



Highlights:

- Helps reduce cost and risk by managing multiple information types in a modular, extensible platform and applying consistent policies across them
 - Supports efforts to reduce litigation and compliance risk and costs by seamlessly integrating with the IBM Information Lifecycle Governance solution model
 - Helps shrink storage cost and improve system performance by offloading information from production servers
 - Supports investment protection and growth by integrating with other IBM Smart Archive solutions and capabilities
 - Allows users to leverage archived information to improve insight and inform decision making through the use of industry-leading ECM capabilities
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IBM Content Collector

Stop just archiving; start using your information

Optimizing the value of your organization's content

Enterprise information continues to explode across three dimensions—volume, variety and velocity.

Volume—Every day, roughly 15 petabytes of new information is generated. By 2010, the codified information base of the world is expected to double every 11 hours.¹

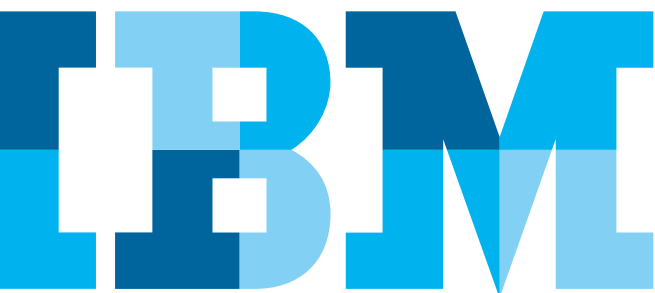
Variety—As much as 80 percent of new data growth is made up of unstructured content,¹ generated largely by email, with an increasing percentage by documents, images, video and audio.

Velocity—An average company with 1,000 employees spends approximately US\$5.3 million a year to find information stored on its servers.¹ And with so much information to sort through, some 42 percent of managers say they use the wrong information at least once per week, negatively affecting decision making.¹

