:

- Improved process efficiency and productivity
- Fewer inaccuracies and inconsistencies
- Centralized key business processes
- Enterprise wide information access
- Reduced processing costs
- Smooth integration with other systems

IMS customers are able to achieve rapid turn-around-times, high rates of proposal-to-policy conversion and reduced payback periods. One of our major insurance clientele has achieved a turn-around-time of 16 minutes for straight-through-processing proposals and reductions in average turn-around-time from 10 days to 1.5 days.

R2K's IMS framework significantly reduces the implementation effort and timeframe for new business insurance solutions. Any new products can be added to the system with minimal customization.

## Company Description

R2K is a top-tier IT consulting services firm serving Fortune 1000 companies in a wide range of businesses, including: insurance, finance, banking, and sports and entertainment. Offering IT consulting, systems integration, and engineering outsourcing services, R2K possesses expertise in document imaging and workflow, enterprise content management, business process management, ICR and data capture, and enterprise application integration.

R2K is headquartered in the heart of New York City's financial district and operates the fully owned subsidiary, R2K India, in Bangalore. R2K India is a dynamic development organization that successfully caters to R2K global customers. Established in 2002, R2K India has a rich talent pool that is well experienced in building content management and business process management solutions. R2K India has substantial experience in providing document management and workflow solutions to financial institutions.

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## A Partner Solution for Banking and Financial Services

### Streamlining New Business Processes for Improved Trade Finance Processing

IBM **Information Management** software

# R2K Trade Finance Management System

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## Partner Solution

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- **Target Industry**  
*Banking and Financial Services*
- **Business Application**  
*Trade Finance Processing*
- **Products**  
*IBM FileNet Business Process Manager*  
*IBM FileNet Content Manager*

### Business Challenge

Trade finance has long been among the most complex banking processes to automate due to the intricacies in international trade practices. The various transaction models, detailed processing steps, regulatory verifications and lengthy transaction cycles make the processes very complex and document-intensive. The lack of workflow automation makes managing the trade cycle, the acquisition of required multiple levels of approvals and the multi-location processing difficult at best. The lack of a centralized content repository greatly increases the incidence of missing documents, further stalling the process.

Highly skilled personnel must be maintained to carry out trade finance transactions and to monitor the entire trade cycle so that the appropriate documents required in each stage are handled properly. These arduous and lengthy tasks keep employees “heads down” in transaction processing as opposed to concentrating on higher value tasks, which would better leverage their experience and expertise. Service level agreements (SLAs) and competitive pressures also make automation crucial. Because product offerings are standardized, speed of service becomes the differentiator between competing banks.

### Solution

R2K’s Trade Finance Management System (TFMS) provides an out-of-the-box document-enabled trade finance workflow solution for international trade. TFMS supports the various trade finance business processes, including: trade account opening, trade authorization, Letter of Credit (LC) Issuance, LC Transfer, LC confirmation, trade pre-shipment, trade post shipment, trade importer payment, trade exporter payment, trade importer bill and trade exporter bill.

The solution features an intuitive user interface that enables businesses to leverage flexible workflow designs, distribute and capture data, use online annotations and escalate issues as needed. TFMS supports hierarchial, functional and transaction based routing of work flows.

With TFMS, users can manage work across all transaction types and across transaction statuses. The solution will enable users to drill down to individual transactions and/or collaborate with partners to perform functions from compliance and document preparation through remittance. The ability to view transaction by status, such as “shipped” or “delivered,” enables improved trade financing decisions. The solution also supports email/SMS notifications and provides detailed



exceptions reporting. This feature enables users to drill down to conditions such as discrepancies, invoice deductions and past dues.

TFMS provides archival, retrieval, multiple indexing and the centralized storage of all documents with full security features, and supports input from customers, correspondents and/or branches. The protocol of a verifier who scrutinizes the documents, as well as the confirmer who actually confirms the documents, can be supported at the backend. The system also ensures high security and supports maker/checker process, versioning of documents and rule-based automatic flows.

### Value Proposition

The TFMS solution is one of the most robust document management systems available. Combined with a simple, easy-to-use Web-based interface the solution improves real-time information access and productivity. By leveraging TFMS's centralized, automated workflow and document management system, banks can optimize working capital and gain competitive advantage through reduced turnaround time and processing costs.

Its powerful workflow engine and easy deployment offers seamless integration to existing systems. The Web-based system supports strategic geographical deployment of human resources for workload balancing and cost savings, and helps banks achieve quality of service and customer satisfaction objectives.

### Company Description

R2K is a top-tier IT consulting services firm serving Fortune 1000 companies in a wide range of businesses, including: insurance, finance, banking, and sports and entertainment. Offering IT consulting, systems integration, and engineering outsourcing services, R2K possesses expertise in document imaging and workflow, enterprise content management, business process management, ICR and data capture and enterprise application integration.

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IBM **Information Management** software

## Renewtek SLA Pulse

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Service Level Agreement  
Monitoring*

■ **Products**

*IBM FileNet Business Activity  
Monitor*

*IBM FileNet Business Process  
Analyzer*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

### Business Challenge

Growing customer expectations in an increasingly competitive environment have brought service level monitoring to the forefront. This is true not only in outsourced environments, but those in which internal personnel need to deliver proof of performance to management and customers as well.

Service level agreements (SLAs) are binding contracts that formally specify end-user expectations about the service to be provided. SLAs obligate service providers to meet those expectations, often with penalties as a consequence should the expectations not be met. In today's environment of fast-paced business decisions, SLAs that demonstrate key performance indicators and service levels can be the difference between winning and missing a business opportunity.

Proper SLA management provides many benefits. For instance, SLA reports often reveal challenges within a business that can be addressed and corrected before problems arise. In addition, the availability of key indicators can meet many internal and external reporting requirements. Over time, an understanding of SLA performance can provide a "big picture" view of the business, which can support strategic planning and improvement efforts.

In the drive toward increased efficiency within the enterprise,

process automation has become the norm. To support that drive, service organizations, as well as internal service providers, need a mechanism for accurately monitoring their ability to satisfy SLA requirements.

### Solution

Built on the IBM Enterprise Content Management (ECM) suite of products, SLA Pulse enables service providers to define SLAs in terms of the enterprise working calendar and to apply those SLAs to actual business processes. This helps them more accurately define SLAs and monitor the progress of that work.

SLA Pulse provides a Web service component to set SLA functionality against a business process. The Web service is created as a process step and is accessible from within IBM ECM. Developers can then call SLA Pulse component functionality from within a business process. In runtime, SLA related events are created and logged by SLA Pulse, allowing IBM FileNet Process Analyzer to interpret the data and produce reports and analytics about the SLAs.

### Application Components

**Calendar Definition.** Each working environment operates on a specific calendar, which specifies what the working days and times are for that enterprise or that location within the



enterprise. The SLA Pulse work calendar identifies the working week for different sections within an organization, and is associated with a business process based on key user-defined properties.



**SLA Definition.** Having defined the calendar in which the work will take place, SLA must be defined based on the customer's agreed upon requirements and terms. SLA Pulse provides sophisticated means for defining SLAs to accommodate numerous methods of calculations.

**Process Analyzer Integration.** SLA Pulse maintains a status level against a business process so that reports generated within IBM FileNet Process Analyzer represent the current state of the service level agreement for each process item in progress. Reporting is provided by leveraging out-of-the-box capabilities of IBM FileNet Process Analyzer using three status values: "OK," "Approaching SLA," and "Exceeded SLA."

**User Interface.** The maintenance of calendars and SLA definitions occurs via a Web interface, with the associated data stored on a database outside the IBM domain. Access to the maintenance Web interface via URLs set in IBM FileNet Workplace, accessible only within IBM FileNet P8.

### Value Proposition

The business benefits of this solution are:

- Assists businesses in monitoring service level agreements (SLAs)
- Warns of impending SLA breaches
- Highlights problem business areas
- Improves internal and external reporting data

The technical benefits of this solution are:

- SLA can be defined in terms of calculated days or a specific duration in days, hours and minutes
- Provides sophisticated means to define SLAs to accommodate numerous methods of calculations
- Defines a new base class that handles stop/start processing for SLAs for seamless integration
- Enables easy customization and extension to the existing BPM installation

### Company Description

Renewtek is a technical consulting firm that specializes in helping companies develop quality innovative solutions on various platforms. Its focus is on the provision of hard-core technical skills for design and development of systems using new technology to either replace or renew (hence the name) existing applications. To learn more, visit [www.renewtek.com](http://www.renewtek.com).

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IBM **Information Management** software

## Renewtek VERS Plug-In

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### Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Application**

*Long Term Retention of Digital Assets for Compliance*

■ **Products**

*IBM FileNet Content Manager  
IBM FileNet Records Manager*

### Business Challenge

To increase efficiency, lower the cost of doing business, and achieve compliance with local, state, federal and industry regulations, organizations around the globe are migrating from paper-based filing systems to electronic records management. In Australia, the Victorian Electronic Records Strategy, commonly referred to as VERS, was established by the Victorian Government of Australia to ensure that organizations capture and retain business records in a manner that would enable future access to documents and guaranteed authenticity for evidence.

Because only VERS Encapsulated Object (VEO) digital records are accepted into the Australian Digital Archive for preservation, organizations must capture, retain and submit electronic records in the VERS format. While this can be an enormous challenge, the greatest hurdle organizations must overcome is the ability to identify and declare records within their every day processes. For help in solving these challenges, Australian organizations must identify technology-based content, process and records management platforms that not only

enable them to capture, store and manage electronic records, but also comply with the VERS standard.

### Solution

The VERS Plug-in by Renewtek leverages the IBM FileNet Enterprise Content Management (ECM) suite of products to support the capture of electronic records in compliance with VERS regulations. With the VERS Plug-In, enterprises are able to maintain accurate, authenticated and VERS-compliant electronic records of business activities.

By leveraging IBM's ECM technology, the VERS Plug-in enables organizations to comply with VERS for all electronic files, including documents, e-mails and video. Additionally, organizations will experience a reduction in reliance on manual processing, and find that the burden of user error is removed through the automatic identification, declaration, encapsulation and archiving of content.

### Value Proposition

Renewtek's VERS Plug-In enables organizations to reduce their exposure to legal risk through VERS-compliant capture, storage and management



of authentic digital records. The solution also helps to increase accountability through improved transparency in government business processes; significantly enhances accessibility to records over time and distance; reduces paper record handling and document storage requirements; promotes the increased discovery and reuse of records; and, reduces the cost and response times associated with Freedom of Information Act (FOIA) requests.

With the VERS Plug-In, organizations will also realize a reduction in paper usage, as VEOs enable the use of electronic records authenticated through digital signatures, as evidence. Additionally, combining documents with VERS metadata further ensures the credibility and integrity of the digital record.

### Company Description

Renewtek is a technical consultancy and end-to-end project delivery specialist. We help companies develop quality innovative solutions on various platforms. Our focus is on the provision of hard-core technical skills for design and development of systems using new technology to either replace or renew existing applications, systems and processes.

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## RKO Business Solutions BFree – Burden Free Compliance

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Regulatory Compliance*

■ **Products**

*IBM Classification Module*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Connectors for  
SharePoint*

*IBM FileNet Content Manager*

*IBM FileNet Email Manager*

*IBM FileNet Records Crawler*

*IBM FileNet Records Manager*

### Business Challenge

Pressure from investors, regulators and litigators is driving organizations to implement or refine organizational Governance, Risk and Compliance (GRC) programs and electronic records management. A significant hurdle to records management compliance is the onus put on users to make records management decisions as well as the time required to carry out the requisite records management tasks. Not to mention the growing volume of electronic records, which in and of itself makes records management a costly and daunting task.

Compliance with internal records management policies and procedures is essential. Yet, reliance on employees to manually make records management decisions opens organizations and records management initiatives to risk and inconsistency. Employees' time spent going through the process of adding and indexing electronic records also takes away from time that could be better spent on other more value added business activities. That's why savvy organizations are looking to leverage technology solutions that can automate records management tasks to eliminate the employee burden, ensure enforcement of records management policies and protocols and assist with managing the volume

and duplication of electronic records for efficiencies and cost savings.

### Solution

BFree enforces and simplifies records management compliance by automating and streamlining end-user tasks. Embedded directly into Microsoft Outlook, BFree leverages IBM FileNet Email Manager, IBM FileNet Records Crawler and IBM FileNet Connectors for Microsoft SharePoint to provide improved control over electronic records. Using Outlook functions to manage documents and records within the construct of an IBM FileNet P8 repository, BFree makes it convenient, easy and familiar for end users to capture, index and declare records.

BFree uses a system of profiles, templates and the IBM Enterprise Content Management (ECM) suite of products to automate records management for email, electronic documents and SharePoint documents through rules or manually via drag-and-drop functionality. Batch functions are supported for further user convenience. BFree also leverages the IBM Classification Module to provide "Record Checker" functionality, which assists users in identifying records and how they should be classified. The end result is records declaration that is seamless to the Outlook user,



regardless of whether a record is automatically added and declared using IBM ECM technology, or manually declared using the BFree solution.



## Value Proposition

BFree provides organizations with a complete, systematic, consistent, auditable and sustainable electronic records management system. BFree is easy and convenient for users, and when combined with RKO's standards and best practices, it helps return tangible business value back to employees in the form of a more efficient work environment, reduced administrative burden and clearer direction on how to efficiently manage the overwhelming volume of electronic records.

The solution's capabilities assist organizations in meeting a variety of compliance-related requirements, while generating cost savings and efficiency. With enforced metadata standards and streamlined content capture and indexing, BFree with IBM FileNet P8 effectively helps organizations to:

- Achieve cost-effective, consistent and sustainable records management compliance;
- Obtain data entry time savings over traditional ECM systems;
- Reduce time spent on email and document management activities;
- Minimize change and training requirements for system users;
- Enhance system users' experience and adoption of the program;
- Support faster and more accurate search and discovery results;
- Deliver better visibility into an organization's information; and,
- Gain peace of mind when faced with litigation or regulatory audits.

BFree is fully integrated with Outlook and follows its same functional constructs, allowing higher and much faster user adoption of the software. Regardless of the geographical region or department, users will be already familiar with the Outlook functions and feel. This mitigates risk around change management and minimizes training on the new software, while ensuring a higher adoption rate. RKO's implementation methodologies, standards and best practice configuration templates help organizations to rapidly design and configure BFree and associated IBM ECM products.

## Company Description

RKO Business Solutions (RKO) is an IBM Software ValueNet Business Partner, focused on Records Management and ECM business solutions. The company's approach to Records Management is to leverage ECM infrastructure to not only mitigate risk, but also gain tangible organizational efficiencies.

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IBM Information Management software

## RS Computer Associates controlDOK

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### Partner Solution

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■ **Target Industry**

*Energy and Utilities  
Manufacturing*

■ **Business Application**

*Engineering Document Lifecycle  
Control*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Capture  
IBM FileNet Content Manager  
IBM FileNet Records Manager*

### Business Challenge

Engineering, construction, and consulting firms must share large volumes of documents among in-house and external vendor teams. In recent years, the use of electronic files has helped make the review and coordination of these materials somewhat less labor-intensive and costly.

However, as electronic documents are modified and the number of reviewers increases, the email system can become overburdened with attachments. Also, with each project member having their own “local” copy, in addition to the common shared directory that is loaded with documents, version control becomes problematic.

To solve these challenges, businesses require solutions that support the comprehensive review of project documents and design drawings, as well as meet records management and compliance requirements.

In order for the solution to provide substantial value, it needs to meet several primary requirements. First, it must provide an intuitive and productive user interface that requires minimal training. Secondly, while the document review process does not change, the players do, and so to ensure continuity of the process, businesses require a flexible solution that enables a project coordinator to assign multiple reviewers and an

approver for each document entering the review process.

### Solution

RS Computer Associates’ (RSCA) controlDOK document lifecycle management solution, built on IBM’s Enterprise Content Management (ECM) suite or products and using the WeWebU OpenWorkdesk framework product, tracks the progress and location of every document within the review process; enables personnel to quickly locate the correct version of a document; and declares documents as records with little or no effort.

The solution offers:

**Version Control** – eliminates the need for file sharing and emailing documents, via one-click access to the current version of a document stored in a central repository;

**Process Control** – users can assign documents to staff for review and leaders for approval, while always knowing the current status and document location;

**Document Logging** – as a document moves through its lifecycle, users can track the disposition as “rejected,” “approved with comment,” or “approved;” users can also follow other process-related steps to identify how many times a document has been reviewed, by whom, and view comments the reviewer has made;



**Security** – provides role-based access to documents via intuitive search templates that make locating documents easy and safe, while only displaying results that match the requestors' authorized access; and,



**Records Management-Ready** – once the project is complete, any documents that must be declared and managed as records can be placed within the control of IBM FileNet Records Manager by simply adding a step to the workflow map.

Additional features include email notifications when a document is ready for review; the ability for multiple project team members to review the same document concurrently; and, a work queue “proxy” that allows others to assume a role in the review process for employees who are out of the office or unavailable.

## Value Proposition

RSCA's controlDOK solution meets three specific business requirements – project quality, staff productivity and compliance.

The solution streamlines processes and enhances productivity by eliminating the need for manually intensive logging and document tracking. Additionally, the solution offers a number of time saving features, including the ability to check in several documents in a single step; support for the use of a “companion” review record associated to drawings or documents; and automated consolidation of comments from multiple reviewers to a single record.

The solution is flexible to meet the needs of many different types of organizations and project teams. Workflow maps can easily be updated, tested and deployed to accommodate process changes for improved operational efficiencies, or to meet new business requirements. Additionally, the solution offers user definable variable review periods and supports automated reminders and escalation.

controlDOK streamlines records management and compliance initiatives and offers a secure environment for document management.

## Company Description

RS Computer Associates (RSCA) is an IBM ECM value added reseller and system integrator with more than 16 years of success in delivering enterprise content management solutions. Our team is certified in system architecture, development, installation and level one support. Headquartered in Newark, CA., we have additional operations in Minnesota and India. RSCA has saved clients millions of dollars through delivery of innovative solutions.

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## Saber Government Solutions, an EDS Company CLARETY™ Pension Benefit Administration Framework

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Public Retirement Benefit Administration*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

### Business Challenge

The management of a Public Employee Retirement System (PERS) is a complex series of processes that requires the capture and management of employee, retiree, beneficiary and employer data across multiple locations and multiple years.

On a daily basis, a PERS organization interfaces with scores of 3rd party investment firms, health insurance companies, hundreds of public employers and possibly thousands of public employees. Stakeholders of PERS organizations expect accurate and complete information as well as the timely distribution of benefits.

Operationally, on any given day, PERS employees manually process, file or retrieve thousands of investment, retirement and health benefit documents. Current environments that are paper-based or require manual file retrieval, overburden limited staff which can result in processing delays of retirement applications, refunds, benefit checks and benefit estimates.

To compound the workload problem, the Baby Boom generation is beginning to retire. Over the next 25 years, the aging and retiring Baby Boomers will continue to increase the pressure

demands of effectively managing member records as well as the timely response of customer service.

### Solution

Leveraging IBM Enterprise Content Management technology, Saber Government Solutions has developed the CLARETY™ Pension Benefit Administration Framework solution for PERS organizations. The solution is a Web-based, integrated enterprise application and content management solution for public retirement agencies.

CLARETY Pension Benefit Administration Framework eliminates an organization's reliance on paper documents and manual processes by enabling users to electronically scan, capture and centrally manage millions of critical documents upon receipt and immediately make them available for use. The system immediately updates each member's folders with newly scanned documents and makes the information accessible online to all appropriate staff members for processing, based on customized business rules and security rights.

The solution's J2EE open architecture enables and supports both parallel and serial routing, improving individual and departmental collaboration

**SāBER**

Government Solutions

*an EDS company*

across geographically dispersed locations allowing improved processing cycle times and operational efficiency.



### Value Proposition

Saber Government Solutions' CLARETY Pension Benefit Administration Framework offers a highly scalable, integrated and robust business solution that enables PERS agencies to achieve greater levels of operational efficiency and productivity, as well as improved levels of customer service. By streamlining the duplicate and manual processes, the solution reduces administrative costs and improves business processing cycle times.

In addition, by providing automated workflow capabilities and secure, immediate access to thousands of documents in member files, CLARETY Pension Benefit Administration Framework allows agencies to elevate customer service standards – in some cases reducing the time required to address member questions and requests from days to minutes. More than ten states have deployed CLARETY at the enterprise level to achieve the following benefits:

- Automation of paper-intensive and manual processes, to eliminate errors, redundancies and associated administrative costs;
- Integrated workflow to balance employee workloads, speed processing times and to quickly resolve member issues and enable timely decision-making;
- Improved collaboration and access to member files and information, facilitating a higher standard of customer service and faster response times to member requests;
- Advanced J2EE technical architecture to support compliance with regulatory mandates and future IT requirements.

### Company Description

Saber Government Solutions, an EDS Company, is a wholly owned subsidiary of EDS. The company provides software and services that underpin essential public functions, such as Public Retirement Benefit Administration, Unemployment Insurance, Health and Human Services, Justice and Public Safety, Tax and Revenue and Infrastructure Technology Outsourcing (ITO). Visit our Website at [www.sabercorp.com](http://www.sabercorp.com)

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A Partner Solution for Cross Industry

Efficiently Manage Millions of Customer-Centric Documents and Provide Access Anytime, Anywhere

IBM **Information Management** software

# Scalaris AG Document Management Systems – Customer Relationship Management

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## Partner Solution

---

■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Content Management to Support  
Customer Relationship  
Management*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

The challenge of managing large quantities of customer information is exacerbated by regulatory and compliance demands along with the need to manage information from multiple touch points across a diverse customer and business base.

Information and documents concerning clients are often filed in various locations and systems, engendering time consuming searches for important documents. The lack of an online, centralized system – coupled with paper-intensive processes – hinder concurrent processing and teamwork. From a sales and customer service perspective, this presents challenges due to the lack of a consolidated view of customer information and interactions.

Linking customer relationship management (CRM) systems to an enterprise content management (EMC) system can increase timely access to updated, compliant information and give organizations a productivity boost and a more comprehensive view of customer information and interactions. This results in the ability to better serve customers, thereby increasing sales opportunities.

### Solution

Scalaris's Document Management Systems portfolio of products provides audit-proof long-term archiving of structured and unstructured information in a robust high-performance repository; lifecycle management of digitized documents via a centralized ECM platform; along with optimization and automation of laborious manual work routines.

The Scalaris Document Management Systems- Customer Relationship Management (CRM) module provides Web-based access on demand to a central repository for all documents (e.g., email, fax, letters, Microsoft® Word™ and Excel™ documents, pictures, etc.) associated with a particular business process to be organized by client. Relevant, pre-filtered content can then be retrieved from the content management system, based on data entered into the CRM system.

The solution features roles and permissions based access and supports efficient indexing and full text search within a folder, group of folders or according to document type. The integration with Microsoft Outlook™ streamlines the process of archiving documents, (e.g., an incoming e-mail



can be added to a folder via drag and drop functionality). Individual documents or folders can be deleted according to an exact schedule and the deletion can be triggered by an event or after a certain time frame has elapsed. The solution also offers comprehensive document versioning to meet legal auditing requirements.



### **Value Proposition**

The solution supports business goals by providing contextual access – instant access to content that is directly relevant to the situation at hand – in the right format, compliant and tailored to the customer. In addition to providing readily available information, it provides full connectivity of content and processes to streamline processing of business transactions at significantly reduced costs.

Providing unfettered access to information via a standard Web-browser, the solution establishes a standardized and clearly structured online central filing system. This enables organizations to minimize commercial risk due to reliable access to complete and up-to-date information. Additionally, it offers significant time and cost-savings in data mining and administration. Efficient knowledge sharing is promoted throughout customer relations departments, increasing the effectiveness of customer facing staff.

The solution also offers benefits from an information security and compliance perspective and meets various security and compliance standards. Compliance needs are addressed as all relevant documents for a client relationship can be collected in a folder, ready for audit.

### **Company Description**

Scalaris AG is an intersectoral provider of Intelligent Document Processing (IDP) systems. Our solutions portfolio focuses on company-wide management of information, knowledge and business processes.

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## Scalaris AG Document Management Systems – Human Resources Management

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Human Resources*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

The discipline of human resources is both document and process intensive. Resumes, application forms, new-hire paperwork and policy manuals are among the types of content that must be captured and stored. Key human resource (HR) activities (e.g., applicant review, hiring and employee evaluation) involve a series of process steps.

Many organizations are still working with paper-based personnel files, which are labor-intensive and expensive to manage and maintain. They're expensive because it is difficult to effectively streamline manual processes and because of the costly storage and maintenance requirements. Moreover, this approach stands in the way of timely processing of personnel files and does not provide the proper process controls required to meet legal and compliance requirements.

Enterprise content management (ECM) has come to the forefront as a valuable resource for managers looking to improve management of HR information and internal processes and controls. ECM also addresses the growing need for efficiencies in storage, as well as the need for improved security and access control of sensitive HR information.

### Solution

Scalaris' Document Management Systems portfolio of products provides audit-proof long-term archiving of structured and unstructured information in a robust, high-performance repository; lifecycle management of digitized documents via a centralized ECM platform; along with optimization and automation of laborious manual work routines.

The Scalaris Document Management Systems - Human Resources Management (HRM) module enables organizations to electronically access, efficiently process and safely store thousands of personnel files. The solution collects and maintains employee information in virtual read-only and tamper-proof files. This provides a standardized view of all personnel documents, structured according to a company's specific requirements, and allows organizations to manage these online; additional features include intelligent search, preview and browsing functionality. Users can leverage index and full text search options in the complete personnel archive, ensuring individual files or certain types of documents (e.g., references) immediately return relevant hits.



Each access and every processing step is registered and can be viewed at any time by authorized personnel. The ability for customized authorization checks at the file, register and document-level offers maximum protection against unauthorized information access. Automatic schedule review for document deletion (cassation) enables statutory and in-house deletion dates to be specified during data input for each document.



### **Value Proposition**

The Document Management Systems – HRM module supports business goals by providing contextual access or “instant access” to content that is directly relevant to the situation at hand. In addition to providing readily available information, it provides full connectivity of content and processes to streamline processing of HR transactions at significantly reduced costs.

Providing unfettered access to information via a standard Web-browser, the solution establishes a standardized and clearly structured online central filing system. This enables organizations to minimize commercial risk due to reliable access to complete and up-to-date information. Additionally, it offers significant time and cost-savings in data mining and administration. Efficient knowledge sharing is promoted throughout HR departments, increasing staff effectiveness. High standards guarantee audit-proof archiving of sensitive personnel data in line with statutory data protection regulations.

### **Company Description**

Scalaris AG is an intersectoral provider of Intelligent Document Processing (IDP) systems. Our solutions portfolio focuses on company-wide management of information, knowledge and business processes.

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IBM **Information Management** software

## Scalaris AG Document Management Systems – Legal and Compliance Management

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Content Management to Support  
Customer Relationship  
Management*

■ **Product**

*IBM FileNet Content Manager*

### Business Challenge

Numerous documents (e.g., email, PDF, Word files, scanned images, etc.) must be viewed, processed and archived daily to maintain Legal and Compliance Management (LCM). The content is often saved in a variety of paper archives, electronic repositories and applications, making it nearly impossible to provide a consistent overview of all available documents. Additionally, it creates an environment where too much time is wasted trying to retrieve information relevant to specific case documents.

A legal and compliance matter management solution that combines the benefits of an enterprise content management (ECM) system enables legal and compliance departments to centrally manage and administer matter-related documents and information. It provides efficient methods of storing, searching, and retrieving data and improves productivity via streamlined processes and routing protocols for quick review, comment and approval – reducing cycle time and costs. Version control, access control and security protocols ensure compliance with regulatory standards. The solution also provides important knowledge management benefits, enabling information about existing and previous cases to be easily shared.

### Solution

Scalaris's Document Management Systems portfolio of products provides audit-proof long-term archiving of structured and unstructured information in a robust high-performance repository; lifecycle management of digitized documents via a centralized ECM platform; along with optimization and automation of laborious manual work routines.

Ideal for international companies with 500+ employees, the Scalaris Document Management Systems - Legal and Compliance Management (LCM) module enables legal and compliance departments to optimize matter management with a matter-based, structured document filing system that promotes standardized access to all relevant documents. The solution supports the concurrent use, streamlined processing and efficient management of information throughout the document life cycle. Ease of use is ensured as a result of the integration with Microsoft® Office™ products, including Microsoft Outlook™, as well as context-based document filing using simple drag-and-drop functionality. Emails and attachments can be stored as a unit or as separate entities. The module's "Related Documents" concept enables users to see which email body and its attachment(s)



belong together. Off-line functionality enables laptop users to process documents locally and later synchronize with servers.



The solution also features intelligent, cross-matter search and retrieval methods. Automatic cross-references to documents with related contents ensure that relevant correlations are immediately clear and understandable. Security and records management features include role-based rights administration, precise access controls down to document level, consistent version checks and automated scheduled document deletion.

Other key features include:

- Clear definition structures for various classes of matters;
- Concise reproduction of document and matter life cycles;
- Configuration of user-specific search masks for various classes of matter and documents;
- Display of sought matter and documents in clearly structured hit lists;
- Document viewer (general view) and thumbnail viewer (reduced preview display);
- Audit-proof logging of all document-based processes.

### **Value Proposition**

The Document Management Systems – LCM module supports legal and compliance matter management by providing “contextual access” or instant access to content that is directly relevant to the situation at hand. In addition to providing readily available information, it provides full connectivity of content and processes to streamline processing at significantly reduced costs, delivering comprehensive support for both compliance and cooperation between internal and external parties in legal cases.

Providing unfettered access to information via a standard Web-browser, the solution establishes a standardized and clearly structured online central filing system. This enables organizations to minimize commercial risk due to reliable access to complete and up-to-date information. Additionally, it offers significant time and cost-savings in data mining and administration; efficient knowledge sharing is promoted, increasing staff effectiveness.

### **Company Description**

Scalaris AG is an intersectoral provider of Intelligent Document Processing (IDP) systems. Our solutions portfolio focuses on company-wide management of information, knowledge and business processes.

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## A Partner Solution for Cross Industry

### Leveraging Business Process Management to Maximize the Value of Real Estate Assets

IBM **Information Management** software

# SDI Real Estate ProFolio Manager™

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Real Estate Management*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Records Manager*

### Business Challenge

To compete in today's commercial real estate market, property owners and managers must grow building revenues, optimize building operations, meet safety requirements and market their properties to full capacity. Access to tools and data to achieve these objectives can mean the difference between high vacancy rates along with exorbitant operating costs versus a cost-efficient, fully occupied building.

Currently, there are many challenges faced by commercial property owners and managers. These may include the ability to gain real-time access to updates on building and maintenance projects or tenant issues; centrally manage leases and contracts and identify when leases are tied to multiple tenants; accurately account for a property's square footage and floor plans; access up-to-date marketing materials and visitor information; and, provide tenant access to centralized databases that house contact information for building managers, tenants and emergency services, as well disaster and emergency evacuation plans.

To solve these challenges and gain access to more accurate information

regarding properties, owners and management personnel are turning to technology-based business process management (BPM) tools. These tools are empowering staff to not only manage building operations and maintenance, but also to assist in developing marketing programs, visitor services and the automated filing of emergency and disaster plans.

### Solution

SDI's Real Estate ProFolio Manager is an Internet-based tool that leverages the IBM Enterprise Content Management (ECM) suite of products to help property owners standardize property portfolios by providing management personnel with instant, comprehensive access to property information. The solution relies on sophisticated tools to support document storage, retrieval and business intelligence, while providing access to hundreds or thousands of leases, contracts, disaster and emergency plans, marketing materials and other building documents. This is accomplished through a seamless interface that is directly linked to the complete Real Estate ProFolio Manager toolset.

A cost-effective alternative to the space-intensive and high-



maintenance use of real estate for the storage of paper documents and reports, Real Estate ProFolio Manager gives property owners and managers the ability to quickly and efficiently retrieve and print electronic data. This includes CAD-based drawings, floor plans and revisions, graphical stacking plan layouts and historical records and access is achieved through a secure database-driven Web portal, all without having to invest in expensive and complicated graphics software. To further reduce costs and save time, accurate vacant and rentable square footage is made available via the Building Owners and Managers Association (BOMA) Z65.1-1996 standard for calculations.

Other key features of Real Estate ProFolio Manager include the ability to create leasing scenarios for potential clients (which can accelerate negotiations) and view and print broker mailers as built-in plans (which can reduce marketing costs). All data housed in Real Estate ProFolio Manager is hosted behind a secure firewall at SDI's data center, monitored 24/7/365 by experienced technology professionals and continuously updated by seasoned SDI real estate staff. Property owners and managers need only a Web browser to gain secure access to the password-protected data and there are no additional storage or software requirements.

### Value Proposition

Property owners are finding that Real Estate ProFolio Manager provides a lower cost alternative to upgrading their technology environments, as all the tools and data they need are in one central location. In addition, the solution can help them create, sustain and maximize the value of their real estate assets by enabling the recapture of un-leased building space.

This can make for a very compelling value proposition. For example, after a \$25,000 investment in Real Estate ProFolio Manager, it would not be unusual to discover an additional 40,000 square feet of rentable space in a 500,000-square-foot building. This equates to an 8 percent increase in total rentable square footage (RSF). Should the building sell, the property can immediately realize a significant return on investment, as the additional 40,000 square feet at \$190/RSF, equates to \$7.6 million in revenue.

### Company Description

SDI is a systems integrator that fuses information technology, security, operations and facility management to support critical organization systems and data by providing advisory services, technology delivery and SmartSourcingSM long-term support.

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## A Partner Solution for Insurance

Reduce Service Costs and Improve Customer and Agent Satisfaction for Property & Casualty, Life and Annuity Carriers

IBM **Information Management** software

# SEEC Business Component Software for Insurance

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### Partner Solution

---

■ **Target Industry**

*Insurance*

■ **Business Applications**

*New Business*

*Underwriting*

*Policy Services*

■ **Product**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

### Business Challenge

Competition for customer wallet-share is increasing, so carriers need to compete more effectively on price, convenience and service quality. For many carriers, manual and disconnected processes across product lines and back-end systems add to costs and stand in the way of creating more efficient and effective sales, service and claims. Legacy policy administration and other systems make it difficult for companies to deliver new business capabilities without a costly and time-consuming replacement effort.

Insurance companies need to increase market share. Non-insurance financial services companies are competing for life/annuity customers and providing more convenient, efficient service. Industry innovators are taking market share by using new delivery and service channels that offer improved quality and convenience for consumers. IT development cycles associated with new products significantly increase time to market. Most carriers are not effectively leveraging service channels, agents and call centers, to up-sell due to the difficulty in delivering a complete view of customer information across products and channels.

Insurance companies need to retain agents and customers by reducing

quote turnaround times and improve quote-to-book ratios. They need to improve service quality and convenience by providing seamless services across channels, agent and customer service representatives (CSRs) and by enabling Web self-service.

Insurance companies need to reduce sales, service, and claims costs by improving call center efficiency and productivity. To accomplish these goals, they must automate common service functions and enable a single view of customer information across policies. They must also enable customer and agent self-service by reducing call volumes to underwriters and call centers. Significant improvements will also be gained by streamlining underwriting and claims processes to enable collaboration, provide real-time visibility into status across roles, and automate decision-making.

### Solution

The solution maximizes efficiency and cycle-time reductions in complex insurance processes by streamlining procedures, enhancing collaboration, eliminating bottlenecks and enabling straight-through processing across back-end systems. Built on the IBM Enterprise Content Management (ECM) suite of products, SEEC offers



the most comprehensive solution for improving end-to-end business processes that span multiple users, departments and disconnected applications.



IBM ECM combines content, process, and connectivity within a single integrated solution that automates and optimizes mission-critical processes, reduces cycle times, and provides the needed agility to make the right decisions and react quickly to market conditions. The IBM ECM suite of products automates complex business processes such as underwriting, claims, and policy issuance.

SEEC's insurance components automate specific processing steps across existing systems within a workflow defined and managed by IBM FileNet Business Process Manager. Standards-based and non-proprietary, SEEC's insurance components enable carriers to reduce costs, grow premiums, and increase customer and agent satisfaction without the need for expensive and risky multi-year package replacement or custom development projects.

### **Value Proposition**

The solution maximizes efficiency and cycle-time reductions in complex insurance processes by streamlining procedures, enhancing collaboration, eliminating bottlenecks and enabling straight-through processing across back-end systems. The solution reduces turnaround times in sales, service and claims, streamlines workflow and automates manual processing steps.

### **Company Description**

SEEC provides service-oriented business applications using the SEEC Advantage Library (tm), the world's largest collection of standards-based, reusable software components for the insurance and financial services industries. The SEEC Advantage Library is the foundation for a truly customer-centric approach, offering companies the freedom to choose only the software functionality they want, license the source code, customize and deploy in less than 90 days, and then reuse across any channel, any product, anywhere in the business. At a price that is a small fraction of the cost of a proprietary solution, it's the agility, speed and cost savings to create strategic business advantage from IT.

Designed specifically for insurance and financial services, SEEC's service-oriented applications deliver process-rich sales and service capabilities that empower agents, producers, and service staff to work faster and sell smarter across all channels, products, and lines of business. Industry leaders rely on SEEC to streamline service delivery, enhance customer relationships, and drive innovation and growth.

SEEC customers include Global 1000 companies from North America, Europe and Asia in insurance, banking, financial services, healthcare, and a range of other service-driven industries. The company is headquartered in Pittsburgh, Pennsylvania, and has offices in Hyderabad, India.

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IBM **Information Management** software

## Silicon Plains Intelli.Distribute

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Electronic Document &  
Report Distribution*

■ **Products**

*IBM Content Manager  
IBM Content Manager OnDemand  
IBM Document Manager*

### Business Challenge

The ability to share, manipulate and distribute business content is a top priority for all organizations. To support critical decision making for today's real-time enterprise, management needs access to important information as soon as it becomes available. Additionally, to comply with legal and internal corporate governance requirements, organizations also require the ability to archive reports long term.

Today, many businesses spend a significant amount of time and money capturing relevant data to compile various reports. As the sheer volume of business information and the costs associated with handling this content continues to rise, there is a growing need to move toward electronic distribution of content and reports to employees, customers and partners.

Users need the ability to rapidly assemble reports that may be days, weeks, months or even several years old. Organizations must improve the access and distribution of valuable content to lower the cost of doing business, while improving productivity and efficiency.

### Solution

Intelli.Distribute is a highly configurable and flexible solution that provides the ability to automatically distribute, manipulate and manage business content with internal and external customers, rapidly delivering critical information to the people who need it, in the format they can use.

The solution transforms all types of digital content — electronic office documents, spreadsheets, computer-generated output, rich media, audiovisual files, text and other types of files — into powerful, meaningful and highly relevant business information. The solution also enables simplified transfer and distribution of information contained in cabinets, microfilm archives, and/or unrelated servers enterprise wide. The solution supports the following export formats: PDF, Excel, HTML, tif, jpeg, Word, ASCII and CSV.

Intelli.Distribute offers advanced reporting capabilities, enabling organizations to produce a wide variety of rich, interactive reports. Report delivery can be scheduled based on each user's needs, whether immediate, weekly or monthly. The solution includes a query builder that



enables users to enter search parameters and filters to determine which reports to distribute. Reports are distributed to each recipient's preferred output device and location, and can be emailed, split, printed, faxed and/or archived.



## Value Proposition

Intelli.Distribute makes an organization's content more readily available and useful for business purposes, delivering real-time business intelligence to support daily operations and decision making. This enables companies to better leverage their business content to support critical business functions such as sales and marketing, product development, and executive decision making and planning.

When this content is tightly integrated with a business process workflow, significant efficiency and productivity gains can be gained. Automation delivers additional productivity improvements, since more work can be handled by the same staff.

The solution provides users with the ability to transform raw data into actionable analysis and meaningful results, empowering users to take ownership of important information and improving communications.

Additionally, the solution helps organizations reduce operational costs through the elimination of storage space and manual document delivery processes.

The Intelli.Distribute solution also helps organizations satisfy compliance related legal and internal requirements such as Sarbanes-Oxley, which requires companies to retain important business information contained in various reports for later reference.

The solution can be delivered as a thick or thin client, and as such, is ideal for supporting geographically dispersed work teams and/or mobile personnel.

## Company Description

Silicon Plains is an IBM Software ValueNet Business Partner specializing in Enterprise Content Management and Business Process Management solutions. Headquartered in Des Moines, Iowa, with offices throughout the US, Silicon Plains has a global presence delivering out-of-the box solutions based on IBM software.

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# Softech & Associates DocWizard for Broker Compensation and Commissions

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Broker Enrollment, Compensation and Commissions*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*



### Business Challenge

Compliance with the broker enrollment process and the accurate allocation of multi-level commissions is a critical execution point for insurers today. Additionally, timely and accurate reporting of the same — to district, regional and national agencies — is paramount.

The process of keeping broker registrations, licenses and certifications current and well maintained is challenging. Conventional methods of reporting often result in mounds of paperwork, inefficient manual processes and inaccuracies. Differing registration and enrollment requirements for various products make enrollment and certification complex. Likewise, differing commission structures and arrangements make accurate processing of commissions difficult and imprecise. Due to the complexity of regionally distinct requirements and timelines, resolving and reporting commission rebates on cancelled policies has proved to be unmanageable. As well, ensuring timely certification renewals are issued remains a struggle.

### Solution

Softech & Associates' DocWizard for Broker Compensation and

Commissions solution is a fully automated Web-enabled workflow platform that supports broker enrollment, commission allocation, policy cancellation, commission rebates and multi-level reporting.

The solution features routing capabilities and sophisticated business rules that streamline the following:

- capturing enrollment, registration and certification paperwork, then comparing data against that in external systems for compliance;
- tracking of renewal requirements;
- correct handling of split commissions;
- correct handling of commission rebates on cancelled policies; and,
- timely and accurate reporting at the district, regional and national level.

The solution is scalable to accommodate the large volumes of data required to provide local, regional and national reports; and permits automatic tracking of the presence of required documents in the enrollment process.

The system works from submission of broker paperwork through commission allocation, and verifies actual payments. Multi-level

commission structures are supported. Reports are generated providing managers the information they need.



### **Value Proposition**

Built on the IBM Enterprise Content Management (ECM) suite of products, DocWizard for Broker Compensation and Commissions reduces the amount of time required to process new enrollments. Agents are registered more quickly, thus generating sales faster. Automated commission allocation dramatically lowers labor costs required to process commission efforts. Automated, rules-based workflow ensures that proper procedures are followed and that timely reviews are conducted.

The DocWizard for Broker Compensation and Commissions solution automates up to 70 percent of the business steps required for enrollment processing and up to 60 percent of the steps required for commission allocation. This reduction in steps allows personnel to spend less time on manual processing and more time on value added tasks.

Tracking certifications, registrations and renewal requirements by table-driven rules ensures that brokers remain current or are restrained from selling uncertified products.

Additionally, more streamlined administrative procedures and timelier, accurate payouts help to enhance business relationships with payees.

### **Company Description**

Softech & Associates is a leading provider of flexible, client-configurable ECM solutions. In addition, we offer specialized tools that assist ECM customers in meeting the goals of providing content access to business stakeholders quickly and efficiently. We also specialize in high volume data migration services.

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IBM **Information Management** software

## Softech & Associates DocWizard for Child Services Enforcement

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Case Management*

■ **Products**

*IBM FileNet Capture*

*IBM FileNet Content Manager*

### Business Challenge

The U.S. Department of Health and Human Services oversees the operation of the Child Support Enforcement (CSE) program. It also establishes standard procedures for providing child support enforcement services nationwide, at both the state and county government levels. Today, the primary purpose of the CSE program is to collect unpaid support from noncustodial parents.

In some cases, it may become necessary to garnish wages; suspend a driver's license; seize a bank account or other financial assets; intercept a Federal or State income tax refund or lottery winnings; or file a report with consumer credit reporting agencies. As such, it is essential for Health and Human Services agencies to have access to up-to-date information regarding paternity and child support orders, as well as enforcement of support obligations, so they can take timely action.

Standard child support forms — such as applications for services, employment verification letters, court orders and other correspondence — are received by Health and Human Services agencies either electronically via the Web or manually via mail and hand-delivery. Because these

documents originated from either constituents, employers or the courts (and are often received in different file formats), they must be manually entered into existing mainframe systems, a process that is costly, time-consuming and error-prone.

In addition, because these paper documents are kept in case files in regional offices, when a constituent or the courts request information, it can take three to five days to research, fax or mail the desired documentation. To lower costs, increase productivity and support more efficient and accurate handling of forms and correspondence, Health and Human Services agencies are now looking to enterprise content management (ECM) solutions to automate their document capture and workflow processes.

### Solution

Softech's DocWizard for Child Services Enforcement solution leverages the IBM ECM platform for complete imaging and data storage, retrieval, reconciliation and reporting for documents related to child support cases. With the DocWizard for Child Services Enforcement solution, when child support forms — including applications for services, employment verification letters, court orders and other correspondence — are received by



Health and Human Services agencies, instead of manually entering the information into a computer, employees can now scan the documents. The documents are then captured into a scanned image database and linked to a document record locator for correlation with existing or yet to be received documents.



The solution's advanced document recognition (ADR) capabilities automatically capture most of the information contained within the Child Support Enforcement program documents, so minimal data entry or correction is required. When ambiguities do exist, users are guided through a step-by-step process for data entry correction and completion.

The solution also enables authorized personnel to access an entire collection of documents related to a single child support case, whenever necessary, from the mainframe system. Optimized processes ensure maximum organizational efficiency. For example, processes during capture and ADR are optimized through a central IBM repository to minimize network traffic and enable remote field offices connected via wireless network (WLAN) to continue to use existing, slower links to the central server. Metrics are reported, providing management visibility into processing rates, snags and improvement initiatives.

### Value Proposition

Softech's DocWizard for Child Services Enforcement solution reduces the time associated with manual data entry processes and dramatically improves data integrity by eliminating manual, error-prone data entry and processing. With this solution, Health and Human Services agencies can gain visibility into day-to-day operations and trends occurring over time, through case-related information that can be retrieved on demand. This enables them to provide case workers with more accurate information on assigned cases; receive payments from non-custodial parents more quickly; reduce errors that can lead to fraud, and lower costs.

Additionally, because document images are displayed for the operator with superior resolution, any required manual data entry becomes faster and more reliable.

### Company Description

For more than 10 years Softech & Associates has been a premier provider of IBM Enterprise Content Management solutions with more than 100 ECM customers. Softech provides cradle-to-grave software development and support services along with system conversion, data conversion and migration, media migration, system upgrade, and IBM ECM maintenance support services.

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# Softech & Associates DocWizard for Land Survey

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## Partner Solution

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■ **Target Industry**

- Energy and Utilities*
- Government*
- Transportation*

■ **Business Application**

- Survey Report Management*

■ **Products**

- IBM FileNet Business Process Manager*
- IBM FileNet Capture*
- IBM FileNet Content Manager*

### Business Challenge

Two hundred years ago George Washington was one of the principal surveyors involved in the exploration of the “western” lands that now make up the continental United States.

The job of today’s land surveyor, while somewhat less pioneering, has become incredibly more complicated. Increased scrutiny of land-use decisions by government agencies, environmental groups and the private sector, have heightened the criticality of the land survey documentation process. Land survey companies are challenged with responding to an increasing number of requests for land surveys and the ever-increasing workload of surveyors.

The volume and variety of reports currently used by survey personnel commands a solution that provides automated workflow and real-time visibility into the work queue. In doing so, load balancing and delivery improvements can be achieved, as well as consistency in reporting for optimal communication among surveyors and management personnel.

With heightened expectations for faster, more accurate reporting, survey organizations also need to reduce time spent writing reports, provide

enhanced accuracy and improved documentation all while offering better report tracking. In addition to improving overall productivity, they need to meet requirements for improved customer service.

### Solution

Leveraging IBM’s Enterprise Content Management (ECM) suite of products, Softech & Associates’ DocWizard for Land Survey provides an end-to-end workflow and reporting process for land surveys. The solution features a secure, online automated request form. This form has a bi-directional interface with a GIS database enabling a streamlined reporting process by ensuring the accuracy of the requested survey against the appropriate legal parcels .

Additionally, the requestor may attach electronic supporting documents or print out barcodes that can be used to auto index paper documents that are sent to a central scanning location at a later time. Upon submission of the form, a workflow instance is created that links all the supporting documents to the report (auto-rendezvous).

To streamline work assignments, ensure that committed deliveries are met and provide oversight and



reporting for management personnel, the solution provides tentative assignment of each requested report to the surveyor for that particular area. The request is then routed to the area manager, who can approve the request, perform an on-line check of the surveyor's current workload and due dates or override the default assignment and assign the work to another surveyor.

Automated tools including GPS, digital photo recording and burning are used to improve the accuracy and clarity of the surveyor's report. To further simplify the surveyor's work, an automated report template is used to ensure that the report looks professional and that the required information, including photos and maps, remains consistent. Depending on the report type, different sections of the report may be displayed or hidden. With the automated reporting feature, the surveyor also can query the repository for existing documents related to the parcel(s) being surveyed.

With the end-to-end workflow and reporting process, the survey requestor is automatically informed of the status of the report process. After the report is approved, it is emailed to the requestor. Once the requestor enters the action taken, the report is stored in the repository for future reference and may not be altered.

### Value Proposition

DocWizard for Land Survey eliminates the need for massive hard copy filing systems and manual, paper-intensive processes that overburden land surveyors. Streamlining and automating the survey report preparation process with the solution offers the following benefits:

- A reduction in the time surveyors spend writing reports
- Enhanced accuracy and improved documentation of photo locations
- Improved customer service
- Improved management oversight of the survey process
- More consistent presentation of survey data

It is estimated that the DocWizard for Land Survey solution reduces the number of manual steps by more than 30 percent. This dramatic reduction in the labor involved in writing the survey reports enables faster report turnaround and a more comprehensive product.

### Company Description

Softech & Associates is a leading provider of flexible, client-configurable ECM solutions. In addition, we offer specialized tools that assist ECM customers in meeting the goals of providing content access to business stakeholders quickly and efficiently. We also specialize in high volume data migration services.

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IBM **Information Management** software

## Softech & Associates DocWizard for Motor Vehicle Citation Processing

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Citation Management*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

### Business Challenge

The delivery and execution of motor vehicle citations is an extremely paper-intensive, error-prone process. When a traffic officer writes a motor vehicle citation, one copy is given to the motorist, while duplicate versions are distributed among various government agencies, including: the police department, the traffic court system and the Department of Motor Vehicles (DMV). Once the DMV receives a citation — with or without payment — it is sorted, routed, manually entered into existing agency motor vehicle systems and then correlated with other citation copies, payments and supporting documentation.

A disconnect occurs when various departments within the agency are unable to cross-reference records, and information about the citation is entered into multiple, disparate systems. This scenario leaves the DMV to grapple with erroneous and unreconciled data. This can also negatively impact customer service when a motorist receives a notice of non-payment, when in reality, payment has been received.

In the interest of increasing productivity, improving customer service and ensuring the accuracy of citation and payment information,

DMVs are turning to enterprise content management (ECM) solutions that automate the posting of citations and payments and correlate citation and payment documents.

### Solution

Softech's DocWizard for Motor Vehicle Citation Processing solution provides a cost-effective and complete imaging, data storage/retrieval/reconciliation and reporting mechanism for processing motor vehicle citations and payments using existing DMV mainframe systems.

When citations, payments and related documents are received at the DMV — with or without payment — instead of manually entering the information into a computer or microfilming the document, employees scan the documents. These documents are then captured, scanned and stored with an associated document record locator. This record is then correlated with existing or yet to be received documents related to the citation. Payments received in the form of checks, money orders or vouchers can then be collected and deposited at the bank for immediate recognition.

With the DocWizard for Motor Vehicle Citation Processing solution, scanned images for in-state and out-of-state citations, payments, court orders



and other documents are managed as a complete document package and can be retrieved upon demand. Authorized personnel are able to access an entire collection of documents related to a single driver, court, law enforcement agency, field office or other entity, as needed.



### Value Proposition

Softech's DocWizard for Motor Vehicle Citation Processing solution reduces the time associated with manual data entry processes and dramatically improves data integrity by eliminating manual, error-prone data entry and processing. Among the ways this can be accomplished is by: reducing the number of times paper documents are handled, eliminating the movement of documents between various agency building locations and ensuring that all bank deposits are made upon receipt of payment.

Optimized processes ensure that work is distributed to the various organizations and organizational efficiency is achieved. Metrics are reported so that management has visibility into processing rates, snags and improvement initiatives. Additionally, with the DocWizard for Motor Vehicle Citation Processing solution, DMV management can gain visibility into day-to-day operations and trends occurring over time, supporting continuous improvement initiatives.

### Company Description

For more than 10 years Softech & Associates has been a provider of IBM Enterprise Content Management solutions with more than 100 ECM customers. Softech provides cradle-to-grave software development and support services along with system conversion, data conversion and migration, media migration, system upgrade, and IBM FileNet P8 maintenance support services.

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## A Partner Solution for Cross Industry

### Producing Unified Customer Views of Account Statements to Improve Customer Service, Reporting and Enhance Customer Self-Service

IBM **Information Management** software

# StreamServe Consolidated Account Statements

## Partner Solution

### ■ Target Industry

*Cross Industry*

### ■ Business Applications

*Account Opening*

*Accounts Payable*

*Account Statements*

*Claims Processing*

*Customer Correspondence*

*Leasing*

*Policies*

*Reporting*

*Shipping Documents*

### ■ Products

*IBM Content Manager OnDemand*

*IBM FileNet Content Manager*

### Business Challenge

**Commoditization** – The marketplace is increasingly competitive and the need for differentiation has never been more acute. One of the most economical ways to improve top line growth, reduce costs, improve customer service and adhere to internal and government compliance requirements is to leverage information companies already own.

**Blurred Communications** – An estimated 15 percent of customer service calls are triggered by documents that are hard to read and understand. This is not only costly to companies, but more importantly, it is frustrating to customers. However, most of these calls can be avoided simply by consolidating information into a cleaner design and organizing it so that what's most important to the customer is easy to find.

**Untapped Brand Potential** – Global 2000 companies spend an estimated 20+ percent of their marketing budgets building and promoting their brands. Yet, many companies fail to capitalize on their brand investment by not using valuable information that is gleaned from customer interactions. By applying this information, companies have a tremendous

opportunity to expand and reinforce relationships with their customers, and influence purchase decisions, perceptions, satisfaction and loyalty.

Additionally, most companies still rely on costly and labor intensive manual processes to compile and present information to deliver internal and government required reports.

### Solution

StreamServe's Consolidated Account Statements solution, extracts and assembles documents based on the request, the original content and the intended recipient. This combination of dynamic personalization and business rules enables companies to create effective communications that deliver relevant information, and reinforce company, product and brand identities.

Companies can now repurpose content that is contained in documents such as invoices, statements, claims, policies, notifications and reports to deliver information on-demand. With the Consolidated Account Statements solution, customer service representatives can search for all relevant information and quickly deliver personalized document packages that is content specific to each recipient (e.g., print, fax, email, Web, etc.) reducing call times and costs.



Key capabilities and features include the ability to:

- Extract information from documents to summarize, perform custom calculations, or present a subset of the information contained in a single or multiple documents without changing the integrity of the originals;
- Select individual or groups of related documents such as statements, notifications and checks to be assembled on demand or through an automated batch process;
- Create summary documents from the original documents to provide customers and employees with quick access to the relevant information for each request;
- Assemble documents from formatted documents and unformatted data; and,
- Deliver documents through print, fax, email, the Web, SMS, etc., ensuring document consistency across delivery channels without changing the document's storage format.

### Value Proposition

StreamServe provides businesses with a direct, hands-on connection to customer communications of all kinds, removing the lag time between business opportunity and action. It gives those who deal with customers a clear and comprehensive view of the important documents that define the company's relationship with any given customer. StreamServe also simplifies life for IT staff who have to program document output, production and delivery.

StreamServe generates precise reports by automating report processing, thus eliminating imprecise manual processes. It saves costs by eliminating the manual gathering of data, and bundling of multiple documents. StreamServe also meets report needs by automatically extracting information from document processes to create customized packages based on the needs of the internal and government compliance requests.

### Company Description

StreamServe software enables the world's leading companies to communicate with their customers, partners and suppliers through the automated creation and presentment of documents in any format and channel. StreamServe's solutions enable more than 4,500 customers in 130 countries to present a full range of interactive, electronic and print-based documents.

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IBM **Information Management** software

## SYCOR ASIA Pte. Ltd. SYCOR Insurance Solution

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Applications**

*Claims Processing*

*Customer Service*

*Policy Management*

*Underwriting*

■ **Products**

*IBM FileNet Business Process*

*Framework*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Image Services*

### Business Challenge

Insurance companies are continually looking for ways to reduce costs, minimize operational risk, ensure compliance and improve services. With many organizations still reliant on manual processing, accomplishing these goals using existing approaches has not proven wholly successful. As business volumes grow, the need for additional resources increases in direct linear proportion. To address this, some companies have turned to outsourcing. However, the logistics in transporting physical documentation to a remote processing location has introduced delays and risks into the process.

The sheer volumes of paper involved in today's insurance operations have led to a number of business constraints. From the immediately recognizable need for a place to store physical files to the risk these assets pose in the event of a natural disaster to the delays paper files cause in servicing the needs of a claimant, current manual systems are proving problematic. To improve service and profitability, insurance companies must find a more efficient way to manage day-to-day operations. These organizations recognize that current core systems are impeding their ability to serve clients and intermediaries, increase profitability and streamline adherence to industry and governmental guidelines.

### Solution

The SYCOR Insurance Solution (SIS), built on the IBM Enterprise Content Management (ECM) suite of products, helps insurance organizations increase the efficiency of their processes through automation and electronic document access. SIS can be deployed modularly to support various insurance functions such as claims processing, underwriting and policy processing, or customer service and sales. The system enables easier staff access to complete customer information and measurable bottom-line benefit as a result of greater productivity and more effective outsourcing capabilities.

By transitioning to an electronic system, organizations can improve customer service and decision making with instantaneous retrieval of case files. SIS integrates with existing core insurance solutions as well as fax and email sub-systems. Electronic documents can be used by internal staff or securely transmitted to remote locations for efficient processing. And with the ability to replicate files in real-time to a remote location, companies can proactively protect their assets against disasters.

From a compliance perspective, SIS enables organizations to automate adherence to defined standard company processes and ensure compliance with audit requirements. Changes in guidelines can be quickly



incorporated into the system without slowing down existing work in process. Additionally, SIS provides a closed loop system to minimize processing errors and allows easy integration with corporate email systems for improved responsiveness.



SIS also provides intermediaries (e.g., agents, brokers, claims processors) seamless access to select customer files within a secure environment. This ensures they can quickly respond to customer inquiries about claims payment or other needs in a timely manner. The system also serves the sales process by consolidating prospective customer information and providing easy access to underwriting approvals and electronic notifications of action.

With SIS, insurance companies have access to extensive reporting capabilities to improve management oversight and enable faster strategic decision making. Managers can access real-time information in intuitive, graphical formats for easy interpretation. From reports that detail turnarounds from the close of sale to policy issuance to average processing times to workload monitoring, insurance organizations have easy access to the data they need to achieve Six Sigma or other quality goals.

### Value Proposition

SIS enables insurance organizations to reduce operational costs, minimize operational risk, improve channel management, increase profitability, enhance compliance and maximize existing infrastructure investments. By automating current processes and transitioning to electronic documentation, insurance organizations can improve responsiveness, streamline processing and enable truly distributed work processing. With the ability to implement straight-through-processing and speed access to customer files, companies can reduce turnaround times and better use existing resources. SIS reduces the time needed for file retrieval by up to 99 percent, claims processing by up to 30 percent, new business closure by 40 percent and policy renewal by up to 50 percent, while new policy issuance can be handled in two days versus six days using manual systems. In addition to operational advantages, the significant savings in storage requirements alone bring measurable benefit.

Across virtually every area of an insurance operation, SIS helps companies increase responsiveness. Electronic documentation allows even unstructured data to be replicated and secured for improved risk management. By automating compliance to audit requirements and industry guidelines, organizations ensure they are adhering to best practices. And because the solution provides real-time reporting and process monitoring tools, companies can respond quickly to changing business conditions or customer needs.

### Company Description

SYCOR ASIA Pte. Ltd. provides end-to-end consulting services for the financial services industry. Based in Singapore, the company focuses on integrated enterprise content management and business process management solutions.

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A Partner Solution for Cross Industry

Improving Time to Market and Compliance Management for Business Applications

IBM **Information Management** software

# SYSCOM, Inc. Butterfly™ Business Process Framework

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## Partner Solution

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■ **Target Industries**

*Cross Industry*

■ **Business Applications**

*Accounts Payable*

*Claims Processing*

*Customer Service*

*Financial Records*

*Human Resources*

■ **Products**

*IBM Content Manager*

*IBM FileNet Business Process Manager*

*IBM WebSphere Information*

*Integrator*

### Business Challenge

Today, businesses are confronted with a number of challenges when developing workflow, content and line-of-business applications, not the least of which are stringent regulatory requirements forcing organizations to be vigilant in compliance management.

To this end, organizations seek business process frameworks that empower them to develop applications that offer control of content and processes for compliance while reducing the costs associated with application development. Desired features include the ability to capture and use comprehensive audit trail and closed feedback loop data, rapid customization of applications for increased user efficiency, and the flexibility to outsource business tasks.

Integration with an organization's existing technology infrastructure, including enterprise content management (ECM) and customer relationship management (CRM) applications, is key – avoiding the need for customized integration and services, and/or the costly “rip and replace” approach.

### Solution

SYSCOM's Butterfly Business Process Framework for the IBM Enterprise

Content Management (ECM) suite of products provides business organizations with an XML-driven, configurable application development environment that easily integrates with existing technology infrastructure such as ECM and CRM, and enables business users to effectively develop content, workflow and line-of-business applications that comply with established business standards and best practices.

Butterfly leverages out-of-the-box presentation and integration components to deliver improved applications more quickly. An open-source application development framework, Butterfly offers a user-friendly interface enabling organizations to configure and modify applications as business requirements change. With Butterfly, users can also update data in internal and external systems without requiring modifications to those systems.

During the implementation process, Butterfly supports ease of use through a mentoring program, and the comprehensive transfer of knowledge regarding the Butterfly Business Process Framework to the organization's users and support personnel.

Additionally, Butterfly leverages J2EE-based technologies for



scalability across multiple enterprise platforms and back-end archives, reducing development costs and speeding time-to-market.



Butterfly's industry templates support common tasks such as banking and brokerage application and case processing, securities transfer, investment and tax management processing, life and annuity insurance application and case processing, and property and casualty insurance application and case processing.

### Value Proposition

Butterfly, when combined with IBM ECM, can improve the productivity of end users who benefit from a high-level of integration with multiple systems and platforms; managers who can monitor work in-progress, manage workloads and report on completed tasks and service level agreements (SLAs); support staff who experience a reduction in help desk requests and benefit from reduced workstation administration; and developers who can experience a reduction in application development cycles, benefit from best practices rules that are embedded to ensure quality code, and take advantage of emerging technologies.

Butterfly offers the following benefits:

- Reduced time to market for new business applications.
- Online access to documents, which minimizes postage fees.
- Internal electronic processing, which lowers printing costs.
- Casework processed from a single, consolidated dashboard, which supports improved throughput, and eliminates the need to toggle between applications or conduct time-consuming searches for the correct documents.
- User-friendly interface, which enables caseworkers to remain task-oriented, resulting in a reduction in processing times and an increase in the first call resolution rate.
- Minimized end-user training time and expense through an intuitive, browser-based application, which delivers and supports solutions on the platform of choice.
- Enforced business standards and best practices from the top down and across the development team.

Butterfly only uses enterprise licensing (including source code) without ongoing charges – thus, when adding workflow applications, there is no need for additional licenses and software maintenance. Pre-built connectors for multiple vendor repositories eliminate conversion costs.

### Company Description

For more than 20 years, SYSCOM, Inc. has been a leading provider of end-to-end information technology services. The company offers innovative workflow and content systems integration, business consulting services and eBusiness solutions for organizations worldwide.

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A Partner Solution for Cross Industry

Automating Business Processes for Better Performance in Agile Environments

IBM **Information Management** software

# The Agile Factory Custodian Express Suite™

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Enterprise Level Process Management - Definition to Deployment*

■ **Products**

- IBM FileNet Business Process Manager*
- IBM FileNet Capture Desktop*
- IBM FileNet Capture Professional*
- IBM FileNet Content Manager*
- IBM FileNet Forms Manager*
- IBM FileNet Process Analyzer*
- IBM FileNet Process Designers*
- IBM FileNet Process Simulator*
- IBM FileNet Team Collaboration Manager*
- IBM FileNet Web Site Manager*

### Business Challenge

In today’s complex and highly competitive business arena, organizations must strive to meet quality and performance benchmarks such as Service Level Agreements (SLAs) and Key Performance Indicators (KPIs), while reducing costs and mitigating risk. Additionally, they must adapt quickly in response to changing market dynamics to take advantage of new opportunities and/or avoid threats. In reality, this is often “easier said than done.”

Without a systematic framework in place to manage the life cycle of business processes and information, it is nearly impossible to enforce best practice business and compliance rules across the enterprise. It is also difficult to understand the impact to business processes that are caused by changes in legacy applications. Without automation, process management also exacts a heavy toll on IT resources.

Leveraging technology to promote the re-use of customizable business processes across the enterprise – that can address local and site-specific requirements – is an effective way to improve an organization’s overall performance and agility.

To maintain compliance, all relevant incoming and outgoing mail must be registered, including fax and e-mail messages. All registered incoming mail that has been accepted by the

addressee should be tracked (within a predefined timeframe). No content can disappear without a proper approval cycle and when a duplicate of a document is sent to a customer, it must be traced.

### Solution

With Custodian Express Suite™, The Agile Factory offers a one-stop solution to automate and manage your business processes and business content. It is based on the Integrated Composition Environment (ICE) paradigm defined by Gartner and provides all the needed business functionality for a quick start operation with IBM’s Enterprise Content Management (ECM) suite of products.

Using its Custodian Framework, processes are built and maintained efficiently on an enterprise-level. Examples include:

**Incoming Mail** – Supports mail registration, document scanning, mail delivery to addressees within organizations and exception handling.

**Outgoing Mail** – Documents can be sent, with or without annexes, outside the organization to one or more addressees, including mailing lists. All outgoing mail is automatically registered and special mail handling is supported. The mailroom manages the different print queues centrally.

**The Agile Factory**  
Better Performing Business Processes

The solution also includes capabilities to support mailroom intake and document generation:

**Cockpit** - a user-friendly interface that manages electronic dossiers and handles all of an organization's processes. It seamlessly integrates with Microsoft Office and supports the appropriate role-based functionality.

**Mail Room Manager** - all relevant incoming and outgoing mail is registered through this module, which provides strong compliance support.

**Information Manager** - allows different dossier and document types, including their metadata, to be managed centrally. Document type definitions are integrated with the Document Studio so that the appropriate templates are used. An authorization model that is integrated with IBM ECM defines the roles and access rights of the organization's users.

### The Document Studio

A document generator creates new documents by using templates and rules. This approach pushes re-use and integration of document templates to a new and unprecedented level.

### Value Proposition

The Agile Factory's Custodian Express Suite helps business managers regain control over automating and improving their business processes, while allowing the organization to:

- Create an efficient process-driven front-office, while upgrading existing applications to a task-oriented approach.
- Maintain its agile processes with minimal IT support.
- Create an enterprise-level repository for the management of all business processes and related information from definition to deployment and maintenance (Gartner ICE paradigm).
- Benefit from innovative new levels of re-usability of business definitions, information objects and processes.
- Significantly reduce the implementation cycle of new and modified processes.
- Bring quality management and compliance to an unprecedented level while remaining transparent to the end-user.
- Support the replication of best practices and enforcement of business and compliance rules across the enterprise.

### Company Description

The Agile Factory specializes in implementing powerful and agile business processes that are easy to adapt and maintain in a fast-changing environment. Our solution manages the organization's processes on an enterprise level. We introduce change and compliance in an effective and dynamic manner.

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IMX12999-USEN-01



## A Partner Solution for Cross Industry

### Automating Meeting Management for Lower Administrative Costs and More Highly Focused Meetings

IBM **Information Management** software

# The BPA Group Meeting Manager

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Meeting Management*

■ **Products**

*IBM Content Manager*

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Content Services*

*IBM FileNet Document Publisher*

*IBM FileNet Web Services/Open Client*

### Business Challenge

As organizations become more dispersed, further pressured by compliance requirements and ever more risk averse, meeting organizers face growing challenges in coordinating high profile company events. For instance, meeting papers need to reach the relevant participants in a timely manner; this is often hampered by the geographically distributed nature of meeting participants as well as the confidential nature of, and subsequent restricted access to, such documents. This, in turn, further impedes the meeting planner's ability to ensure that all meeting documentation is approved and formatted according to corporate standards, and that an up-to-date agenda is created.

### Solution

The BPA Group's Meeting Manager solution is a custom interface to the IBM Enterprise Content Management (ECM) suite of products which allows secure storage and automated processes to support meeting organizers and participants by providing a set of management tools accessed through a Web portal interface.

For meeting participants, these tools facilitate the automatic submission,

approval, and collation of meeting papers that are stored and secured in the IBM ECM repository.

The IBM ECM suite of products can be useful to search and retrieve meeting papers and other related documentation from current and past meetings for use in preparing submissions. Document templates automate the indexing and classification of submitted meeting papers and the routing of submissions for review and approval. If modifications are required, relevant meeting participants are notified using standard email systems.

Meeting organizers benefit from the Meeting Agenda Creation feature, which automatically builds the agenda based on document submissions. When late submissions or changes occur, the agenda is automatically regenerated and a notification is sent to all participants. Meeting Manager also has an interface to trigger the IBM ECM backend processes and functionality which includes rendition to a variety of electronic formats (PDF, HTML and native file formats).

Additional features include unique reference numbers and sequential page numbers, which are automatically allocated and updated when the



agenda is regenerated. Based on the status of the meeting, security of all objects including the agenda and submissions are modified. Once the meeting has reached a final status, security is applied through the IBM ECM infrastructure, preventing further changes. As an added bonus, Meeting Manager creates a full document history tracking and audit trail, which improves governance and compliance.



With the addition of Meeting Manager to your IBM investment, you can ensure a more productive, accurate and effective meeting experience from preparation through to execution.

### **Value Proposition**

The BPA Group's Meeting Manager vastly reduces the administrative time associated with preparing meeting documentation for both meeting organizers and participants. In addition, the costs associated with couriering documents to and from meeting participants along with the costs associated with the leakage of confidential information are negated. Meeting Manager allows organizations to:

- Create up-to-the-minute meeting agendas and flawlessly formatted meeting documentation
- Provide fast, secure and reliable access to current and previous meeting papers as soon as they are published
- Ensure that all meeting documentation is securely stored to protect confidentiality
- Electronically link minutes and action items to agendas and submissions
- Easily comply with standards and regulations through full document history tracking and the creation of an audit trail

### **Company Description**

For over a decade, The BPA Group has delivered business process automation solutions to clients using the IBM Enterprise Content Management (ECM) suite of products. Based in Australia, The BPA Group has worked with several of the largest and most dynamic organizations across the Asia-Pacific region representing a wide range of industries.

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IBM **Information Management** software

## The Sword Group Fusion for IBM FileNet P8

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities  
Manufacturing*

■ **Business Applications**

*Engineering Project Management  
Owner Plant Management*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

High levels of capital project expenditure in the manufacturing and energy sector have dramatically increased the number of plant facilities built and the volume of business for engineering contractors, equipment suppliers and EPC's. With full order books, any project delays have a severe impact on resourcing and logistics for follow-on project work and can be damaging to the organization's overall reputation. As a result, companies are looking to leverage technology to help handle the increased workload.

More and more projects are being completed by geographically distributed project teams that require real-time distribution and collaboration of project documentation across multiple time zones. Today, organizations need to collaborate with seamless information flows to prevent errors and accelerate decision making. Organizations need to support a changing and flexible project workforce by ensuring the consistent application of operating procedures.

Additionally, there is a need to capture best practices and design knowledge so this information is not lost when employees leave the organization.

When projects are completed, engineering organizations face yet another challenge in delivering project documentation to the customer in a timely manner. The traditional manual approach to project handover involves a 'once off' information collection, content and quality check, and compilation. This exercise is generally extremely laborious, time consuming and costly, lasting as long as 3 months with typical costs between \$500,000 to \$1 million per handover.

### Solution

Fusion for IBM FileNet P8 supports globally distributed project and owner teams and automates key project document control procedures using 100 percent web-based software.

Fusion for IBM FileNet P8 ensures that all project information is captured, processed and delivered rapidly. The solution's advanced transmittal and distribution management tools replace slow, repetitive clerical processing. Fusion for IBM FileNet P8 reduces project liability and improves design and work schedules with electronic collaboration and auditing tools that manage participation from diverse locations and organizational participants.



Additionally, the solution helps ensure compliance with standard operating procedures for each project. Automated audit logging ensures that a full history of compliance to these procedures is maintained.



With Fusion for IBM FileNet P8, all project members work with an up-to-date and consistent set of project documents to support real-time collaboration in the review, approval and issuance of project documents.

Fusion for IBM FileNet P8 extends these benefits through the full project lifecycle – from initial cost and benefit analysis through engineering and construction and on into daily plant operations.

### Value Proposition

Fusion for IBM FileNet P8 ensures complex projects are completed on time and to budget. The solution reduces the risk of project delays by accelerating the processing of project documentation. Dramatic improvements in project efficiency are gained by eliminating timely and error-prone manual processing steps during common document control operations.

Additionally, the solution ensures compliance with project standard operating procedures and external regulations. Project ramp-up times are reduced because new hires and sub-contractors can leverage expertise and best practices from previous projects and follow standard procedures from the onset. The collaborative Web-based aspect of the solution enables organizations to leverage domain experts on projects from around the world and across the extended enterprise.

A typical complex engineering project manages as many as 100,000 documents and may result in more than 2.5 million transactions. In this scenario, saving just 1 minute per transaction using Fusion for IBM FileNet P8 would save approximately 40,000 hours in labor – for more than \$500,000 in cost savings.

### Company Description

The Sword Group has been providing IT solutions for more than 15 years and has a wealth of domain experience in the financial services, insurance, life sciences, energy, utility and engineering sectors.

Sword has offices in US, Canada, France, United Kingdom, Spain, Belgium, Luxembourg, South Africa, Brazil, Greece, India, China and Lebanon. With more than 2,000 employees worldwide and revenues in excess of \$250 million, it consistently out performs its peers in both profitability and growth.

Attention to detail and unrivalled domain expertise, combined with unbeatable financial security has enabled Sword to build and maintain excellent customer and partner relationships.

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## A Partner Solution for Compliance

Centrally Manage Governance, Risk & Compliance Demands across the Enterprise

IBM **Information Management** software

# The Sword Group Sword Achiever Suite for IBM FileNet P8

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### Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Applications**

*Governance, Risk and Compliance Management*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

### Business Challenge

Corporate governance, effective risk management and legislative and regulatory compliance are key concerns for organizations of all types and sizes. Corporate governance entails the culture, policies and processes that define the organizational and management structure, generally managed by the implementation of accepted industry best practice. Risk management involves the management of the effect of uncertainty on organizational objectives, and directing and controlling the organization to anticipate, prevent and/or mitigate negative events. Legislative and regulatory compliance management requires the coordination of activities to ensure adherence to external laws and regulations as well as corporate policies and procedures.

Today, there are many legislative, regulatory and best-practice standards affecting organizations and the number and complexity of these requirements is forecasted to multiply. Rather than managing multiple, disparate systems for each area of Governance, Risk and Compliance (GRC) across the organization, a single enterprise system provides the most effective and efficient solution, ensuring that compliance with the latest standards is maintained and

corporate GRC demands can easily be incorporated at any time. With a single integrated GRC ECM system, organizations can ensure compliance with the latest requirements and have the agility to easily address new and emerging demands, while simplifying management and reducing costs.

### Solution

The Sword Achiever Suite for IBM FileNet P8 solution is a GRC solution, enabling the management of business-critical issues and forming the foundation for a single corporate-wide unified ECM enabled GRC platform. The solution provides the necessary functionality to cover multiple compliance areas, including: Sarbanes-Oxley, Quality Management (ISO 9001:2001), Environment and Health & Safety (ISO 14001 and ISO 18001), Life Sciences (FDA), Information Security (ISO 27001) and multiple industry specific compliance requirements.

Key data is gathered and managed in a secure, IBM ECM repository and processes are documented in a graphical designer that provides live management of each process and its associated risk. Role based functionality delivers only what is needed and appropriate to users, depending on their roles and responsibilities.



The Suite addresses the following four key areas that must be addressed for effective GRC management:



**Policy & Controls Management** – addressed through Document Management and Training & Skills Management

**Risk & Controls Assessment** – addressed through Risk Assessment, Audit and Corrective Actions Management

**Investigative Management** – addressed through Meetings Management and Issues Management

**Risk Analytics & Reporting** – addressed through Graphical Reporting and the Compliance Portal

Each is a specific – yet unified – scalable and fully integrated software module specifically designed to manage the regulatory information and process cycle for various GRC requirements. Collectively, they comprise the Sword Achiever Suite for IBM FileNet P8.

### Value Proposition

The Sword Achiever Suite for IBM FileNet P8 offers a progressive approach to GRC management by enabling enterprise-wide control over GRC policies, processes and controls via a single integrated framework, for simplified management and reduced costs. Additionally, the solution reduces headaches associated with manual tracking of data required for audits while reducing costs associated with external auditors.

While other solutions do little more than mirror legal requirements, Sword Achiever Suite for IBM FileNet P8 enables organizations to go beyond mere compliance, serving as the catalyst for continual business improvement via the implementation of best practices.

The solution can be installed alone and also integrates with the three other key capability areas of the Achiever Suite offering. The Achiever Suite for IBM FileNet P8 is quickly deployed and may provide a complete return on investment in as little as 12-18 months.

### Company Description

Established in 1993, Achiever Business Solutions is part of The Sword Group ([www.sword-group.com](http://www.sword-group.com)), and is the European leader in Governance Risk & Compliance management software, with more than 600 customers across the globe.

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# The Sword Group Sword Achiever Suite for IBM FileNet P8 – Investigative Management

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## Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Applications**

*Meetings Management & Issues Management*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

### Business Challenge

To stay compliant with many areas of legislation and regulation, organizations need to capture a wide variety of issues and problems from across the business. They then must be able to review, evaluate and demonstrate effective action and control measures.

Investigative management is an essential factor in a comprehensive Governance, Risk and Compliance (GRC) strategy. A business must be enabled to register non-conformances, assign ownership of each issue, drive investigations and empower the issue owner to take and record preventative actions to ensure issues are not repeated. The challenge is in centrally managing this effort through a single system and providing corporate management with clear visibility into issues across the enterprise. A comprehensive problem and meeting management solution provides a best-practice framework for transparent and consistent investigation into potential non-compliance and risk management issues.

### Solution

Two key areas of GRC that are addressed within the Sword Achiever Suite for IBM FileNet P8 - Investigative Management module are: Meetings Management and Issues Management.

Together, with the other modules within the Suite, form the foundation for a single corporate-wide unified IBM Enterprise Content Management (ECM) enabled GRC platform.

Meetings Management enables the creation and effective management of meetings, pre-meeting and post meeting actions, forming a permanent record of decisions made and actions assigned. This conforms to best practice standards in the execution of GRC management across the enterprise. The solution facilitates scheduling coordination of meeting attendees and agendas and recording of resultant minutes. It also assists with the definition and assignment of tasks that arise in preparation for and in response to scheduled meetings.

Issues Management delivers best practice processes for issue and problem management to ensure ownership of actions is clearly identified and managed. The solution documents and defines ownership of issues, incidents, potential problems and improvement opportunities. Problems can be associated with compliance areas and business processes so that high risk areas can be highlighted. Reports identify all outstanding actions in the system, highlighting potential problems and areas for improvement. Audit trails



ensure clear traceability of actions throughout the audit and corrective action process and role-based access ensures security.



Incomplete actions can be escalated using a configurable escalation engine, ensuring that all corrective actions and improvements are tracked to completion. The solution can be configured so that an issue can be associated with a process, compliance standard, department or a single document. This ensures focus is placed on the problems with the greatest potential impact on the business.

### Value Proposition

The Sword solution supports meeting and issues management to ensure prompt and corrective action is taken and a more effective use of resources is used to address compliance related issues. Using the Sword Achiever – Investigative Management solution, organizations can improve business processes and minimize risk and impact of non-compliance. Improved focus and organizational visibility is delivered via management alerts on status of agreed upon actions, and the security of meetings and associated documents is also safeguarded.

Problem costs and potential savings can be measured so that resources can be allocated to areas of greatest import. Cost reports of non-conformances are available by problem type, status, date, root cause, risk rating and many other parameters, ensuring prioritization of activities based on potential savings.

The solution features an intuitive interface with customer configurable document types, categorization and keywords to ensure users can easily find information. All requested reviews, approvals and notifications are sent via email notification, using existing and familiar email systems. This supports fast user acceptance and reduces training requirements.

The solution can be installed alone and also integrates with the three other key capability areas of the Achiever Suite offering. The Achiever Suite for IBM FileNet P8 is quickly deployed may and provide a complete return on investment in as little as 12-18 months

The Sword Achiever Suite for IBM FileNet P8 offers a progressive approach to GRC management by enabling enterprise-wide control over GRC policies, processes and controls via a single integrated framework, for simplified management and reduced costs.

### Company Description

Established in 1993, Achiever Business Solutions is part of The Sword Group ([www.sword-group.com](http://www.sword-group.com)), and is the European leader in Governance Risk & Compliance management software, with more than 600 customers across the globe.

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## A Partner Solution for Compliance

### Centrally Manage Compliance Policies, Processes, Procedures and Control Documentation

IBM **Information Management** software

# The Sword Group Sword Achiever Suite for IBM FileNet P8 – Policy & Controls Management

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## Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Applications**

*Document Management and  
Training & Skills Management*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

### Business Challenge

Policies, process and controls are central to effective Governance, Risk and Compliance (GRC) management because regulators and external auditors need to see how an organization has defined its adherence to regulatory, legislative and best practice requirements and how this is communicated across the enterprise. Since most regulated processes are enabled by IT, IT plays an important role in the management of policies, processes and controls.

A central integrated policy and controls management solution enables organizations to ensure the latest version of a document is always available, with integral full audit capabilities. Document management systems that support electronic workflow processes expedite deployment of new or revised documentation and eliminate the need for a paper-based, stand alone or manual system for editing and approvals. These systems also support electronic signatures, which map to a wide range of compliance requirements including 21CFR Part 11 Electronic Records and Electronic Signatures for secure signing and compliance with Food and Drug Administration requirements.

Also key is integration with training skills systems so that training requirements are created

automatically when new employees join, and/or as revisions are published, to ensure that policy and process changes invoke notification of the need for training.

### Solution

Two key areas of GRC that are addressed within the Sword Achiever Plus Suite for IBM FileNet P8 - Policy & Controls Management module are: Document Management and Training & Skills Management. Together, with the other modules in the Suite, they form the foundation for a single corporate-wide unified IBM Enterprise Content Management (ECM) enabled GRC platform.

Document Management is the control system for managing documents that describe corporate policies, standard operating procedures (SOPs), or provide instruction on how to carry out business processes. Documents of this nature have legal, regulatory and/or best practice compliance requirements (e.g., forms, price lists, terms and conditions, reference documents, communication media such as website content, published articles, recruitment advertisements). The Sword solution manages the creation, review, approval and distribution of documents; offers version control so that only the most current versions are available; secures information through role-based



access, automatically protecting documents and applying retention periods; and provides workflow and escalation processes.



Training & Skills Management is the control system for managing training requirements via the integration with Document Management. The solution offers automatic links from training requirements to associated documents, ensuring trainees can find documentation easily. The system provides an enterprise-wide matrix of skills and competencies held by personnel. Reports of “who has read what,” supports compliance with regulatory and legislative standards. Training and skills requirements can be associated with job descriptions so that new employees are automatically directed to required training. Outstanding course requirements are highlighted via the course management feature.

### Value Proposition

The Sword solution addresses Document Management and Training & Skills Management requirements, ensuring organizations have a controlled and consistent approach to address regulatory, legislative and best practice requirements and that these policies are effectively communicated throughout the organization.

The solution features an intuitive interface with customer configurable document types, categorization and keywords to ensure users can easily find information. All requested reviews, approvals and notifications are sent via email notification, using existing and familiar email systems. This supports fast user acceptance and reduces training requirements.

Changing documented policies, processes, risk assessments or other compliance documentation automatically generates notification of a training need, reducing the risk of non-compliance. Electronic workflow processes expedite deployment of new or revised documentation and reduce the cost and risk of stand alone or manual systems.

The solution can be installed alone and also integrates with the three other key capability areas of the Achiever Suite offering. The Achiever Suite for IBM FileNet P8 is quickly deployed and may provide a complete return on investment in as little as 12-18 months.

The Sword Achiever Suite for IBM FileNet P8 offers a progressive approach to GRC management by enabling enterprise-wide control over GRC policies, processes and controls via a single integrated framework, for simplified management and reduced costs.

### Company Description

Established in 1993, Achiever Business Solutions is part of The Sword Group ([www.sword-group.com](http://www.sword-group.com)), and is the European leader in Governance Risk & Compliance management software, with more than 600 customers across the globe.

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IBM **Information Management** software

## The Sword Group Sword Achiever Suite for IBM FileNet P8 – Risk & Analytics Reporting

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### Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Applications**

*Compliance Portal and Graphical Reporting for GRC*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

### Business Challenge

Improved information visibility and access is a key element of any Governance, Risk and Compliance (GRC) strategy. The interpretation of this information – via risk analytics and reporting – equips the enterprise with the ability to make important and every day decisions.

Given the ever-increasing volume and complexity of GRC information, information systems must meet the varying information and reporting needs of different employees. This information must be clear and easily accessible; the organization must be able to track who has received what, when and how. Individuals want to view data that is pertinent to them and avoid wasting time and effort plowing through irrelevancy to arrive at the information they seek. While a Compliance Officer may need to interact with many elements of an information system, and have individual or even confidential reports within easy reach, a Chief Executive Officer may only need a dashboard of important metrics. The challenge is to have all of these varying needs satisfied by one easy to manage system.

Effective implementation of corporate governance is dependent on the ability

to deliver transparency, consistency and efficiency across the enterprise. This can only be achieved by leveraging a common framework and supportive technology infrastructure.

### Solution

Two key areas of GRC that are addressed within the Sword Achiever Suite for IBM FileNet P8 - Risk & Analytic Reporting module are: Graphical Reporting and the Compliance Portal. Together, with the other modules within the Suite, form the foundation for a single corporate-wide unified IBM Enterprise Content Management (ECM) enabled GRC platform.

Graphical Reporting enables the dynamic graphical representation of valuable management information via the Achiever Graphical Reporting tool, providing instant and accessible trend and risk analysis. The solution saves time and improves efficiency by streamlining the creation of new reports in an easy-to-read and understand graphical format. The solution consolidates live data across multiple databases and integrates with spreadsheets such as Microsoft Excel, enabling problems to be tracked from top down to root cause.





The Compliance Portal allows users to manage all compliance requirements through a single interface, ensuring priority activities, alerts, action items and the most relevant data is all highly visible and easy to access. A single “to-do list” of all actions within the entire Sword Achiever system is presented as news lists in the portal, ensuring that incomplete actions are not lost within individual systems. Sword Achiever “portlets” can also be easily added to existing intranet sites. Graphical reports produced from the Sword Achiever GRC applications, or other browser-based products, can be presented in the portal in a dashboard style, providing instant, dynamic and easy-to-decipher information, highlighting areas which need attention.

The look and feel of the portal can be customized. Layouts can be configured to match user requirements, from simple user access to sophisticated management dashboards. Additionally, corporate branding/logos can be applied.

### Value Proposition

Having the right information at the right time and in a convenient easy-to-use system ensures that key actions are not missed or forgotten. Having this helps to ensure that key business objectives are met and problems are acted upon in a timely manner. This saves time and potential costs of non conformance and/or non compliance to regulatory and legislative requirements.

The solution features an intuitive interface with customer configurable document types, categorization and keywords to ensure users can easily find information. All requested reviews, approvals and notifications are sent via email notification, using existing and familiar email systems. This supports fast user acceptance and reduces training requirements.

The solution can be installed alone and also integrates with the three other key capability areas of the Achiever Suite offering. The Achiever Suite for IBM FileNet P8 is quickly deployed and may provide a complete return on investment in as little as 12-18 months.

The Sword Achiever Suite for IBM FileNet P8 offers a progressive approach to GRC management by enabling enterprise-wide control over GRC policies, processes and controls via a single integrated framework, for simplified management and reduced costs.

### Company Description

Established in 1993, Achiever Business Solutions is part of The Sword Group ([www.sword-group.com](http://www.sword-group.com)), and is the European leader in Governance Risk & Compliance management software, with more than 600 customers across the globe.

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IBM **Information Management** software

## The Sword Group Sword Achiever Suite for IBM FileNet P8 – Risk & Controls Management

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### Partner Solution

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■ **Target Industry**

*Compliance*

■ **Business Applications**

*Risk Assessment*

*Audit & Corrective Actions*

*Management*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

### Business Challenge

Risk and controls management must be implemented as part of an overall Governance, Risk & Compliance (GRC) management strategy and framework. Documentation and communication of policies, processes and procedures alone is worthless if controls are not in place and properly functioning.

Implementing manual or disparate systems for risk and controls management does not deliver information on priorities or present an enterprise-wide view that measures effective risk management. Rather, an enterprise-wide Risk & Controls Assessment system is necessary to constantly assess the state of controls.

### Solution

Two key areas of GRC that are addressed within the Sword Achiever Suite for IBM FileNet P8 - Risk & Controls Management module are: Risk Assessment and Audit & Corrective Management. Together, with the other modules in the Suite, they form the foundation for a single corporate-wide unified ECM enabled GRC platform.

Risk Assessment integrates risk assessment process within Achiever's Document Management, Training

& Skills Management and Audit & Corrective Actions Management functionality. Risk Assessment is calculated based on severity, probability and detectability - adhering to best practices and engendering process improvement. Electronic workflow processes expedite the deployment of new or revised assessment. Security of information is managed through role-based access.

Audit & Corrective Actions Management enables organizations to visibly demonstrate adherence to auditing requirements, while identifying areas for business improvement. The system makes it easy to demonstrate that an audit schedule covers all GRC management and system requirements. Audit profiles define the scope and frequency of audits and automate the schedule process so that tasks are executed in a timely manner. Audit trails ensure clear traceability of actions throughout the audit and corrective actions process, so any anomalies can be easily isolated. Non-conformance highlighted during an audit is documented and ownership identified to help ensure rectification. Reports of non-conformance by problem type, status, date, root cause, risk rating and other parameters support business decision making, based on accurate and relevant audit



data. Audit processes and checklists are readily available to auditors at the point of audit.



## Value Proposition

The Sword solution addresses Risk Assessment and Audit & Corrective Management requirements, improving the linkage between regulations and rules and an organization's efforts to implement policies, establish business objectives, best practices and controls.

The requirement for periodic re-assessment of risk is automated by the system, ensuring that risks and their controls are always current. The system's flexibility enables audits to be associated with one or more standards or pieces of legislation, ensuring compliance with multiple individual standards can be demonstrated in a single audit schedule, saving time and reducing costs. The solution maps to multiple compliance areas, including Sarbanes-Oxley, Quality Management (ISO 9001:2001), Environment and Health & Safety (ISO 14001 and ISO 18001), Life Sciences (FDA), Information Security (ISO 27001) and many other multiple industry specific compliance requirements.

All requested reviews, approvals and notifications are sent via email notification, using existing and familiar email systems. This supports fast user acceptance and reduces training requirements.

The Sword Achiever Suite for IBM FileNet P8 – Risk & Controls Assessment solution can be installed alone and also integrates with the three other key capability areas of the Achiever Suite offering. The solution can be installed alone and also integrates with the three other key capability areas of the Achiever Suite offering. The Achiever Suite for IBM FileNet P8 is quickly deployed and may provide a complete return on investment in as little as 12-18 months.

The solutions offers a progressive approach to GRC management by enabling enterprise-wide control over GRC policies, processes and controls via a single integrated framework, for simplified management and reduced costs.

## Company Description

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## The Sword Group Sword Collaboration Manager

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities  
Manufacturing*

■ **Business Applications**

*Engineering Project Management  
Enterprise Project Collaboration  
Owner Plant Management*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

More and more projects are being completed by geographically distributed project teams that require real-time distribution and collaboration of project documentation across multiple time zones. Today, organizations need to collaborate with seamless information flows to prevent errors and to accelerate decision making. Organizations need to support a changing and flexible project workforce by ensuring the consistent application of operating procedures.

Additionally, there is a need to capture best practices and design knowledge so this information is not lost when employees leave the organization.

Organizations are looking to eliminate outdated and manual document review and approval processes that involve interaction with external organizations like vendors or partners. They need to achieve this without comprising corporate IT security policies and yet leverage their existing IBM Enterprise Content Management (ECM) repository. They need a solution that does not require software installation, configuration or training when used by external organizations.

### Solution

Sword Collaboration Manager integrates the IBM ECM suite of products with Microsoft SharePoint 2007 to provide a rich collaborative environment for global project teams. Sword Collaboration Manager is a SharePoint integration that allows content from IBM ECM to be published to a SharePoint Web site so that typical document control processes can be automated. These processes, called Collaborative Review Sessions, allow document reviewing, redlining and approval to take place using very simple SharePoint tools.

As the Sword Collaboration Manager exchanges content between the IBM ECM repository and the SharePoint Web sites, this allows the customer to invite third parties — such as vendors and partners — to contribute to business processes. The Sword Collaboration Manager application is able to run outside the organizations firewall without needing access to the corporate Active Directory.

Sword Collaboration Manager reduces project liability and accelerates project schedules with electronic collaboration and auditing tools that

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manage participation from diverse locations and organizational participants. Additionally, the solution helps ensure compliance with standard operating procedures for each project. Automated audit logging ensures that a full history of compliance to these procedures is maintained in the IBM ECM repository even though application processing takes places through the SharePoint application environment.



### **Value Proposition**

Sword Collaboration Manager ensures complex projects are completed on time and to budget. The solution reduces the risk of project delays by accelerating the processing of project documentation. Dramatic improvements in project efficiency are gained by automating manual document review and approval processes that involve project members, vendors, partners and customers.

Additionally, the solution ensures compliance with project standard operating procedures and external regulations. Project execution times are reduced because project members are involved earlier in design decisions; spend less time searching for project information and more time collaborating with project colleagues. The collaborative Web-based aspect of the solution enables organizations to leverage domain experts on projects from around the world and across the extended enterprise.

A typical complex engineering project manages as many as 100,000 documents and may result in more than 2.5 million transactions. In this scenario, saving just 1 minute per transaction by automating manual processes would save approximately 40,000 hours in labor — for more than \$500,000 in cost savings.

### **Company Description**

The Sword Group has been providing IT solutions for more than 15 years and has a wealth of domain experience in the financial services, insurance, life sciences, energy, utility and engineering sectors.

Sword has offices in US, Canada, France, United Kingdom, Spain, Belgium, Luxembourg, South Africa, Brazil, Greece, India, China and Lebanon. With more than 2,000 employees worldwide and revenues in excess of \$250 million, it consistently out performs its peers in both profitability and growth.

Attention to detail and unrivalled domain expertise, combined with unbeatable financial security has enabled Sword to build and maintain excellent customer and partner relationships.

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# Thunderhead Derivatives Trade Confirmation Solution

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## Partner Solution

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### ■ Target Industries

*Banking and Financial Markets  
Insurance*

### ■ Business Applications

*Back Office Automation  
Compliance  
Communications Management  
Document Generation  
Transaction Management*

### ■ Products

*IBM Content Manager  
IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet eForms  
IBM FileNet Records Manager*

### Business Challenge

Failing to confirm derivative trades in an accurate and timely manner can result in increased risk, cost and sanctions from industry regulators. In addition, the failure to confirm a transaction may jeopardize its enforceability or the ability to net it against other transactions. Furthermore, to the extent that it allows errors in recording transactions to go undetected, an unconfirmed transaction may cause market or counterparty credit risks to be misrepresented and, most seriously, to be underestimated.

The significance of this problem depends upon the nature of the error and the type of transaction involved. This risk is perhaps greatest for transactions with errors in the quantitative terms of deals, particularly transactions for which errors could go undetected for long periods of time, such as long-dated forwards that do not provide for a payment to be made or received for several years.

### Solution

The Thunderhead Derivatives Confirmation Solution (DTCS) consists of three core software components that work together to manage and maintain incoming trades, automate the assembly, production, and distribution of trade confirmations, and

support exception processing. These core components are:

- Thunderhead NOW platform for dynamic creation and delivery of confirmations and other personalized documents.
- IBM Enterprise Content Management and Business Process Management products for orchestrating workflow and content archiving.
- IBM DB2 pureXML™ to store and maintain trade data, provide highspeed data access services, and support subsequent trade analytics.

DTCS leverages the highly scalable Thunderhead NOW production platform to automate the assembly, production and distribution of all manner of trade confirmations including high-volume, standard confirmations and exotic confirmations requiring manual review and editing. In addition, DTCS provides a powerful exception handling framework that integrates seamlessly with IBM FileNet Business Process Manager. Document exceptions are processed through the integrated architecture to generate workflow items or invoke Web services to return a document of interest. If a trade confirmation cannot be handled in a straight-through-processing manner, users can define conditions that cause the trade to be automatically forwarded to an exception process for controlled human interaction.

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DTCS also uses XML trade data from DB2 pureXML as the basis to both start a document generation process and “fill in” trade data and characteristics onto a rendered trade confirmation. The trade data is merged with the trade template to create what is called a “Review Case” under an exception condition. This Review Case can then be placed into the workflow for an approval process. In addition, DTCS includes a document editor plug-in that can leverage various Webor dashboard-based technologies to enable the participants of an exception process to edit the confirmation. Specific sections or even words on the document can be locked in read-only mode for specific users and/or groups, providing highly granular security control. An audit trail is also maintained that details what changes were made, when they were made and by whom.



The Thunderhead NOW platform empowers business users to create and manage document templates for both personalized and transaction-driven communications, freeing up IT resources. Content can be automatically formatted for delivery via any output channel, including print, fax, Web, e mail, SMS and industry-specific XML schemas such as FpML for DTCC’s Deriv/SERV clearinghouse. Once generated, the workflow can automatically route the output as needed to further streamline operations, and content can be automatically archived in the content management system for record-keeping.

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### Value Proposition

By leveraging DTCS to automate the trade confirmation process and manage critical trade information and confirmation documentation, organizations can derive the following benefits:

- Reduced operational risk;
- Improved operational efficiency;
- Improved client service;
- Increased volume of confirms processed while reducing costly exceptions;
- Ability to leverage XML for multi-channel communications;
- The ability for firms to leverage external data matching services such as DTCC and SWIFT; and
- Improved time-to-market for new financial instruments.

### Company Description

Thunderhead develops next-generation technology that automates the creation and assembly of high-volume, multi-channel documents. Thunderhead is the world’s first document generation platform to be built purely around XML, and the first to use natural language algorithms and usability theory to put the business user, rather than IT specialists, firmly in control of the confirmation process. Customers include most of the leading investment banks worldwide, such as Morgan Stanley, Lehman Brothers and Nomura.

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# Thunderhead Enterprise Communications Platform for Insurance Policies, Contracts & Correspondence

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## Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Applications**

*Claims Management*

*Communications Management*

*Compliance*

*Customer Service*

*Documentation Management*

*Renewal and Billing Management*

■ **Products**

*IBM Content Manager*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet Records Manager*

### Business Challenge

Customers in the Internet age want information, personalization, immediate access and fast answers. Insurers are evaluated based on speed and ease of service, whether it means providing a quote, issuing a policy, answering questions, providing access to customer assets or processing claims. The only way to build and maintain a loyal customer base is by being responsive – not only meeting, but surpassing, expectations.

It follows that timely delivery of high quality communications is imperative for customer retention. Enabling agents and brokers to provide quotes, applications, agreements and other time-sensitive documents in real time improves speed to market that drives revenue. Delivering personalized correspondence via every channel (e.g., print, direct mail, email, Web or the call center) invites greater loyalty and reduces the chance that customers will take their business elsewhere.

Traditionally, insurers have relied on customer or proprietary systems – which require the input of IT specialists – to develop and deliver customer-facing documents and templates for batch printing. The resulting disjointed systems and siloed databases and

processes generate time-to-market delays that significantly increase costs for marketing campaigns and product developments, and inhibit the creation of clear, relevant communications necessary for revenue generation. Insurance companies often have to maintain hundreds or even thousands of different communication templates to reflect different languages, channels and brands.

As the number of communication and channels formats increases, duplication of content and document templates increases compliance concerns. Insurers are also looking to improve operational efficiency by forwarding Straight Through Processing (STP) initiatives. Many are moving to eliminate these data silos by adopting insurance industry data schemas such as ACORD and industry-standard electronic forms. As part of these initiatives, insurance organizations are looking for ways to use this e-forms data to further streamline processes for writing welcome letters, sending renewals and responding to customer inquiries.

### Solution

Thunderhead enables organizations to automate the process of creating and delivering highly personalized customer letters, insurance policies,

**THUNDERHEAD**®

contracts, renewals, agent updates, and other personalized communications. These can be produced in batch or in real time, and in print or electronic formats, even standards-based XML data outputs for forms processing. Thunderhead can be used to automatically generate a range of insurance document types as part of a defined business process.



Thunderhead's Enterprise Communications Platform for Insurance Policies, Contracts & Correspondence is designed to be different. As the world's first solution designed around an XML core, with XSL for formatting and printing, and in support of standard industry schemas including ACORD and Origo, Thunderhead offers a modern, future-proof technology approach. This broad interoperability can significantly reduce implementation and integration costs.

### Value Proposition

With its open standards-based architecture, Thunderhead offers proven out-of-the-box integration with the IBM Enterprise Content Management (ECM) suite of products. Automatically archive documents and electronic correspondence in your content repository for future retrieval and reference, and save extra processing steps. Leverage the IBM ECM functionality to manage rule-based exceptions, or to route documents for approval.

Insurers are able to:

- Meet customers' demands for highly personalized, context-relevant correspondence delivered via multiple channels
- Produce and deliver policies, quotes and claims correspondence, efficiently in ad-hoc and real-time environments as well as batch
- Allow the agent/broker channel to easily white label from a single template
- Improve efficiency, with content reusability across documents and channels
- Leverage a pure SOA architecture built on Web services for easy integration with core systems and long-term investment protection
- Streamline the forms process from XML data capture through document production
- Ensure auditability and compliance with regulatory and legal requirements regarding correspondence

Insurance organizations, such as Prudential and The Automobile Association, have chosen Thunderhead and IBM to help them achieve operational efficiencies and improve customer service.

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IMX13034-USEN-01





## TriTek Solutions Trans@ction eXpress for Investor Services

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Broker/Dealer Retail and Institutional Investor Servicing Operations for Mutual Funds, Annuities, General Securities, and Insurance*

■ **Products**

*IBM FileNet Business Process Manager  
IBM FileNet Content Manager  
IBM FileNet eProcess Services  
IBM FileNet Image Manager  
IBM FileNet Image Services*

### Business Challenge

Servicing investors can be costly. Brokerage operations are too often overrun and under-equipped to manage the complex and voluminous transactions and queries demanded by the agents, businesses, and customers. Further, back-office processors often lack ready access to relevant data buried deeply in their enterprise legacy applications. Compounding the challenge, transactions include a high volume of exceptions, further lengthening the time before processors can effectively respond to agent and customer queries.

Manual, paper-driven processes prolong even simple requests and breed inconsistency across different types of transactions. In this environment, operations are compromised by extended transaction cycles, lack of real-time intelligence, and lost service requests. In the hands of servicing staff with varying levels of skill and expertise, the shortcomings of such labor-intensive processes stand out even more.

Operations managers also lack administrative control over forms, documents, and other physical content to determine if performance objectives are being met. On the front line, customer service representatives

cannot immediately respond to customer inquiries, resulting in a tremendous amount of time-consuming follow-up. Not surprisingly, customer satisfaction suffers.

### Solution

TriTek developed Trans@ction eXpress for Investor Services to enable retail and institutional servicing operations managers to fulfill customer requests free of the manually-driven process challenges they have traditionally faced. Built on IBM's Enterprise Content Management (ECM) suite of products, Trans@ction eXpress for Investor Services delivers powerful results based on the process, content, and connectivity framework that IBM ECM provides.

Using a queue-based framework, Trans@ction eXpress for Investor Services organizes incoming requests by transaction type and provides a customized processing interface for each transaction. Traditional transaction types accommodated by the system include enrollments, deposits, redemptions, account maintenance, allocation adjustments, transfers, and customer correspondence, among others.

Trans@ction eXpress for Investor Services offers an open architecture



as well as a customized interface. Integrating with legacy systems, Trans@ction eXpress gives back-office users new power to access and collect transaction-relevant content without compromising their ability to work in a legacy environment. Trans@ction eXpress has successfully integrated some of the industry's most popular trading, processing, and record-keeping systems, including SunGard, FISERV, and Summit.

Besides access to content, Trans@ction eXpress for Investor Services provides managers with significant administrative control and performance metrics. With its user maintenance utility, managers can specify the processing permissions for any user, and control access and content to any system queue. Customized reports provide managers with the ability to view every action performed within the system from both a user and system perspective in a relational database format, allowing further analysis of any subset of the data

### Value Proposition

Trans@action eXpress for Investor Services allows managers to reduce costs, improve service levels, and gain greater control over their processing environment. Trans@ction eXpress can increase accuracy by up to 80 percent, decrease the time required to resolve exceptions by up to 60 percent, and allow organizations to respond immediately to customer service inquiries, resulting in significantly enhanced customer satisfaction.

Trans@ction eXpress for Investor Services enables the delivery and processing of investor servicing requests in an environment designed around the rules and requirements of each individual operation. By distributing work in a structured manner, integrating with legacy systems, and efficiently managing exceptions, Trans@ction eXpress dramatically shortens the processing cycle, yielding an estimated 67 percent increase in productivity and delivering cost reductions to match. In addition, Trans@ction eXpress' real-time audit logging and performance metrics empower managers to monitor service teams, make ad hoc adjustments, and deliver superior service.

### Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner since 1998, specializes in the integration of Enterprise Content Management products and related technologies. With over 80 consultants, TriTek 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.

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## A Partner Solution for Insurance

### Reduce Transaction Costs and Increase Operational Efficiencies by Streamlining P&C Claims Evaluation and Adjudication Processes

IBM **Information Management** software

# TriTek Solutions Trans@ction eXpress for P&C Claims

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## Partner Solution

---

■ **Target Industry**

*Insurance*

■ **Business Application**

*Claims Processing*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Claims managers are tasked with reducing overall costs, improving service levels and gaining greater control over their processing environment. All this in a business climate wrought with increasing claims volumes, more demanding policyholders and greater compliance stringency. Further, the inconsistent application of claims processing guidelines by adjusters, special investigators and in-house counsel can result in higher transaction and claims costs.

Manual claims processing environments exacerbate these challenges, as it is more difficult to track claims and requests for additional information required for adjudication. Consequently, carriers can experience a greater burden on their policyholder service departments as claim statuses must be manually researched; requiring a significant time investment. In this environment, claims operations are compromised by extended transaction cycles, lack of real-time intelligence, and lost service requests. Manual, paper-driven processes prolong even simple requests and breed inconsistency across different types of transactions.

Claims managers are prevented from implementing rules-based

workflows to achieve consistency in applying policy guidelines with a manual claims processing model. Performance reports are manually created from log reports completed by claims adjusters, work is distributed physically to claims adjusters, and managers lack access to real-time workload distribution statistics. Faced with increasing regulatory requirements to protect claims information, managers are unable to guarantee compliance and might be subject to fines as a result of unauthorized access to or distribution of claims information.

### Solution

TriTek's Trans@ction eXpress for P&C Claims allows managers to implement a claims adjudication methodology using the structured management of claim-specific content along with associated in-house processes in an online environment. Built on IBM's Enterprise Content Management (ECM) suite of products, Trans@ction eXpress for P&C Claims uses a queue-based framework to organize work by task and claim type. Work is automatically distributed to adjusters based on the claim status, transaction type and/or specific processing requirements.

Transaction types and claim content supported by Trans@ction eXpress for P&C Claims include indexing,



medical review and processing, estimate review and processing, subrogation, and claimant correspondence. For each of these transaction types, the solution provides a customized user interface and integration to legacy systems via an open architecture. Staff members in the back-office have access to the transaction-relevant collection of content and the legacy processing environment. Trans@ction eXpress for P&C Claims is integrated with some of the most popular claims management and underwriting systems.



Using Trans@ction eXpress for P&C Claims' real-time audit logging and performance metrics, managers can closely monitor their service teams, make ad hoc adjustments, eliminate processing bottlenecks and deliver improved customer service to their policyholders. For example, customer inquiries as to the status of a claim are immediately fulfilled by querying the system for transaction-specific data. Claims managers also gain a significant amount of administrative control with Trans@ction eXpress for P&C Claims. Through the user maintenance utility, managers can specify processing requirements for any of the system users, and assign or remove user access to/from any system queue. Managers can designate work based on custom defined criteria (e.g., work volumes, user skills, transactional priorities, etc.). Trans@ction eXpress for P&C Claims' customized reports provide managers with the ability to view every action performed within the system from both a user and system perspective in a relational database format, allowing further analysis of any subset of the data.

### Value Proposition

Trans@ction eXpress for P&C Claims leverages the value of IBM Enterprise Content Management (ECM) in managing content and process. It provides P&C carriers with the ability to reduce claims transaction costs and processing times, as limitations surrounding manual processing are eliminated or significantly reduced. In addition, claims adjusters gain immediate access to all data relevant to a claim online. The solution streamlines the processing environment with a common interface; yet can also be customized to defined processing parameters for specific transactions. Further, customer service representatives are able to provide real-time status updates to policyholders.

### Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner since 1998, specializes in the integration of Enterprise Content Management products and related technologies. With over 80 consultants, TriTek has become a 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.

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## TriTek Solutions Trans@ction eXpress for Vendor Management

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Procurement*

*Sourcing*

*Vendor Management*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

More and more, sourcing and procurement is being viewed as a way to achieve competitive advantage. Every enterprise wants a good deal, and yet there are many aspects to getting one – price being only one part of the equation. It goes without saying that the more vendors compete, the more leverage an organization has for negotiating pricing terms and conditions.

Yet to determine which vendor or supplier offers the best value proposition, the information must be captured and presented in an organized fashion. Too often organizational sourcing processes are disorganized, inefficient and uncontrolled. Centralized sourcing practices cannot effectively manage the procurement of vendor offerings due to internal process and content management inefficiencies.

Throughout large organizations, individual groups and lines of business are required to complete mountains of paperwork, obtain a myriad of approvals, and formally justify any request for outside goods or services. The result of these processes is often added expenses, missed deadlines and goals, and circumnavigated regulations.

### Solution

To address the inefficient sourcing process, TriTek Solutions has developed Trans@ction eXpress for Vendor Management, a solution based on IBM's Enterprise Content Management (ECM) suite of products, to automate and streamline the request, processing, negotiation, and fulfillment of outside goods and services.

Trans@ction eXpress for Vendor Management provides a formal vendor procurement system to support requests of all commodities as well as analysis, processing and ultimate approval or rejection. The solution automates the routing, evaluation and management of all work items, creating tremendous time savings from parallel processing. The system also captures and manages critical documents such as RFPs, signature documents, vendor proposals, and vendor-specific contracts, etc.

A Web-based interface enables users to input information – such as cost center, invoice designee, and shipping address – as well as basic details about the goods or services they are procuring. Based on this information, a Trans@ction eXpress work item is initiated and routed through the process – making the best use of valuable human resources with the requisite domain expertise.



The solution assigns tasks and generates estimated timeframes for these tasks, automatically relaying this information back to the original requestor. Additionally, the system evaluates the cost of the requested commodities and dynamically initiates authorization processes with applicable line of business managers.



Through the Trans@ction eXpress for Vendor Management consolidated analysis feature, approvers can research the financial implications of the request, authorize or deny the scheduling of a review, or issue a decision if the custom business rules so permit.

Trans@ction eXpress for Vendor Management integrates with Enterprise Resource Planning (ERP) systems. Accordingly, as procurement requests are approved and purchase orders required, Trans@ction eXpress for Vendor Management automatically feeds the ERP procurement module for the generation and distribution of purchase orders.

### Value Proposition

Trans@ction eXpress for Vendor Management solution offers customers the opportunity to achieve better managed, higher performing, and more successful vendor relationships.

Specific benefits customers can achieve include:

- Streamlined, efficient transaction processing with improved cycle time and accuracy due to reduction in manual processing;
- Reduction in transaction costs;
- Improved use of subject matter experts' time;
- Enhanced visibility and support for analysis for improved decision-making and compliance.
- Improved collaboration to strengthen and solidify strategic supplier relationships.

### Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner since 1998, specializes in the integration of Enterprise Content Management products and related technologies. With over 80 consultants, TriTek 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.

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A Partner Solution for Government

Dramatically Reduces the Time and Expense of Managing and Processing Inmates

IBM **Information Management** software

# TriTek Solutions Trans@ction eXpress SentenceManager

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## Partner Solution

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■ **Target Industry**

*Government Department  
of Corrections*

■ **Business Application**

*Inmate Tracking*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Capture  
IBM FileNet Content Manager  
IBM FileNet Image Manager*

### Business Challenges

Managing content related to inmate processing while using a paper-based system is costly, inefficient and prone to errors. Extensive resources are required to organize, file, retrieve and distribute files to appropriate personnel each time an inmate's record is needed. Paper-based records also delay the processing of judgment orders, appeals, detainers, credits and correspondence.

The location of these physical files also poses unique issues. As inmates change location, so do their paper records, increasing the opportunity for information to be lost, delayed or inaccessible to personnel. In addition, the security and privacy of these records is jeopardized. The risk of unauthorized personnel accessing, copying or misplacing confidential records is high.

### Solution

With Trans@ction eXpress SentenceManager, all inmate records are managed electronically and securely on the State's network. Trans@ction eXpress is a highly configurable framework, built on IBM's Enterprise Content Management (ECM) suite of

products, that incorporates both the institutional and medical back files and the day-forward document workflows to yield a complete digital inmate record.

Processes are automated to ensure that work is delivered to the right staff based on the organization's priorities. Document retrieval is enabled through the existing legacy systems and through a Web-based interface. Documents are stored with a unique offender ID to reduce indexing time and improve accuracy and retrieval. Designed with the user in mind, sentence management workflows are fully integrated with legacy screens to reduce keystrokes, errors and training.

Access to folders is strictly controlled by user groups with predefined business rules and access levels. Trans@ction eXpress SentenceManager grants access to viewing, printing and annotation features configurable to these groups. Each action is logged within the application to provide a system of accountability and a management tool to monitor the effectiveness of personnel. As an additional feature to improve document security and meet compliance, document retention policies are met through an automatic archival process.



Trans@ction eXpress SentenceManager delivers additional features such as:

- Full support of photographs and perfect scans of fingerprint cards
- Automatic creation of correspondence templates to streamline workflows
- Distributed image capture across multiple facilities into a single secure repository at a centralized location
- Distributed printing support using existing LAN printers
- Customized reporting capabilities to monitor critical issues such as workload and status reporting

### Value Proposition

By digitizing documentation, automating processes and providing secure, controlled access across the Corrections Department, you can:

- Minimize resources required to manage physical files
- Manage all records electronically and securely
- Expedite processing time by automating key processes
- Provide simultaneous access to authorized users at all times
- Reduce workload and costs associated with copying, faxing, storing and handling physical files
- Minimize risk associated with lost, misplaced or inappropriately accessed files
- Comply with record retention policies

### Company Description

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A Partner Solution for Energy and Utilities

A Comprehensive Solution Suite to Streamline Construction Services, Project Management and Compliance Operations

IBM **Information Management** software

# TriTek Solutions Utility Industry Solution Suite

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## Partner Solution

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■ **Target Industries**

*Energy and Utilities*

■ **Business Application**

*Comprehensive Utilities Suite*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

With increasing costs, greater operational demands and more stringent compliance requirements, energy and utility companies face a growing number of challenges including:

- Outdated infrastructure documents, delayed repairs and increasing fines within the Construction Services department.
- Delayed approval of drawing and engineering documents and inefficient content searches in the Central Engineering department.
- Incomplete or inaccurate content repositories in the Office of the Secretary or other departments who are responsible for corporate governance.

Many energy and utility companies are still using manual, paper-based processes. If companies have implemented systems or solutions to address these issues, the systems often lack integration, which significantly reduces efficiencies across the enterprise.

### Solution

TriTek developed a portfolio of solutions called “Utility Industry Solution Suite” to enable energy and

utility companies to gain significant benefits by utilizing a single infrastructure and set of tools as an enterprise-wide platform. Trans@ction eXpress is TriTek’s award-winning transaction processing solution framework, built on IBM’s ECM suite of products, it provides a highly configurable user-friendly interface, a robust background framework and custom processing capabilities. TriTek has developed specialized modules to accommodate the specific business challenges faced by the Construction Services department, Central Engineering department and the Office of the Secretary.

- **Notice of Violation** streamlines permitting and violations processing in Construction Services departments, accommodating dozens of compliance related business scenarios.
- **Mobile Office** includes a back-end electronic package preparation system and a mobile office solution that provides Construction Services employees electronic and remote access to documents while on the construction site.
- **Embargo and Permit Management** automates the emergency permit request and response processes within the Construction Services department through the use of



a requestor portlet and back-end integration with the various appropriate government agencies.

- **Central Engineering** streamlines the pre-construction administration of projects at energy and utility companies and includes a customized environment to automate all review, approval and transmittal workflows associated with construction projects.
- **Office of the Secretary** manages corporate governance documents with a document storage and retrieval system.

Each module can operate as a standalone solution or as a part of the Utility Industry Solution Suite.

### Value Proposition

Benefits of this comprehensive Utility Industry Solution Suite include:

- Improved compliance with government regulations.
- Significantly reduced or eliminated construction delays.
- Real-time updates to content in all departments.
- Enterprise-wide system integration.
- Increased control over emergency permit processes.

A major U.S.-based energy company recently implemented the Utility Industry Solution Suite and experienced an immediate return on investment. In addition to the benefits mentioned above, fines associated with notices of violation decreased \$1.1 million annually and the processing time for emergency permits was reduced from 45 minutes to 1-5 minutes. Within 5 months, the company realized a return on investment and savings that reached 30 percent within the first year.

### Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner specializing in the integration of IBM FileNet products and related technologies, has become a leader in the design, development and delivery of customized Enterprise Content and Business Process Management solutions. TriTek provides industry specific solutions for the financial services, insurance, utilities and government verticals.

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## TriTek Solutions Utility Industry Solution Suite: Central Engineering

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities*

■ **Business Application**

*Pre-Construction Project Management*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Central engineering departments within energy and utility companies are responsible for pre-construction administration of projects. Often there are multiple systems required for project administration, including drawing management and engineering project management. These standalone systems are highly inefficient, since multiple searches must be run to find a complete set of project documentation.

Search terms typically lack consistency, which makes content searches nearly impossible for any employee who is not directly associated with a project. Without system integration, there is no method to enforce standardization of index values linked to content, which further complicates searches.

Without a single solution for all project management tasks, time is wasted on redundant document searches. Also, there is no way to share content or assign tasks to employees within the central engineering department. Delays in the pre-construction phase of projects prevent a timely start to construction, which can be costly to construction services departments as well as the central engineering department.

### Solution

TriTek developed a solution called Central Engineering to help streamline pre-construction administration of projects at energy and utility companies. This module is part of the "Utility Industry Solution Suite," a comprehensive enterprise content management (ECM) and business process management (BPM) solution leveraging the IBM ECM suite of products. The Central Engineering module of the suite includes a customized environment to automate all review, approval and transmittal workflows associated with construction projects.

Design and engineering systems are integrated through IBM FileNet P8 and McLaren Software Enterprise Engineer, an application that helps energy and utility companies optimize their engineering design and asset management processes. TriTek's Central Engineering module adds custom functionality to McLaren Software Enterprise Engineer application making it more efficient to automate business processes in central engineering departments.

Construction drawing reviews are automated, including review, approval and transmittal. When a user creates a package within McLaren Software



Enterprise Engineer that contains renderings of drawings, an IBM ECM workflow is launched to send the documents directly to a manager for review. After the document is approved, the drawings are ready for construction and sent to the system as an asset under the transmittal phase. In order to streamline the approval process, users are now able to perform simple tasks that don't require managerial oversight without the approval of system administrators.



At every stage of the approval process, a reviewer can enter comments into the custom interface and the comments are recorded into an audit history file associated with the drawings. These comments can be accessed by auditors, managers and engineers. Providing an accurate audit trail is necessary to meet regulatory requirements of Sarbanes-Oxley and many state governments.

In addition to custom functionality, TriTek offers a data migration plan from legacy systems into an IBM ECM repository that ensures data integrity and backward compatibility. For all future documents, or whenever an engineer accesses a previous drawing, the user is prompted to input the correct index values such as a location number, vendor name or project number. The improved data integrity helps to create a robust search engine that allows users to search for any metadata field.

### Value Proposition

Central engineering departments will dramatically increase productivity through the use of TriTek's Central Engineering module for IBM ECM and McLaren Software Enterprise Engineer. Project lifecycle time will be reduced since the review, approval and committal steps for each project are automated and integrated with one centralized repository. With an enhanced user interface, the learning curve for engineers using the design and engineering application will decrease. External users and internal employees will easily find the appropriate content through enhanced search capabilities and system-enforced document submittal standards. In addition, improved audit trails nearly eliminate fines from auditing agencies due to incomplete documentation or late submission.

### Company Description

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## TriTek Solutions Utility Industry Solution Suite: Embargo and Permit Management

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities*

■ **Business Application**

*Emergency Permit Requests and Processing*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

### Business Challenge

An embargo is a temporary method of imposing restraint or hindrance. Within an energy or utility company, the Construction Services department is often faced with power service emergencies that require the immediate need for construction permits. Performing emergency service may require the closure of — or severely limiting access to — roadways and buildings, inconveniencing the public and local businesses. Permits allowing this to happen can only be granted by a government agency and are typically issued by a state or local Department of Transportation.

The requesting company must file an emergency work permit with all the required supporting documentation. Providing agencies with a complete package is critical for expeditious permit processing. With permit life often limited to 24 hours, it is critical for the utility company to have personnel and equipment on site and working as soon as possible. For energy and utility companies that manually request these permits, time is lost both requesting the permits and waiting for a response from the permitting agency.

### Solution

TriTek has developed a solution called Embargo and Permit Management to help automate embargo requests and response processes within energy and utility companies. This module is part of their “Utility Industry Solution Suite,” a comprehensive enterprise content management (ECM) and business process management (BPM) solution leveraging the IBM ECM suite of products. The Embargo and Permit Management module includes a requester portlet and back-end integration capabilities with the various government agencies responsible for granting emergency work permits.

Once a request for a permit is entered into the Embargo and Permit Management portal, the file is checked for duplicate entries that could prevent processing delays or unnecessary costs and is then validated. The request is electronically transferred to the government permitting agency, where it’s reviewed, a response is generated and the response is transferred to the energy and utility company. If the approval was granted, a crew is dispatched to begin the work associated with the embargo.



Exception handling within the system enables users to correct problems with the embargos and resubmit requests. Additionally, reports are supplied to determine which business areas are requesting the most embargos, so corrective action can be taken.



### Value Proposition

Through the use of TriTek's Embargo and Permit Management solution, energy and utility companies can significantly reduce the time required to request and process emergency permits. One major U.S.-based energy company reduced the processing time from 45 minutes to between 1 and 5 minutes. In addition, since the status of all permits are easily tracked, companies have greater control over the entire permit process.

### Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner specializing in the integration of IBM FileNet products and related technologies, has become a leader in the design, development and delivery of customized Enterprise Content and Business Process Management solutions. TriTek provides industry specific solutions for the financial services, insurance, utilities and government verticals.

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## A Partner Solution for Energy and Utilities

Reduce Costs by Providing Construction Services Departments with Real Time Access to Content On-Site

IBM **Information Management** software

# TriTek Solutions Utility Industry Solution Suite: Mobile Office

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### Partner Solution

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■ **Target Industry**

*Energy and Utilities*

■ **Business Application**

*On-Site Construction Services*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Construction Services departments within energy and utility companies are tasked with coordinating and managing construction projects and activities of on-site employees. In an environment with significant growth and greater compliance demands, it is becoming increasingly difficult to provide these services in an efficient manner. Systems associated with construction operations are often isolated in different departments without any form of integration; therefore, employees lack a universally accessible and easily searchable central repository.

As a result of these enterprise-wide problems, employees in construction services have difficulties organizing and processing all paperwork related to construction assignments. Because these departments are responsible for maintaining and building infrastructure (such as electric, gas and steam) it is critical that the information available to employees in this segment is accurate to ensure timely construction and repairs. Correct documentation is critical for compliance with city, state or federal agency regulations covering construction requests and approvals. In a paper environment, it can take days to produce the correct documentation necessary to begin construction, resulting in costly delays.

Prior to an assignment, construction specialists typically print off paper documents for work authorizations or infrastructure layouts and bring the documents on-site. Updating the documents or retrieving additional paperwork requires a return to the office. This delay results in outdated content within the multiple repositories. In addition, the heavy reliance on paper documents at a construction site is a liability because of lost or damaged documents.

### Solution

TriTek has developed a solution called Mobile Office to help streamline the construction services operations within energy and utility companies. This solution is part of their "Utility Industry Solution Suite," a comprehensive enterprise content management (ECM) and business process management (BPM) solution that leverages the IBM ECM suite of products. The Mobile Office module within the suite includes a backend electronic package preparation system and a mobile office system that provides electronic access to documents on-site.

Through the package preparation system, all legacy systems are integrated with one centralized server and all content is accessible



through a central repository. Based on TriTek's Trans@ction eXpress, a customized transaction processing application framework, this solution helps simplify the workflow process within construction services departments and also establishes a connection between workflows, documents and IBM's FileNet Content Manger. Content is stored and linked together based on layout number, permit number or any other specified unique identifier.



On-site workers are able to leverage the integrated back-end system through the Mobile Office solution. All content from the IBM ECM repository is accessible through laptops and eliminates the need to bring physical papers to the construction site. Construction specialists can search for the most recent site documents, make updates in real-time and collaborate with various other employees in the construction services segment without ever leaving the field. Employees at the company can also create a package of necessary construction documents through a dispatch system, which is automatically routed to the correct construction specialist on-site.

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### Value Proposition

Migrating from a paper-based system to an electronic, fully-integrated and automated system has numerous benefits for construction services departments. When officials from government agencies request documentation, such as an opening ticket, the information is easily pulled from multiple content sources. This reduces the time needed to retrieve documentation, ensuring compliance to avoid possible violations or construction delays from lost paperwork. Additionally, construction specialists can focus on the job at hand without searching for documents in their office to bring on-site. Updates are made in real-time through laptops and the possibility of lost paperwork is nearly eliminated. In addition to process benefits, the productivity of information systems is increased dramatically because all systems are integrated and connected to a centralized repository.

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## TriTek Solutions Utility Industry Solution Suite: Notice of Violation

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities*

■ **Business Applications**

*Permitting and Violations Processing*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Due to the nature of the work performed, utility companies must work hand in hand with state governments and municipalities to comply with various codes and regulations. Yet the process of handling Corrective Action Requests (CARs) and Notices of Violations (NOVs) is often overlooked. Fines are paid without proper due diligence – or worse yet, go unpaid, racking up interest and penalties, eroding profit margins.

Following an audit, a large U.S. based energy company found that its manual processing environment was interfering with the company's ability to properly evaluate and make informed decisions as to whether to pay or dispute CARs and NOVs. While CARs are similar to parking tickets and can be paid immediately, NOVs are violations that require a court appearance.

Not only was the utility company accepting all the expenses related to all CARs and NOVs as part of the cost of doing business, but to further complicate matters, CARs and NOVs were often lost or paid late or incorrectly. These actions strained the utility company's relationship with the municipality and resulted in an excess of \$1 million of avoidable annual costs due to fines and penalties.

Realizing that business process automation was the key to saving time and money and that it could also result in an improved relationship with the city, the utility company turned to TriTek, an IBM Software ValueNet Business Partner and expert in development and integration of solutions within the enterprise content management (ECM) and business process management (BPM) markets.

### Solution

TriTek developed a solution called Notice of Violation to help streamline the permitting and violations processes within energy and utility companies. This module is part of their "Utility Industry Solution Suite," a comprehensive ECM and BPM solution suite that leverages the IBM ECM suite of products. The Notice of Violation module comes preconfigured with various user interfaces and accommodates dozens of compliance related business scenarios.

The Notice of Violation solution provides end-to-end process automation and a complete document archive for permits, CARs, and NOVs, enabling utility company personnel to better identify and analyze the circumstances of a citation in a timely manner and respond accordingly. In



instances where the citation is issued with cause and the utility company is at fault, the system expedites the processing of the violation, eliminating costly penalties for late payments.



## Value Proposition

Through the use of Notice of Violations, companies can benefit through:

- Improved executive visibility and performance management via reporting of work-in-progress and historical metrics;
- Task prioritization and a reduction in the overall processing cycle time, providing the needed time required to analyze, manage and respond to CARs and NOVs; and,
- Automated workflow that replaces traditionally manual processing such as issue logging, permit searching and copying, and routing via interoffice mail.

The utility company referenced earlier receives approximately 8,000 CARs and NOVs per year, translating into an annual expense of more than \$4 million. By automating its business processes, the utility company has not only improved its working relationship with the city government, but has already realized a five month return on investment. The savings projections are estimated at up to 30 percent during the first year of the implementation alone. Key areas where process automation, has improved efficiencies include enabling the utility company to: take advantage of early payment discounts, avoid late payments and dispute unjustifiable violations. The net return is expected to result in annual savings of more than \$1.1 million.

## Company Description

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## A Partner Solution for Energy and Utilities

### Streamline the Storage and Retrieval of Corporate Governance Documents to Ensure Compliance for SEC Filings

IBM **Information Management** software

# TriTek Solutions Utility Industry Solution Suite: Office of the Secretary

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## Partner Solution

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■ **Target Industries**

*Energy and Utilities*

■ **Business Application**

*Comprehensive Utilities Suite*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

Corporations and public companies are required to maintain accurate information about corporate governance to meet growing compliance demands from government agencies. Documentation related to Board of Director compensation, policies and procedures, or any other document owned by the Secretary of the Board of Directors, must be carefully tracked and stored. Due to the highly regulated relationship that energy and utility companies have with government agencies, they are responsible for adhering to strict compliance standards.

Despite the challenges associated with managing this information, many energy and utility companies rely on paper files or documents stored on individual workstations. In this environment, preparing documents for SEC filings is especially time consuming and often error prone.

### Solution

TriTek developed the Office of the Secretary solution to help manage corporate governance documents at energy and utility companies. This module is part of the “Utility Industry Solution Suite,” a comprehensive

enterprise content management (ECM) and business process management (BPM) solution leveraging the IBM ECM platform. The Office of the Secretary module of the suite includes a document storage and retrieval system.

Information pertaining to the Board of Directors, minutes from various committee meetings, compensation documents, policies and procedures of governing committees — and any other documents owned by the Office of the Secretary — are stored in this system. Through a configurable interface, approved users can securely access the system to perform full text searches and browse based on predefined criteria, such as document type, date created and board member. Document uploads are permitted through the same system and secured within the IBM ECM content repository.

### Value Proposition

With the Office of the Secretary module, energy and utility companies are able to prepare documents for SEC filings at a much faster rate due to the up-to-date repository of corporate documents. With one centralized document storage system, companies



can be confident that the information is accurate so all compliance regulations are met.



### Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner specializing in the integration of IBM FileNet products and related technologies, has become a leader in the design, development and delivery of customized Enterprise Content and Business Process Management solutions. TriTek provides industry specific solutions for the financial services, insurance, utilities and government verticals.

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IBM **Information Management** software

## Trivium Health, Inc. Health Path

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### Partner Solution

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■ **Target Industry**

*Healthcare*

■ **Business Application**

*Healthcare Automation*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

### Business Challenge

Plagued with rising health care costs, industry consolidation and the need to comply with various regulatory requirements, the healthcare industry is struggling to keep administrative costs down and improve overall profitability.

Though some headway has been made in pushing the adoption of electronic health records and a national healthcare information network, the industry still faces a number of challenges. Healthcare administrators continue to spend too much time on menial paper-based tasks. Current systems do not facilitate timely coordination of claims data and often leave prescription drugs, a key care management segment, out of the equation.

Additionally, medical management is fragmented and too often left to subjective interpretation and medical management rules are not maintained enterprise-wide. Referrals and authorizations across business lines are often cumbersome and inconsistent, resulting in incorrect payments/denials and sometimes requiring the reopening of completed claims, adjustments and voluminous call and fax center inquiries.

Finally, the healthcare industry is plagued by monolithic legacy systems which require IT intervention to add/

change/delete rules, thereby creating delays and inaccurate claims processing.

### Solution

To help healthcare insurers better address these challenges, Trivium has leveraged the IBM Enterprise Content Management (ECM) suite of products to develop the Trivium Health Path online automation tool. The solution provides necessary tools to end-users of health information to automate and apply clinical and business criteria to its care management strategies.

The solution provides a highly secure and configurable framework that streamlines processing, from simple referrals and notifications through complex in-patient or pharmacy authorizations with guidelines. Trivium Health Path provides intelligent connectivity and interactive processing for:

- Referrals;
- Authorizations;
- Medical Underwriting;
- Enrollment Forms; and,
- Notifications for both medical and pharmacy management

Sophisticated content management capabilities capture and manage medical data from basic information



to complex data with clinical guidelines, questionnaires and/or attachments. Additionally, the solution addresses data validation, automating detailed eligibility checks in accordance with region, line of business, and network- or employer-specific rules.



The solution provides risk assessment capabilities and speeds development of questionnaires and response letters.

The solution is ideal for a wide range of medical service providers – from large hospital systems in metropolitan areas to small single physician offices in remote areas.

### Value Proposition

Trivium Health Path enables health plans, third party administrators and other administrators of health information to automate day-to-day transaction processing. Providing the interface among patients, providers or other stakeholders, the Trivium Health Path solution enables timely, cost-effective case management throughout the entire provider community.

The Trivium Health Path state-of-the-art online automation solution results in numerous benefits and operational efficiencies:

- Improved speed and quality of information flow among all stakeholders;
- Increased consistency and accuracy of medical management decision-making;
- Dynamic growth platform without the need for additional infrastructure
- Reduced cost of administration and ability to generate positive ROI; and,
- Easier compliance with regulatory initiatives such as HIPAA.

The Health Path solution can be installed rapidly – often in 90 days or less.

### Company Description

With decades of healthcare experience, Trivium Health is an industry leader in customized health services, offering solutions for intake automation, rules processing, disease and case management logic, medical underwriting, enrollment and data integration.

The Health Path solution provides the automation of everyday healthcare transactions between patients, providers and payors. With the resulting improved operational efficiency and communication, healthcare providers can focus on more proactive care management.

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## A Partner Solution for Government

### Helping State Government Agencies Achieve Compliance in Prescription Administration

IBM **Information Management** software

# Trivium Health, Inc. Trivium Government Rx

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## Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Healthcare Transaction Processing*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Manager*

*IBM FileNet Records Crawler*

*IBM FileNet System Monitor*

## Business Challenge

State government agencies (Departments of Public Health) and public insurance programs that provide pharmacy benefits through Medicare, Medicaid or Workers' Compensation, must comply with a myriad of state-imposed requirements. The actions of these agencies are scrutinized and audited continually, with errors resulting in severe penalties and fines of up to \$25,000 per error. With the enactment of Medicare Part D, these fines will continue to escalate.

Aside from compliance, these agencies are wrestling with changing laws and requirements by Medicaid in response to the higher costs of prescription drugs along with the increased demand for these formularies. New legislation focuses on altering the mix of drugs prescribed through broadened generic substitution and/or the creation of preferred drug lists, generic substitutions and prior authorizations. As a result, these new regulations are forcing state agencies to adopt new processes to respond to these changes and also maintain meticulous records to support drug utilization reviews.

## Solution

To address the increasing compliance demands state agencies face in providing pharmacy benefits, Trivium has created an automated pharmacy processing solution. With Trivium Government Rx, built on the IBM Enterprise Content Management (ECM) suite of products, organizations can automate pharmacy processing via document management, automated workflows and communications, clinical guidelines management and a unique benefits-based rules engine in a user-friendly environment with easy click, drag-and-drop customization functionality. With Trivium Government Rx, agencies can effortlessly comply with HIPAA, CMS Medicare Part D and Medicaid standards by using the IBM ECM content repository as a single point of reference for all information.

Trivium Government Rx integrates easily with internal and external sources supporting information sharing with all necessary entities, creating a blotter of time-sensitive and relevant data, communication and decisions throughout the process. Information classified and categorized in the system includes patient, provider



and drug details; diagnosis; patient benefits; claims' history; clinical criteria; prescription details (days' supply, quantity and dosage) and all related documents.



While providing a solid foundation to uphold compliance regulations and prevent privacy breaches, Trivium Government Rx automates the processing of pharmacy authorizations with client-specific workflows. These workflows include the automated movement of in-process cases; generation of actions for collection of additional information in the event of invalid or missing information; management of denials; management of approvals and appropriate document creation and processing.

### Value Proposition

Trivium Government Rx enables state agencies to comply with existing and new regulatory initiatives and respond quickly to audits by providing a pharmacy management solution that maintains all critical information in the process. Trivium Government Rx, typically installed in 120 days or less, delivers timely, cost-effective case management throughout the entire provider community, resulting in numerous benefits and operational efficiencies including:

- Improved speed and quality of information
- Increased consistency and accuracy of medical management decision-making
- Reduced administrative costs and ability to generate positive ROI
- Enhanced fraud, waste and abuse reporting
- Improved operational efficiencies
- Streamlined processes and procedures
- Decreased Medical Loss Ratio
- Increased member and provider satisfaction
- Continued compliance management on all information

Additionally, Trivium Government Rx helps customers avoid medication errors and monitors prescription misuse and pharmaceutical fraud, ultimately improving satisfaction for patients, providers, pharmacies, employers and regulators.

### Company Description

Trivium Health, Inc. is a technological leader in medical and pharmacy management information systems. The foundation of its medical and pharmacy management systems has a robust architecture that couples Internet technology with proven object-oriented programming and relational databases, providing a revolutionary product with the speed and responsiveness to provide immediate benefits, and solutions with the flexibility and scalability.

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IBM **Information Management** software

## Trivium Health, Inc. Trivium Rx

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### Partner Solution

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■ **Target Industries**

*Healthcare  
Insurance*

■ **Business Application**

*Prescription Administration/Prior  
Authorization Management*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager  
IBM FileNet Records Crawler  
IBM FileNet System Monitor*

### Business Challenge

Filling a prescription is more time consuming and tricky than meets the eye. An inordinate amount of effort goes into processing that little piece of paper while you're waiting in the crowded lobby of your local pharmacy. Behind the scenes, there is a multitude of processes and checks and balances that are at work to avoid drug errors, prescription misuse and pharmaceutical fraud.

Accuracy in dispensing prescriptions is essential. Errors can not only be life threatening, they also trigger heavy fines of up to \$25,000 per error. These fines are only escalating with the enactment of Medicare Part D.

Many insurance companies are now demanding prior authorizations of prescriptions, focusing on electronic prescribing (e-prescribing), which is a cost-control procedure that requires services and medications to be approved in advance by doctors and/or the patient's insurance plan. The prior authorization process involves a significant amount of collaboration among doctors, insurance companies and employee benefits departments prior to receiving medication. All the while, pharmacy staff must—at all times—follow the imposed clinical guidelines and adhere to patient privacy regulations.

As administrative and drug costs skyrocket and benefits plans become increasingly more complex, it's essential that health plans, third-party administrators and other administrators of health information are armed with a system to streamline the administration of prescription processing and adherence to clinical guidelines, regulations, medication fraud, waste and abuse.

### Solution

Trivium Rx provides organizations with a holistic system to automate day-to-day work processes and share information among healthcare management organizations, within a user-friendly environment, all while leveraging drag-and-drop customized functionality. With this solution, Trivium Health introduced the concept of "Intelligent Pharmacy Management," which enables technology to assist with all prescription-related request—from enrollment through the prior authorization process. Now organizations can automate pharmacy processing with document management, automated workflows and communications, clinical guidelines management and a unique benefits-based rules engine.

Once an authorization request is received, Trivium Rx applies



validations to determine the coverage and benefit availability while assessing the patient's claims history and ensuring appropriate medication strength and diagnosis. The system then automatically generates a fax that is sent back to the doctor's office containing the determinations based on clinical guidelines and benefit rules. Should the determination fall into a "gray area," the request is forwarded to the on-staff clinical pharmacist for further review. Trivium Rx retains all of these transactions for future audits, as well as for clinical criteria refinement.



## Value Proposition

Trivium meets the demands of today's complex healthcare environment by providing an effective pharmacy management program for patients, providers, pharmacies, employers and regulators. Built on the IBM Enterprise Content Management (ECM) suite of products, Trivium Rx enables health information administrators to improve the speed, quality, consistency and accuracy of prescription administration, medication fraud, waste and abuse. It also is a proven solution for e-prescribing and prior authorization processing.

The solution is proven to achieve immediate, substantial and quantifiable savings by reducing the amount of time needed to process prior authorizations (from 30 minutes to less than a few minutes on average). Organizations are successfully using Trivium Rx to:

- Process prior authorizations quickly
- Decrease healthcare administration costs
- Proactively minimize medication fraud, waste and abuse
- Keep data organized and easily accessible in the event of an audit
- Reduce phone support and administrative costs
- Adhere to Medicare Part D and HIPAA regulations
- Improve customer satisfaction

Trivium Rx is scalable and easily deployable within existing system environments — typically in less than 90 days.

## Company Description

Trivium Health, Inc. is a technological leader in medical and pharmacy management information systems. The foundation of its medical and pharmacy management systems has a robust architecture that couples Internet technology with proven object-oriented programming and relational databases, providing a revolutionary product with the speed and responsiveness to provide immediate benefits, and solutions that offer both flexibility and scalability.

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# Unisys Health and Human Services e-Imaging Solution

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## Partner Solution

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■ **Target Industry**

*Government*

■ **Business Applications**

*Health and Human Services*

*Program Verification*

■ **Products**

*IBM FileNet Capture*

*IBM FileNet Content Manager*

### Business Challenge

Hundreds of thousands of constituents depend on health and human services agencies for funding and services. As such, these government agencies face a number of challenges when it comes to employee productivity, client service, fraud reduction and the avoidance of federal penalties due to failed case files reviews.

With federal health and human services caseloads on the rise, agencies are looking for new methods to improve the performance and effectiveness of case workers. Because decisions regarding federal benefits, such as welfare, are largely dependent on information provided by the applicant, as well as the applicant's benefits history, workers must have all current and historical interagency case-related documents at their fingertips to make informed decisions.

Time-consuming document search and retrieval processes, cross-agency duplication of efforts, federal review failures that occur due to lost or misfiled documents, and fraud are all driving health and human services agencies to seek electronic document and content management solutions that will enable the processing of case loads more quickly and improve customer service. These agencies also hope to

eliminate fraud through a checks and balances system that enables multiple case workers to verify and authenticate information, and establishes security best practices to prevent unauthorized access to information.

### Solution

Leveraging IBM's leading Enterprise Content Management (ECM) suite of products, Unisys offers an innovative, e-Imaging solution designed to enhance client services, reduce duplicate document processing, improve productivity and reduce fraud and potential federal penalties.

The architectural approach of the Unisys solution combined with the implementation of a number of key innovative technologies such as content management, workflow, electronic forms and Web services, provides a flexible, extendable and agile solution that captures all client-case related documents for health and human services agencies, and improves the speed, efficiency and accuracy of case processing operations.

With Unisys' Health and Human Services (HHS) e-Imaging solution, an electronic image of all client-case related documents is stored and can be easily accessed by



the case worker through an online database. This makes it possible to view the required information within seconds and speeds the registration and certification process. This also reduces fraud, as workers no longer need to rely solely on the applicant for benefits information, and can access files that have been verified and authenticated by other case workers.



Today, many states have data warehouses that are fed by multiple agencies. Unisys' HHS e-Imaging solution can be integrated with the existing data warehouse or other applications so that information can be shared easily across program areas.

### Value Proposition

Unisys' HHS e-Imaging solution enables organizations to accelerate decision-making, shorten case load review cycles, enhance client service levels and reduce fraud to realize productivity gains when it comes to benefits processing.

By enabling health and human services agencies to share information across program areas, decisions regarding benefits can be made more quickly, improving client services through faster fulfillment of client benefits. These include:

- Streamlined workflow and access to current and historical case file documents, to help reduce fraud;
- Reduction in manual input, time spent on lower value activities and costly paper storage to significantly reduce costs;
- Increased business visibility to identify and eliminate process bottlenecks, resulting in faster processing of benefit requests;
- Highly scalable architecture to meet current and future market demands;
- Automated, built-in regulatory and compliance features to eliminate costly and error-prone, manual-based efforts and eliminate federal penalties; and,
- Security features to eliminate unauthorized access to documents, further reducing fraud cases.

### Company Description

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IBM **Information Management** software

## Unisys Paperless Banking

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Applications**

*Account Services*

*Risk Management*

*Regulatory Compliance*

■ **Products**

*IBM FileNet Business Process  
Manager*

*IBM FileNet Forms Manager*

*IBM FileNet Image Services*

### Business Challenge

While many banks have invested heavily in moving business processes online, branch offices continue to remain largely paper-driven and plagued by inefficiencies, resulting in higher operating costs and thinner margins, as well as less than exemplary customer service. Because branch employees often must spend an exorbitant amount of time on manual routing and filing of applications, loan documentation and signature cards, they have less time to spend on customer interaction and revenue-generating activities such as cross-selling checking/saving accounts and/or mortgage and retirement products, which have the potential to dramatically increase branch revenues.

In addition to this need to reallocate valuable human resources to more value-added activities and automate non-value-added tasks, fierce competition is forcing branch offices to look for ways to shorten transaction cycle times and reduce transaction costs while complying with evolving regulatory requirements.

While it may not be possible for branches to go completely "paperless," banks are now finding that significant productivity gains and cost savings can be achieved at the branch level by investing in technologies that improve and automate paper-based business

processes and reduce the amount of required human intervention.

### Solution

To help bank branches move from "paper to profits" by shifting their focus from account administration to customer service and sales, Unisys Corporation, a leading integrator of document-intensive business process management solutions for top-tier financial institutions, has developed an integrated document management (IDM) solution, based on IBM's Enterprise Content Management (ECM) suite of products.

Unisys' IDM solutions are designed to help transform the branch office environment into a "paperless," customer-focused and cost-efficient profit center.

Leveraging the experience it has gained through the worldwide deployment of hundreds of large-scale IDM solutions, Unisys helps banks and other financial institutions re-engineer, streamline and automate mission-critical business processes including:

- Initiating accounts;
- Servicing accounts;
- Problem-solving and dispute resolution;
- Risk and compliance with regulatory requirements; and,
- Retirement services.

**UNISYS**  
imagine it. done.



This solutions approach, coupled with Unisys' 3D Blueprinting methodology – a structured framework for creating “business blueprints” that reveal how various layers of an organization are connected – can provide banks with a better understanding of how changes to business processes will impact the organization, before those changes are made. Through this comprehensive review of existing branch processes, the Unisys approach can help reveal duplication and align strategy, processes and IT infrastructure.

### Value Proposition

Business process automation offers a number of benefits to the branch office, including a reduction in the cost of doing business, improved employee productivity, and an increase in the number of revenue-generating opportunities via an enhanced customer experience.

In addition, a Unisys IDM solution can serve as the key digital support system for today's regulatory environment. Integrating compliance requirements activities such as the opening of new accounts, as well as account services, helps to ensure the regulatory requirements are effectively and efficiently met, and align with the bank's security policies and practices.

While electronic processes don't solve all branch offices' problems, the time and cost efficiencies that are achieved can help banks make the most of each customer interaction and improve the bottom line.

For example, Unisys is helping a Tier 1 US Bank go paperless by using its IDM solutions to streamline account opening and servicing processes. The results of this effort are predicted to reduce processing time by up to 65 percent, lower process redundancies by 30 to 50 percent, and enhance productivity by 70 percent or more.

Believing that customer satisfaction is heavily influenced by customer wait time, after implementing Unisys' IDM solution, another Tier 1 US Bank developed a 30-point index to measure customer satisfaction. After implementing the Unisys solution, the bank saw an average one-point improvement in this index, which resulted in a \$1.40 increase in revenue per year, per household. Given the size of the organization, the bank estimates that the annual revenue impact related to this customer satisfaction increase is \$97,440,000.

### Company Description

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IBM **Information Management** software

## Unisys Paperless Mortgage

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### Partner Solution

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■ **Target Industry**

*Banking and Financial Markets*

■ **Business Application**

*Mortgage Loan Origination  
Management*

■ **Products**

*IBM FileNet Business Process  
Manager  
IBM FileNet Content Manager*

### Business Challenge

Rising interest rates, decreasing origination volumes and increasing regulation continually threaten profit margins in the mortgage market. To remain competitive in this highly volatile environment, every effort must be made to ensure customers receive the attention and support they need and that business processes are optimized.

However, reliance on manual, paper-intensive fulfillment of mortgage origination processes, paper storage of records and inefficient use of employee resources on repetitive tasks all hinder customer response times, limit cross-selling opportunities and promote process inconsistencies, ultimately reducing profitability.

In addition, growing regulatory and compliance mandates are forcing organizations to reevaluate internal processes and implement more efficient, cost-effective means to ensure compliance and mitigate risk.

### Solution

Leveraging IBM's leading Enterprise Content Management (ECM) suite of products, Unisys offers an innovative, enterprise wide mortgage origination solution that delivers flexible, multi-channel capability to support sales

and fulfillment processes. The state-of-the-art solution automates and streamlines many of the manual processes found in the complex process of mortgage origination and fulfillment to improve workflow and improve the speed, efficiency and accuracy of business operations.

The solution automates time-consuming, manual processes such as valuation requests, references and solicitor instruction. The solution also offers seamless end-to-end integration within the sales and fulfillment processes, eliminating multiple instances of manual input of information across system processes and boundaries. Workflow capabilities provide complete status tracking at every step throughout the fulfillment processes, with proactive notifications to customers, sales advisors and intermediaries via their preferred contact method – by e-mail, fax, and/or SMS messaging.

The Unisys solution also provides organizations with clear visibility into the effectiveness of processes and overall performance, as measured against key performance indicators (KPIs). Business managers can receive alerts via customized dashboards and automatically initiate actions or workflows based on those alerts.



Business managers can also analyze data and correlate it with business processes, as well as data from other enterprise applications, to gain further insight into specific alerts and events. This provides organizations with both the necessary context to make the right decisions and to support continuous process improvement.



## Value Proposition

The Unisys solution enables organizations to accelerate decision-making, shorten mortgage loan origination cycle times and enhance customer service levels to realize greater profitability and optimized business operations. The architectural approach of the Unisys solution combined with the implementation of a number of key innovative technologies such as workflow, electronic forms and Web services, provides a flexible, extendable and agile solution with a number of key benefits:

- Streamlined workflow and multiple access to key customer and loan information provides optimized origination and loan processing cycle times, cross-sell opportunities and better customer relationship management;
- Reduction in manual input, time spent on lower value activities and costly paper storage to significantly reduce costs;
- Increased business visibility to identify and eliminate process bottlenecks, resulting in greater profitability;
- Highly scalable architecture to meet current and future market demands;
- Automated, built-in regulatory and compliance features to eliminate costly and error-prone manual-based efforts and eliminate risk.

Through the use of electronic records, documented processes and increased visibility into business processes, Unisys and IBM ECM provide a framework for meeting numerous regulatory requirements, whilst reducing the time and cost of remaining compliant with regulations.

## Company Description

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## A Partner Solution for Cross Industry

### Improving Customer Service and Increasing Employee Productivity with ECM

IBM **Information Management** software

# WeWebU WeWebU OpenWorkdesk

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## Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Case Management*

*Claims Processing*

*Credit Application Processing*

*Engineering Change Management*

*Human Resources Dossier and*

*Human Resources Applicant*

*Processing*

*Invoice Processing*

■ **Products**

*IBM Content Manager*

*IBM Content Manager On Demand*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Content Federation*

*Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

*IBM FileNet Image Services*

*Resource Adapter*

### Business Challenge

Companies around the globe are striving to establish customer service best practices. To this end, many organizations are finding that they can vastly improve their ability to serve customers in a timely and efficient manner by providing customer-facing employees with access to relevant client-related data at the time of the client interaction.

Mergers and acquisitions require organizations to quickly integrate and leverage information to maximize their investments. Tight organizational budgets require companies to do more with less. Both scenarios present a number of challenges, particularly when it comes to housing all customer-related data in a centralized and structured manner.

As such, to integrate data and processes for improved employee productivity and efficient customer service, organizations are turning to enterprise content management (ECM) platforms. To lower organizational risks and protect their technology investments, these companies also require solutions that provide significant out-of-the-box functionality, reducing the need for costly customization.

### Solution

WeWebU OpenWorkdesk is an integrated solution for document search and retrieval, file management and business process management that offers extensive out of the box functionality that can be easily configured to meet an organization's unique requirements. Based on the WeWebU OpenECM Framework, which leverages the IBM ECM suite of products, the solution integrates content from various sources into a single user view or application.

With WeWebU OpenWorkdesk, documents and folders from any content source can be processed using IBM FileNet Business Process Manager. New repositories can be added with minimal modification to the application. This facilitates the integration of new organization units and protects an organization's investment in business application development.

Featuring sophisticated user role and rights management and a rich Web-based graphical user interface, the solution enables users to easily find relevant documents. Regardless of the origin, WeWebU OpenWorkdesk organizes documents according to the users' professional requirements. This



allows organizations to structure customer documents and make them accessible to employees in a simple yet controlled manner.



The tight integration of content and process helps organizations expedite business processes by linking all relevant information (e.g. the appropriate customer files to the work items). This reduces search times while supporting faster and better decision-making.

WeWebU OpenWorkdesk's Web 2.0-based interface does not require a client rollout, and new users can be easily integrated with minimal training. By providing a user experience that is similar to fat clients – such as drag-and-drop functionality, right-mouse-click pop-up menus and context-sensitive help – the efficiency and productivity of both occasional users and power users is greatly improved. Additionally, the convenient management of Microsoft® Office documents can be integrated using another product from WeWebU, Zero-Install Office Integration (ZIOI). Rounding out the feature set is the ability to import Lotus Notes emails, as well as the support of different languages and multitenancy. WeWebU OpenWorkdesk is accredited for the IBM Information On Demand Specialty.

### Value Proposition

By leveraging WeWebU OpenWorkdesk's user-friendly Web-interface to integrate new documents with existing files located in the IBM ECM repositories, client organizations can improve productivity and support faster, more efficient customer service by providing all employees with easy access to all relevant customer information. Additionally, the standardization of client files through the IBM ECM infrastructure lowers risk by ensuring that compliance mandates are met by the organization.

With WeWebU OpenWorkdesk, clients across various industries have experienced upward of a 50 percent reduction in project time and costs due to out of the box functionality and the configuration versus programming capabilities. The ease-of-use of the solution has also enabled organizations to reduce user-training programs.

### Company Description

WeWebU IT-Solutions is a multi-national independent software vendor (ISV) and IBM Software ValueNet Business Partner. WeWebU's customers include well-known financial institutions in Europe and public sector organizations in the United States.

*For more information, please contact:*

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# ECM Technology Partner Solutions

## Banking and Financial Markets

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>AFS</b> Enterprise Lending and Credit Risk Management	Automated Financial Systems (AFS) has the capability to partner with IBM Content Manager in core banking and loan origination for document intensive commercial loans. AFS customers tend to be large multi-national banks. AFS also offers an ASP-hosted application for mid-tier banks.	AFS is the premier provider of lending and treasury management solutions to financial institutions focused on enhancing the performance of its clients, mitigating risk, and ensuring measurable successful results.	Mike Smith +1 610 524 9300 mjsmith@afsvision.com
<b>Fair Isaac</b> Blaze Advisor	Blaze Advisor's structured approach to rules management gives both business users and technical staff the ability to define, edit, and update rule processes incorporating decision trees, decision tables, and scorecards. Because the software separates business rules and decision execution from individual application code, companies have greater flexibility and can introduce updated or new rules with no system down-time. This externalizing of business rules creates consistency across disparate systems by having each use Blaze Advisor to make operational decisions.	Fair Isaac Blaze Advisor is a comprehensive, powerful rules management solution that enables financial services organizations to manage and automate business decision processes for lending and credit line operations. With Blaze Advisor, lenders can cover all aspects of developing, deploying and maintaining automated rules-based applications.	Fair Isaac +1 888 342 6336 edm@fairisaac.com
<b>ILOG</b> BRMS	The ILOG Business Rule Management System (BRMS) enhances IBM FileNet P8 to create frictionless business processes. By invoking the ILOG BRMS through IBM FileNet Business Process Manager (BPM), organizations can automate decision points without compromising the flexibility and transparency required for responding to changing business conditions. ILOG BRMS provides comprehensive work environments for the different types of users involved in managing and deploying business rules.	Business Rule Management Systems (BRMS) have become essential to BPM applications because they ensure the highest levels of transparency, agility and customization. Since there are different business drivers and different stakeholders for changing processes and changing business rules, and different lifecycles for each (e.g. business rules may change on a daily basis, while business processes often have change cycles measured in months), having two separate but fully-integrated environments provides organizations with tremendous business agility, enabling them to provide the right tools to the right stakeholders.	Desmond DeLandro +1 650 567 8108 ddelandro@ilog.com
<b>KETS</b> ChequeSys	KETS ChequeSys provides a centralized cheque operations management system and archives the scanned images and captured data from the received cheques into IBM Content Manager. KETS CenterOps provides the infrastructure to transmit work orders from branches to a banking operations center using documents stored in IBM Content Manager.	Cheque archiving and processing with KETS ChequeSys decreases operational costs and employee time spent processing cheques. Remote offices can be given access to the images which increases the performance and customer service levels of these offices. Centralization with KETS CenterOps can decrease operating costs and increase in customer service quality.	Mustafa Savasan + 90 212 2325666 mustafas@kets.com
<b>Lexmark</b> Document Distributor	Using Lexmark's multifunction system as the digital onramp into IBM's ECM architecture minimizes distance and time constraints, accelerates the loan process, reduces loan cycle time, and creates the opportunity to increase the volume of loan closures, fees, and interest income. Scanning loan documents in remote offices also reduces misplaced or lost documents at the headquarters' location, and helps maintain compliance with regulations.	With remote document capture, Lexmark provides new technology that works within IBM's ECM technology to streamline secured and unsecured loan processing in the retail branch and/or loan office. Lexmark's remote office document capture system provides the ability to maintain better document control by scanning loan documents at the remote office. The combination of the robust network scanning features, intuitive touch screen, and stored procedures capability of Lexmark multifunction systems provides remote offices with new tools to increase productivity and loan profits.	Michael Gabbert +1 859 232 1214 mgabbert@lexmark.com

## Compliance

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>Ascendant Technology</b> Redactis	Redaction is the editing of an image or document to render information unreadable. Many agencies use redaction to hide sensitive and private information. For example, when working with employee records, there may be a need to hide certain information, such as the employee's social security number or salary information. Ascendant Technology's Redactis helps you to stay compliant and meet regulations while enjoying a simple-to-use interface.	Ascendant Technology's Redactis Asset allows you to permanently redact an image, blocking out confidential information. Redactis enables the user to easily open a document, select the areas to redact and save to the IBM FileNet P8 repository. The Redactis plug-in for Kyte Viewer is fully integrated with IBM FileNet P8 Workplace and IBM FileNet Content Manager. This seamless FileNet P8 integration makes Redactis a perfect solution to address your compliance challenges.	Michael McGuire +1 303 996 8515 im@atech.com
<b>Attenex, an FTI Company</b> Attenex® Patterns®	Attenex® Patterns® eDiscovery software provides corporate legal and IT teams with a smarter way to optimize the analysis, processing, review and production of electronically stored information (ESI).	Unlike search-based offerings, Attenex Patterns leverages leading-edge analytics and deep domain expertise to deliver proven document review efficiencies and flexible eDiscovery data management capabilities—putting your team in the best position to make the best decision in response to investigative, legal or compliance requests. Attenex software works in conjunction with content from IBM Content Manager.	Mike Kinnaman +1 206 373 6506 mike.kinnaman@fticonsulting.com
<b>CYA Technologies</b> CYA SmartRecovery for IBM FileNet P8	CYA SmartRecovery helps to achieve compliance, ISO and/or best practices status by implementing repeatable processes to validate and produce electronic content and authentic audit trails within minutes. The solution also mitigates financial, personal and civil risks by safeguarding data and audit trails in compliance with government regulations (SEC, FDA, HIPAA) and helps to reduce operational costs associated with electronic information discovery exercises in response to inspections, audits and/or litigation.	CYA SmartRecovery validates, captures and recovers content and all its associated metadata at the incident level without performing a full system restore. Delivering the most efficient and accurate method of recovering IBM FileNet P8 records and audit trails, SmartRecovery's success lies in its exclusive and revolutionary technology to capture repository-level information.	Michael Fernandes +1 203 513 3111 mfernendes@cya.com
<b>Dayhuff Group</b> iRedact Server	Redaction, which means removing information from documents, is necessary when confidential information must be removed from a document before final publication. The iRedact Server creates a permanent copy of a document with information you want hidden. The original copy is left unchanged. Dayhuff Group's iRedact Server can be added to IBM Content Manager and IBM FileNet P8 with no new tools and minimal training. It can scale to handle any volume by adding servers or processing power.	Dayhuff Group's iRedact Server addresses the need for content security as a central part of the document lifecycle and workflow. The irreversible blanking out of selected information from electronic documents provides greater access to information while addressing compliance and accountability. iRedact has many applications in government, the court system and many regulated industries and is a tool to avoid financial loss, legal claim or embarrassment from content related disclosures.	Kathleen Gammon +1 513 300 3272 kgammon@dayhuffgroup.com
<b>Iron Mountain</b> Accutrac® Software	Accutrac® is an advanced records management software application that provides customers with the tools required to easily track, access, and manage their important records. Whether you are looking for solutions to improve your management of active, physical records, or to bring robust records management capabilities to an existing Enterprise Content Management system, Accutrac can help you effectively meet your compliance and operational recordkeeping obligations.	Iron Mountain helps companies develop effective and compliant records management programs against their most vital information. We turn records management theory into records management success. With the addition of Accutrac Software, customers can leverage a proven technology solution to help implement and manage a consistent program enterprise wide.	Pamela Barker +1 617 276 7897 pamela.barker@ironmountain.com
<b>MetaLINGS, A Seagate Company</b> Analysis-Powered E-Discovery	Covering the E-Discovery lifecycle from collection through production, MetaLINGS proprietary, integrated, content analysis technology quickly identifies key evidence that can be organized by folder for smart, efficient review. Available as software, as a service and as an appliance, MetaLINGS flexible solutions are used for initial culling and deduplication, review, analysis and production.	MetaLINGS is integrated with IBM Content Manager and addresses all phases of the e-discovery process from acquisition to production with particular emphasis on the largest component of many cases, email. MetaLINGS integrates search and extensive analysis features with traditional review functions to reduce costs and win cases.	Linda Fosler +1 408 625 6697 linda.fosler@metalingcs.com

## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>170 Systems</b> MarkView® for Accounts Payable	The prebuilt, tight integration between MarkView® and IBM Content Manager speeds applications into production and improves the productivity of users who have instant access to documents that support the business processes. Faster access also improves customer service.	IBM Content Manager and 170 Systems MarkView® for Accounts Payable software are tightly integrated. This ensures versatile access to documents and long term retention management functionality. The MarkView Financial Suite is tightly integrated with the Oracle E-Business Suite, PeopleSoft Enterprise and MySAP.	Nord Samuelson +1 781 743 2118 nsamuelson@170systems.com
<b>Ascendant Technology</b> Kyte Viewer	Recent Web trends have forced companies to find ways to recreate rich client experiences without having to download and install bulky software applications. For security reasons, many companies also have no-application-install policy. A user wanting to view an image may need to call the system administrator or submit a help desk ticket to install the viewer software. These delays cost productivity or impact employee efficiency.	Ascendant Technology's Kyte Viewer solves the client download problem by displaying images and annotations natively in the browser; running as a Web 2.0 rich Internet application. There are no pop-up blocker or security problems or plug-ins to download. Kyte Viewer allows annotations, TIFF (tagged image file format) splitting, and thin client Web-based viewing of multi-page TIFF images. There is no software to install on the client machine, and it is easy to maintain.	Michael McGuire +1 303 996 8515 im@atech.com
<b>Ascendant Technology</b> Lotus Forms Web Synchronizer for IBM FileNet P8	Atech's Lotus Forms Web Synchronizer for IBM FileNet P8 joins Internet electronic form submission with the power of IBM FileNet Business Process Manager. Users leverage Lotus Forms to allow public Internet access to forms outside of the firewall and then route the forms internally for approval using Business Process Management.	IBM customers gain the ability to easily render an electronic form on the internet outside of the firewall. Lotus Forms can render to the Internet users via WebSphere XD or WebSphere Portal. IBM customers also gain support for a dynamic form UI and meet compliance standards with Section 508 of the Rehabilitation Act.	Michael McGuire +1 303 996 8515 im@atech.com
<b>Ascendant Technology</b> OmniFind Universal Connector Framework	The OmniFind Universal Connector Framework offers a simple, cost efficient method for extending OmniFind to allow customers to search additional data sources.	IBM customers gain the ability to easily search non-standard repositories without having to learn the inner workings of OmniFind. Atech's OmniFind Framework allows companies to leverage their existing IT investments while avoiding costly new investments.	Michael McGuire +1 303 996 8515 im@atech.com
<b>Ascendant Technology</b> Scan Doctor	Anyone who has worked with scanners will tell you that revisions to scanned documents are inevitable, regardless of how hard your staff attempts to prevent them. You may receive a page out-of-order or may receive a bulk upload of scans from a vendor that need to be merged. Other possible problems include missing pages, out of order documents or upside-down scans. Scan Doctor provides an easy to use drag-drop interface to solve this business challenge.	Using Ascendant Technology's Scan Doctor, you will have the ability to fix committed documents without re-printing and re-scanning. Scan Doctor allows you to fix errors in soft copy scans, including page layout or broken scans. You can re-order and re-assemble the document, rotate pages in a sequence or even break-up an existing document into multiple new documents. With a full IBM FileNet P8 integration, it will empower your team to continuously improve your business.	Michael McGuire +1 303 996 8515 im@atech.com
<b>ASE</b> Output Archiver	ASE's Output Archiver is a data and print solution that allows legacy content to be included in the IBM FileNet Content Manager hierarchy. Using high performance ingestion and transformation engines, Output Archiver takes industry-standard or proprietary data and print file formats and automates metadata extraction and content ingestion into a IBM FileNet P8 platform.	By enabling the storage of these content types in IBM FileNet P8, companies can promote the self-service concept of statement and report delivery. Not only does the self service concept allow for reduced printing and delivery costs, but all content access and annotation can be done within FileNet P8 in a controlled and auditable environment. Combining all content types in a single repository makes it easier to administer and audit security, access, and client data protection processes. This simplified platform also allows for less hardware, saving all the associated support and environment costs.	Vincent Belur +1 978 658 0009 x215 vince.belur@ase-tech.com

## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>Captaris</b> RightFax	The RightFax connector for IBM FileNet P8 allows for real-time delivery and receipt of fax documents, while facilitating automated fax processing and leveraging business data stores in IBM FileNet Image Manager. The solution also delivers reliable and robust fax server connectors, while offering simple integrations to back- and front-office systems for a variety of industries including healthcare, financial services, government, manufacturing and legal.	Captaris RightFax enables integrated e-document management across an enterprise through support for IBM's Enterprise Content Management (ECM) solutions. RightFax integrates with both IBM FileNet Capture Professional and the print modules of IBM FileNet Image Services, providing both inbound and outbound faxing capabilities. Built on flexible and scalable architecture, RightFax provides all of the metadata necessary to take advantage of the automatic features available within FileNet Image Services.	Kim LaPlante +1 425 455 6000 x74105 kimlaplante@captaris.com
<b>Citrix</b> Access Infrastructure	It is essential that applications and network infrastructures be considered together as a common application infrastructure that supports strategic business objectives. Citrix solutions are designed to ensure application success using existing network infrastructures with minimal disruption. Combining with IBM FileNet P8 expands the joint platform to strategic initiatives including business continuity, operational efficiency, branch office expansion, workforce mobility and outsourcing. The solution is transparent to the end-user and customers typically see a 4 - 8 month ROI.	Citrix provides a comprehensive set of tools for application virtualization and performance to ensure the best end-user experience and greatest compatibility. By combining the two solutions, IBM FileNet P8 customers can access their enterprise content and information regardless of the client operating system, client hardware and client network connection.	David Kim +1 954 267 2855 david.kim@citrix.com
<b>Crawford Technologies Inc.</b> PRO Document Enhancer	PRO Document Enhancer allows you to re-engineer documents with intelligence and agility. Changing a variety of attributes is made easy and enables you to optimize print output for automated mail processing and enhance documents at the print stream level including the ability to add/eliminate/replace elements on the page, add/suppress/modify text fields, add/delete pages and inserts, change fonts or color, split/sort/merge documents and add/modify postal and inserter barcodes.	PRO Document Enhancer is powerful print stream re-engineering software that allows customers to easily modify, customize and enhance documents without complex application programming changes. Document Enhancer is a flexible and valuable tool to re-purpose existing production print streams for other important applications such as Web display, commingling and postage cost reduction. Pro Document Enhancer works seamlessly with our Transform Suite and Dynamic Document Archive products, providing one vendor source for your entire document reengineering effort.	Stuart Warner +1 416 410 1233 swarner@crawfordtech.com
<b>Crawford Technologies Inc.</b> PRO Dynamic Document Archive	PRO Dynamic Document Archive accepts native print streams, such as IBM AFP and Xerox Metacode, and allows customers to access and manipulate mission-critical documents with sub-second retrieval, conversion and presentation times. The result is improved customer service and operational agility. The file compression capability reduces storage costs and administration overhead, and document re-engineering is enabled through flexible manipulation of print stream data. The software can be tailored to any computing environment.	PRO Dynamic Document Archive allows customers to archive print streams in their original format and manipulate mission-critical documents and data in versatile and robust ways. The software is a valuable complement to IBM ECM systems when quick and flexible archiving and retrieval of production print files are needed for online customer or support applications. The system significantly reduces archive size and enables adaptable post-composition document reengineering and commingling into a wide variety of output formats.	Stuart Warner +1 416 410 1233 swarner@crawfordtech.com
<b>Crawford Technologies Inc.</b> PRO Transform Suite	The PRO Transform Suite includes transforms between AFP, flat file, LCDS, Metacode, PCL, PDF, PDF/A, PostScript, text, TIFF/PNG/Image, and XML. Transforms are available on a variety of platforms – Windows, AIX, Solaris, HP-UX, Linux and z/OS. The PRO transform suite offers one-pass unmatched processing performance, platform processing independence, cost effective implementation, compact converted files, unparalleled transform fidelity and object-to-object transformation for downstream processing.	The Pro Transform Suite provides unmatched format independence. You can transform your documents before or after archiving, or both, regardless of your current print description language. All transforms are object-to-object, maintaining usability in downstream processes. Our Transform Suite works seamlessly with our Dynamic Document Archive and Document Enhancement products, providing one vendor source for your entire re-engineering effort. CrawfordTech has a deep understanding of production environments from initial requirements through to 24x7 support.	Stuart Warner +1 416 410 1233 swarner@crawfordtech.com

## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>Datacap</b> Taskmaster	Datacap Taskmaster is a complete solution for high volume data and document capture with robust forms processing and enables remote scanning and indexing. Taskmaster also includes browser-based scanning and indexing, making it easy to distribute the capture process. Datacap is integrated to both IBM Content Manager and IBM FileNet P8.	Datacap Taskmaster ensures maximum efficiency and accuracy and speeds and simplifies the creation of capture applications with step-by-step guidance. The result is increased productivity for administrators and users.	David Jenness +1 914 366 0100 x234 djenness@datacap.com
<b>Datacap</b> Taskmaster for Invoices	Datacap/SAP users can completely eliminate manual data entry of supplier invoices to speed processing and reduce costs because Taskmaster for Invoices dynamically locates data on every invoice, extracting and validating such fields as purchase order number, vendor ID, invoice date, as well as other key information. Invoices are saved as images for efficient storage and retrieval and fast distribution internally to facilitate departmental approvals.	Datacap's Taskmaster for Invoices is integrated with both IBM Content Manager and IBM FileNet P8. All incoming invoices are scanned, identified, matched against order data, and entered directly into SAP, creating a highly efficient process for the accurate ERP capture of invoice information.	David Jenness +1 914 366 0100 x234 djenness@datacap.com
<b>Datawatch</b> Monarch RMS (Report Mining Server)	Datawatch empowers organizations to leverage their existing report management and archive systems as a new source of live data. Monarch RMS improves access for all report users to relevant, formatted report data right in their browser. This ensures that access to true, multidimensional analysis within the browser of small or large sets of report data enabling real report data analysis with no preset boundaries or restrictions.	Monarch RMS (Report Mining Server) is a Web-based report mining solution that turns reports stored in IBM Content Manager OnDemand into real, actionable data. Users can easily sort and filter report data online; summarize hundreds of megabytes of data with subtotals and grand totals; drill into the data for multidimensional cube analysis; export to Excel, PDF and more.	Tom Gallagher +1 978 275 8216 tom_gallagher@datawatch.com
<b>Exstream Software</b> Dialogue	Exstream Dialogue software, in conjunction with IBM Content Manager, provides an enterprise communication infrastructure for building and deploying personalized batch and interactive Web-based document applications.	Exstream Software Inc. provides a single platform for businesses to create and manage high quality, fully personalized customer communications of all types for delivery through multiple channels.	Richard Troksa +1 859 422 6126 rtroksa@exstream.com
<b>Fairfax Data Systems</b> DataMask® Redaction Multipurpose Toolkit	Automated redaction technology authorizes access to privileged information in IBM FileNet P8. After implementing DataMask, a home security company realized significant improvement in conformity with multiple rules and regulations. Leveraging its unique features, IBM FileNet P8 users can access data quickly and securely as DataMask maintains confidentiality of data without degradation of the system's functionality.	An automated redaction capture system allowing IBM ECM systems to quickly identify forms and marks image areas to be redacted. Redacts privileged data from imaged documents on the fly during retrieval without human intervention and without altering the original document. Rich functionality automates business processes with on demand access to mission-critical information while ensuring compliance with risk and regulatory requirements.	Michael Pursley +1 860 354 4472 x125 michaelpursley@fairfaxdatasystems.com
<b>Genus Technologies (MBS Technologies/Lowry Technologies)</b> JD Edwards Accounts Payable Accelerator	Genus Technologies has developed an end-to-end AP invoice processing solution that seamlessly integrates IBM Content Manager and JD Edwards to help organizations process payables more quickly and accurately. Our solution allows us to quickly and economically link customers' JD Edwards applications and Content Manager repository to provide tight process and data integration. Leveraging the solutions process flexibility, organizations are able to implement workflow based on their business needs rather than being constrained by predefined standard workflows.	Genus Technologies JDE AP Accelerator's streamlined document-centric workflow automatically captures document indexes and voucher meta-data. The application provides invoice images to the matching, discrepancy, new supplier, approval, voucher entry and batch approval processes to increase staff efficiency. Vouchers and supporting documents are available real-time for remote verification and on-line approval. Tight integration with general ledger provides immediate availability of invoice images for auditors and internal review.	Jim Engelking +1 952 844 2645 jim_engleking@genusllc.com

## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>Genus Technologies (MBS Technologies/Lowry Technologies)</b> Lowry Portal Application Builder and Web Services Builder™ for IBM Enterprise Content Management	Our configurable frameworks and plug-ins for IBM Content Manager, Content Manager OnDemand, and IBM FileNet P8 repositories exponentially reduce time and cost for deployment of comprehensive content and forms-based (ie. Lotus Workplace forms) applications using WebSphere Portal and other JSR 168 compatible portals. This solution has multiple deployments in industries such as Retail, Manufacturing, Banking, and Financial Services and include applications such as Dealer/Partner Portal, Vendor Portal, Customer Center Portal, Rich Media Portal, etc.	The Lowry Portal Application Builder (LPAB) and Lowry Web Service Builder (LWSB) tightly integrate IBM Content Manager, Content Manager OnDemand and IBM FileNet P8 with WebSphere Portal Server and other JSR 168 compliant portal frameworks. These frameworks allow customers, without any Java programming, to quickly and inexpensively create custom BPM applications by leveraging WebSphere Portal, IBM content repositories, third party workflow engines, and multiple external applications and plug-ins such as Microsoft Email, Microsoft Office (Word, Excel, Power Point), Adobe LiveCycle Forms, Adobe Acrobat, IBM Workplace Forms, etc.	Alex Makovetsky +1 952 844 2677 alexm@genusllc.com
<b>Image Architects</b> MailScan	MailScan addresses compliance and information security needs across an enterprise. It digitizes the physical mail, eliminating false deliveries and lost physical records and also eliminates the costly and time-consuming physical movement of letters/envelopes from mailroom to end-user. With integration into enterprise email application like Outlook and Lotus Notes, MailScan can automate the electronic delivery of captured physical mail, allowing this mail to become part of the electronic records initiative across the enterprise.	MailScan is a complete mailroom automation and distribution system using a company's existing email system such as Lotus Notes or Microsoft Outlook, with storage in IBM Content Manager or IBM Content Manager OnDemand. The focus is on ad-hoc mail entering a company.	Peter Nirenberg +1 973 912 9334 pnirenberg@imagearch.com
<b>Imagine Solutions</b> Encapture	Encapture from Imagine Solutions is an enterprise-ready distributed capture solution that easily captures all types of documents and content from anyone, anywhere, at any time. Some of the world's leading enterprises use Encapture everyday to improve customer service, reduce costs, eliminate lost documents and ensure compliance.	For businesses seeking to exceed customer expectations through business transactions that start sooner and cost less, Imagine Solutions increases a company's competitive advantage through solutions that: capture documents remotely and transfer them for same-day processing; improve data security; reduce jeopardy of document and identity fraud; and reduce operating and processing costs.	Imagine Solutions + 1 214 572 3600 sales@imagesolutions.com
<b>Integranium, Inc.</b> Atomizer	Integranium's Atomizer enables IBM FileNet P8 as a Web2.0 collaboration platform with wikis, blogs and atom feeds on FileNet P8 content. Atomizer takes these features a step further and implements a collaborative Business Process Management system. We implement 'Atom Pub' services on top of the IBM FileNet Content Engine using the Apache Abdera framework.	Atomizer provides value to enterprises by leveraging their IBM FileNet P8 investments and enabling them as a collaboration platform. Our solution helps customers avoid the proliferation of collaboration platforms across the organization. Wikis and blogs can be built on top of FileNet P8, thus enabling a collaborative and unstructured Business Process Management system.	Hari Kolasani + 1 503 243 4274 hari@integranium.com
<b>Intercope</b> MessagePlus/Open (MPO)	MessagePlus/Open provides inbound and outbound faxing and mailing of documents which can be routed directly to recipients, IBM Content Manager, IBM Content Manager OnDemand, IBM MQ Series, IBM DB2 and more. This results in operational savings, faster process cycle times, productivity improvements, consolidation of incoming messages from multiple sources and allows messages to be sent and received over a variety of networks. Installations can be distributed over platforms like IBM zOS, AIX, Windows, Linux and Unix.	MessagePlus/Open (MPO) is a messaging solution which acts as a single hub for all in/outbound communication traffic of an enterprise. MPO has an extensive gateway capability and several IBM Content Manager integrations, allowing it to process, monitor, control and enhance message traffic to and from any number of diverse applications. Messages include email, SMS, Fax, Telex, Testkey and more.	Michael R. Barth +1 800 852 6252 mbarth@intercope.com
<b>Intercope</b> OpenStore for FileServer (OF4FS)	OpenStore for FileServer (OF4FS) reduces the Windows server storage requirement to 10% or less. It is transparent for end users and applications, reducing implementation and user errors. It preserves the file attributes and security data, treating files as an enterprise asset.	OpenStore allows files on Windows file servers to be archived with other content into IBM Content Manager or IBM Content Manager OnDemand. It uses rules-based archiving, providing excellent flexibility for leave original, replace with stub, delete, archive on new version/modification while providing the most recent version upon request to users.	Michael R. Barth +1 800 852 6252 mbarth@intercope.com



## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>JustSystems</b> XMetaL	JustSystems XMetaL and IBM FileNet P8 speed time-to-market and reduce publishing costs. It is an end-to-end solution that enables even non-technical knowledge workers to author XML content, collaborate with colleagues and reviewers, then share it across the enterprise for reuse. As an integrated solution that facilitates enterprise-wide sharing, it increases staff efficiency while accelerating production of high volumes of content.	JustSystems XMetaL for XML-based structured authoring helps organizations get to market faster and reduce publishing costs by bringing structure and automation to high volumes of valuable content. Using industry standards including DITA, it enables single-sourcing of content and rapid publishing into multiple document types, formats, and languages while reducing costs and improving quality and accuracy of information.	Peter Hrabinsky +1 778 327 6560 peter.hrabinsky@justsystems.com
<b>KANA</b> Multi-channel Customer Service Solutions	KANA solutions have reduced support calls on average by 20%, made it possible for agents to support more than 20,000 products, produced double-digit increases in customer satisfaction and provided self-service around the world in 20 languages. The content management and search extensions from IBM can be a key part of a Kana solution. Customer service improvements result from faster access to business documents and more complete access to information in disparate sources.	KANA customer service solutions help your organization ensure that every interaction over web self service, email, chat or through the telephone is successful and satisfying. With KANA solutions, more than 600 companies and over half the largest 100 companies deliver rich customer service with greater efficiency and lower cost. Documents stored in IBM Content Manager can be retrieved across self service applications. And enterprise search integration with IBM OmniFind provides full text and guided navigation of multiple content sources within the enterprise.	Linda Bruning +1 603 665 1354 lbruning@kana.com
<b>KETS</b> Fax Router	KETS Fax Router can notify users of incoming fax documents by sending an email that includes a pointer to the document which resides on IBM Content Manager. The sending of a pointer rather than the document itself minimizes bandwidth usage and improves network performance. KETS Fax Router is SMTP-compliant and is compatible with a variety of email applications that include Lotus Notes, Microsoft Exchange and Novell GroupWise. This allows the electronic distribution of faxes to users eliminating unnecessary printing, manual distributing, and scanning processes of fax pages received via fax machines.	KETS' Fax Router is a total fax management solution for organizations that require a scalable, reliable interface that can seamlessly integrate with the organization's existing information systems.	Mustafa Savasan + 90 212 2325666 mustafas@kets.com
<b>Kofax</b> Intelligent Capture and Exchange	Kofax provides comprehensive capture capabilities for IBM Content Manager, IBM Content Manager OnDemand and IBM FileNet P8. Beyond basic image and document capture, Kofax products automate the recognition and extraction of information from scanned, faxed and imported documents, automatically correcting and enhancing image quality and automatically separating and classifying documents based on their content. Capture can be in a centralized or distributed configuration and companies with specialized requirements can program to a toolkit.	Kofax reduces the process time to capture and ingest content into IBM ECM products, improving the productivity of customer personnel responsible for the capture process. In addition, through intelligent classification and data capture, the productivity of workers in business processes are improved and process cycle times can be reduced.	Don Schur +1 949 727 1733 x442 don_schur@kofax.com
<b>Media Sourcery</b> Data Messenger	Media Sourcery's integration with IBM Content Manager OnDemand (CMOD) provides users with the capability of securely and automatically delivering confidential documents directly into a world-class document repository. Documents can be securely delivered by user, application or replication and loaded and indexed directly into the CMOD database for later review through CMOD's Web interface.	Media Sourcery provides a secure document and data delivery service that includes tracking, digital signatures, encryption, compression, audit trail, groups with roles/privileges, assured delivery and other features. For HIPAA, SOX, GLBA or other compliance requirements, Media Sourcery's solutions allow you avoid the problems of email, snail mail, FTP and other methods, and to move confidential data knowing that you are not only protecting that data, but have an easy to follow audit trail, a simple user interface, and assured delivery.	Larry Ketchersid +1 800 754 6440 larry@mediasourcery.com

## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>MetaCarta</b> MetaCarta GTS	MetaCarta's unique technology combines traditional text (keyword) search with powerful geographic search so you can find content about a place and view the results on a map. MetaCarta works with any mapping system and can help you locate unstructured information in just about any format across the Internet, file shares, and content management systems or repositories.	MetaCarta integrates documents and maps, leveraging content from IBM Content Manager via integration with IBM Information Integrator Content Edition (IICE).	John Donnelly +1 203 249 5166 jdonnelly@metacarta.com
<b>Napersoft</b> Webdemand360	Napersoft Webdemand360 is a Customer Communications Management software solution for streamlining and managing document generation, customization, personalization, multi-channel distribution, archive and search. Napersoft Webdemand360 stores content in IBM Content Manager and integrates with Siebel, SAP, PeopleSoft, Oracle and other in-house mission critical applications. A key target for this solution is companies looking to replace or modernize their correspondence management systems.	Webdemand360 helps companies cope with constantly changing compliance regulations and internal company sales & marketing strategies. These changes can now be more simply updated in customer facing documents using MS-Word as the editing tool. The solution also significantly improves the total cost of ownership for customer correspondence without compromising the existing mission-critical applications or forcing customers into a costly re-engineered legacy system.	Bart Carlson +1 630-416-4051 bart@napersoft.com
<b>Notable Solutions</b> AutoStore	Notable Solutions flagship product, AutoStore, provides a secure, real time solution for imaging paper and capturing digital content from diverse sources such as MFPs, digital copiers, scanners, desktop computers, MS office applications and more. AutoStore facilitates information sharing and collaboration by capturing information from any source, processing it into usable information and routing it to the IBM Content Manager or IBM FileNet Content Manager repository with the push of a button.	AutoStore's workflow products provide turnkey solutions that allow organizations to turn inefficient paper-based processes into streamlined electronic workflows. By creating rules-based capture workflows that can easily and intuitively prompt users to capture, process, index and route their information in accordance with company rules and policies.	Shirin Zohdi +1 240 683 8400 x5056 shirin.zohdi@nsius.com
<b>PTC</b> PTC Arbortext Dynamic Publishing System	PTC's solution is for organizations having to optimize publishing processes to configure, tailor, and publish text and illustration-based content that is also highly tailored to end-user requirements or federal regulations. Content types include product and marketing publications, proposal responses, localization, training, call center publications, and regulatory compliance publications. With PTC's Arbortext Adapter to IBM DB2 Document Manager, users can create, capture and reuse information in XML using Arbortext Editor, manage information in IBM DB2 Document Manager, and automatically publish information with Arbortext Publishing Engine.	Arbortext automates the information publishing process and eliminates costly inefficiencies. Leveraging XML authoring, technical illustration creation, process management, and dynamic publishing capabilities, Arbortext improves publishing processes and helps organizations gain a competitive advantage. Users have the ability to create information at a topic level, store it within the IBM DB2 Document Manager repository, and reuse the topics in a variety of compound documents. By managing content as separate topic components, multiple authors can simultaneously collaborate on different sections, or topics, of the same compound document.	Tony Broughton +1 734 327 6078 tbroughton@ptc.com
<b>SchemaLogic</b> Business Semantic Management	SchemaLogic helps corporations to improve both technical and business user productivity by enforcing and ensuring a common taxonomy. Users can more easily find information they need because terms are commonly used and developers can create applications faster because they have only one taxonomy to be concerned with.	SchemaLogic Enterprise Taxonomy Management solutions complement and enrich the IBM Content Manager family of products by maintaining an overarching taxonomy of business terminology and semantics across disparate content repositories. SchemaLogic's solution uses a patent-pending technology to manage three distinct processes—taxonomic metadata modeling, change control/ collaboration, and synchronization across subscribing systems.	Ray Bigley +1 425 952 2133 rayb@schemalogic.com

## Cross Industry

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**Partner – Solution Name**

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**Silanis Technology**

Approvelt

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**Description**

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Silanis' Approvelt enterprise electronic signature and vault management platform is built around the four Approvelt® software applications which are designed to support a wide variety of requirements for both internal and transactional business processes. Silanis' current technology combines the security of a digital signature with legally enforceable processes and advanced automation features in a robust, flexible and scalable platform. Using Silanis' docu-centric approach, electronic signatures are permanently embedded within the signed documents or data to create auditable and legally enforceable business records.

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**Value Proposition**

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Silanis develops and delivers electronic signature and electronic vault management software solutions that enable organizations to electronically perform business transactions and processes on the Web and/or internally. Silanis' solutions allow for end-to-end automation of document processing while creating and storing electronically signed records that can be auditable and legally enforceable.

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**Contact Information**

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**SpatiaX Infosystems**

sxCAD for Autodesk  
AutoCAD / sxCAD for Bentley  
MicroStation

sxCAD provides native IBM FileNet P8 integration inside of the leading desktop CAD solutions enabling CAD users to store/retrieve engineering drawings directly to/from FileNet P8. With full support for external references, sxCAD automatically builds and maintains the CAD compound document model inside of FileNet P8. Additionally, sxCAD provides powerful auto-indexing capabilities, automatically mapping CAD attributes to FileNet P8 properties at check-in. When used in conjunction with SpatiaX sXMARKUP-Web, sxCAD users can even view markups directly inside the native CAD application itself.

Simple, intuitive and powerful, SpatiaX sxCAD enables engineers and draftspersons to leverage the full power of their organization's enterprise content management system with minimum disruption to the way they currently do their job. Engineering content often represents the very essence of intellectual property within an organization. Why risk that resource by not protecting it the same way you do with other enterprise-class documents?

Lloyd Charlier  
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**SpatiaX Infosystems**

sxGIS for ESRI ArcGIS /  
sxGIS-Web for ESRI ArcGIS  
Server

sxGIS/sxGIS-Web enables ESRI GIS users to easily access any IBM FileNet P8-managed documents, databases, 3rd-party applications and legacy solutions related to selected map features – all at the click of a mouse. Via intuitive wizard-driven interfaces, administrators quickly define relationships between map features and virtually any document, data or application source. The result? Your existing map data is transformed into a powerful spatial navigation mechanism enabling enterprise users to access data and systems simply by traversing a picture.

The typical organization has hundreds of disparate databases and systems in place along with an equal number of subject experts required to know how to access them. No one person can possibly know how to manage all of this information. Now imagine enabling your entire workforce to access these valuable resources simply by clicking on a picture. Leveraging the power of spatial navigation, sxGIS/sxGIS-Web can make this happen, from both the desktop and the Web.

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**SpatiaX Infosystems**

sXMARKUP-Web for Oracle  
AutoVue / sXMARKUP-Web  
for Spicer ViewCafé

sXMARKUP-Web enables clients to view virtually any IBM FileNet P8-managed document via the Web without need of the native application. Users can easily create textual annotations and graphical markups to share with co-workers, partners or customers. sXMARKUP-Web supports hundreds of document formats, including complex engineering drawings with reference files. For AutoCAD DWG or MicroStation DGN files, sXMARKUP-Web even knows to save any markups it creates in a format compatible with the native application and SpatiaX sxCAD.

SpatiaX sXMARKUP-Web enables enterprise users to easily view and collaborate on virtually any IBM FileNet P8-managed document – all from a Web browser. By using a Web-based universal document viewer and collaboration tool, organizations avoid the high costs associated with the deployment and support of myriad dedicated applications across the enterprise. Internal or external, employee or customer, local or remote – sXMARKUP-Web enables document viewing and collaboration from virtually anywhere.

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## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>SpatiaX Infosystems</b> sxPACKAGE	sxPACKAGE enables users to create project work packages for easy distribution to field personnel, suppliers, partners or customers. Launched against a document selection set in IBM FileNet P8 Workplace, sxPACKAGE creates a work package containing all of the documents and their metadata, all compressed into a monolithic file which can then be emailed or copied to media. The package recipient can manipulate the contents of the package using a freely-distributable client tool that runs on their desktop.	Wish you could easily share IBM FileNet P8-managed documents and metadata with offline users, suppliers, partners or customers? sxPACKAGE enables the easy collation and distribution of this information directly from within the IBM FileNet P8 Workplace environment itself. Given the collaborative nature of today's workplace, companies must work with partners and suppliers on a daily basis and sxPACKAGE helps make this happen.	Lloyd Charlier +1 337 326 4386 lcharlier@spatiax.com
<b>Spicer</b> ViewCafé for IBM FileNet P8	Spicer's Web-based solution allows multiple users to exchange CAD information, access, view and mark-up documents, and add attachments, comments, symbols and banners all from one source. Neither authoring software licenses nor special training is required, and anyone within the enterprise can access and review hundreds of online business documents, CAD drawings and model file formats. For easy document version tracking, ViewCafé integrates seamlessly with IBM FileNet P8 and other networked systems.	This solution addresses the three business requirements of visualization, collaboration and compliance, while enabling document viewing, mark-up and printing for virtually any electronic file format in the IBM FileNet P8 repository. Enterprises can take advantage of ViewCafé's live document conferencing tools that provide interactive, Web-based work sessions. ViewCafé provides a real-time collaboration hub where representatives from multiple business segments can participate in live document conferencing. Participants can access the same document simultaneously, while chatting and sharing a view mark-up session, regardless of geographic location.	Kati Bujna +1 519 748 2462 kbujna@spicer.com
<b>SYSCOM</b> CM/WAF Connector for IICE	IBM Information Integrator Content Edition (IICE) renders all connected repositories as a single system. Enter search terms in one screen and IICE will find matching documents in any connected library. The CM/WAF Connector for IICE provides the abilities to copy documents from their CM/WAF repository to any other connected library that supports the receiving of copied documents using IICE functions.	CM/WAF Connector for IICE is the tool to provide CM/WAF on iSeries users with federated access to their content client application. In one easy-to-use browser window, workers can access content from all repositories and leverage features such as federated search and document copy between repositories. WAF user exits are supported, as well as Web access to iSeries CM/WAF images.	Mike Voytilla + 1 410 539 3737 x1370 mvoytilla@syscom.com
<b>SYSCOM</b> IBM ImagePlus to IBM Content Manager Migration Utility	IBM ImagePlus to IBM Content Manager Migration Utility (IP2CM) supports non-standard ImagePlus front ends, automated component creation, phased migrations, document logical copy, backing a failed migration, validation scripts and migrating across logically partitioned systems. It includes standard data mappings and a job generation tool.	IP2CM allows customized migration from ImagePlus-based image repositories to IBM Content Manager. The SYSCOM migration utility is designed to be customized to the customer environment. Your metadata can make the transition to IBM Content Manager without loss or corruption.	Mike Voytilla + 1 410 539 3737 x1370 mvoytilla@syscom.com
<b>SYSCOM</b> ImagePlus Connector for IICE	Organizations that use IBM ImagePlus now have a tool that allows federated access to their content in a thin-client application: the SYSCOM ImagePlus Connector for IICE. In one easy-to-use browser window, workers can access content from all repositories. All ImagePlus Folder Application Facility (FAF), Folder Workflow Application (FWA), and Advanced Image Solution Plus (AIS+) features are available in a browser!	The ImagePlus Connector for IICE enables ImagePlus functionality via a standard Web client. It provides wildcard/compound search, federated search, secondary index search, document copy, image retrieval, index updates, logical delete, and line-3-data. ImagePlus user exits are supported and all functions of ImagePlus or AIS+ are available with customization.	Mike Voytilla + 1 410 539 3737 x1370 mvoytilla@syscom.com
<b>Talisma Corporation, an            nGenera Company</b> Talisma Answer	Talisma Answer can immediately reduce the number of customer emails that require agent action. In some environments, Talisma Answer has correctly and intelligently responded to 50 percent of a company's inbound email without agent intervention. Results such as this lead to significant cost savings while increasing customer satisfaction.	Talisma Answer relies on powerful natural language technology (IBM Classification Module) to understand the intent of a customer's message and then classify it appropriately. Talisma Answer then accurately provides an automated response to the customer service agent or customer.	Anand Chopra +1 425 250 4854 achopra@talisma.com

## Cross Industry

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>VSR Networks</b> Reveille for IBM Content Manager	With the heightened awareness and impact of poor application service levels, IBM Content Manager applications demand proactive monitoring. Reveille agentless software provides the insurance for IBM CM customers that 'all is well' and IBM CM applications are operating efficiently and effectively. Reveille is designed and developed by experienced operations managers of large image repositories. Reveille enables both business and IT professionals to proactively monitor the IBM CM environment from PC's or mobile devices.	Reveille proactively provides answers to important ECM service-level questions such as: Is the IBM CM platform available and processing work? From all interfaces – Web Services, API, and Web? Is document retrieval within service levels? How long is it taking to index and store documents? What about document routing? Distributed locations? What has been the IBM CM application performance and availability? Has it meet SLA or stated objectives?	Brian DeWyer +1 336 918 6171 brian.dewyer@vsrnetworks.com
<b>WeWebU</b> Zero-Install Office Integration	WeWebU Zero-Install Office Integration provides basic content services for Microsoft Office users. It enables Microsoft Office users to access documents stored in the central IBM ECM system. Users can open and edit these documents in Microsoft Office and then store them again in the IBM ECM system - intuitively and without training. Integration does not require any installation on the client's computer and therefore avoids related problems and additional efforts and costs.	Intuitive handling of Microsoft Office documents without training. Productivity rises while costs are decreased. No rollout costs. Works with Microsoft Office suite products.	Dr. Rainer Pausch +49 9132 83660 20 rainer.pausch@wewebu.de
<b>Xenos</b> High Performance Document Transformation for IBM ECM	Transform Xerox Metacode/DJDE, PCL, PDF, TIFF and AFP documents to PDF, PDF/A, TIFF, PNG, XML and HTML for Web viewing or to print streams for reprint. 100% Java solution integrates with IBM Content Manager OnDemand multiplatforms, IBM Content Manager or IBM FileNet P8 for batch load and dynamic retrieval.	Rapidly achieve three strategic objectives: efficiency, agility and accountability. Streamline operations, reduce print production costs, improve customer self-service and meet regulatory compliance or Green IT requirements.	Graham Barker +1 905 763 5103 gbarker@xenos.com
<b>Xenos</b> IBM FileNet P8 Migration to IBM Content Manager OnDemand Multiplatforms	Updates customers from legacy IBM FileNet Image Services and IBM FileNet Report Manager document archives to IBM Content Manager OnDemand (CMOD) multiplatforms for Web presentment or reprint. Migrate existing Xenos heritage document transformation and index project files for batch load into IBM CMOD with current Xenos d2e Transforms, a 100% Java solution.	Remove technical barriers, providing a seamless migration path for IBM FileNet P8 customers to realize the benefits of implementing IBM's CMOD multiplatform, a industry-leading document archive solution.	Graham Barker +1 905 763 5103 gbarker@xenos.com
<b>Xenos</b> Mobius Archive Migration to IBM ECM	Xenos has a proven methodology, technology and experience to migrate customers from Mobius or other ECM archives into IBM Content Manager OnDemand multiplatforms, IBM Content Manager or IBM FileNet P8 for Web presentment or reprint.	Reduce duplicate licensing, maintenance and resource costs of supporting multiple ECM systems by providing a single IBM ECM solution for all internal and external customers.	Graham Barker +1 905 763 5103 gbarker@xenos.com

## Insurance

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>Datacap</b> Taskmaster for Medical Claims	Datacap Taskmaster for Medical Claims can turn paper claims into HIPAA-compliant EDI, leveraging a distributed workforce and with remote scanning and verification, reducing labor costs and time. It easily configures and adapts to business requirements with rules-based capture to speed adoption and implementation timeframes.	Datacap Taskmaster for Medical Claims scans, recognizes, validates and stores data from HCFA-1500, CMS 1500 and UB-92 claim forms and attachments into IBM Content Manager or IBM FileNet P8.	David Jenness +1 914 366 0100 x234 djjenness@datacap.com
<b>Fair Isaac</b> Blaze Advisor	Blaze Advisor helps standardize and automate decisions to better match risk with pricing while documenting decision logic and the reasons for exceptions. By automating the decision-making of underwriters, they can focus on exception processing rather than being involved in all routine decisions and tasks. As a result, underwriting departments can handle increased volumes of submissions and support for new markets without adding staff members.	A comprehensive, powerful rules management solution that covers the entire process for developing, deploying and maintaining rules-based applications for underwriting. It helps P&C carriers automate operational business decisions, support market expansion via multiple channels, minimize operating costs and increase profitability while mitigating risk. Once deployed, business decision processes and operational rules can be easily revised and implemented to quickly adapt to changing market conditions.	Fair Isaac +1 888 342 6336 edm@fairisaac.com

## Manufacturing

Partner – Solution Name	Description	Value Proposition	Contact Information
<b>Ancept</b> Ancept Media Server (AMS)	Ancept Media Server (AMS) provides Web services to make integration with third-party applications virtually plug-and-play. It comes standard with integration to many popular third-party products for image, audio and video indexing and manipulation. The entire solution, out-of-the-box, does everything necessary to run in a robust, enterprise environment. No need to integrate separate databases or storage management products, etc.	AMS is a digital asset management solution capable of supporting the needs of large enterprises while remaining flexible and affordable enough to serve the needs of small to medium businesses to help meet their media production, management and distribution needs. AMS uses IBM Content Manager as its middleware and repository. This includes things like user management, security, data modeling, storage management, workflow and integration with other enterprise systems.	Josh Bruhin +1 303 333 4420 jbruhin@nasi.com
<b>Genus Technologies (MBS Technologies/Lowry Technologies)</b> Workplace for Dealer and Employee Content Portals	Workplace for Dealer and Employee Content Portals provides easy access to information and applications from multiple back-end systems in a secure, personalized Web-based environment for dealers, employees and channel partners. This solution provides automated processes and controls to ensure Sarbanes-Oxley compliance. Reusable components speed the deployment of additional portals, robust search capabilities ensure easy access to consistent information and decreased training requirements increase dealer and employee productivity.	Genus Technologies' preconfigured Workplace for Dealer and Employee Content Portals exponentially reduces time and cost for deployment of comprehensive Dealer and Customer Portals that provide personalized and secure access to enterprise information and custom applications. This solution leverages the power of WebSphere Portal, Content Manager (IBM C/M OnDemand or IBM FileNet P8) and authoring tools like Microsoft Office (Word, Excel, PowerPoint).	Alex Makovetsky +1 952 844 2677 alexm@genusllc.com



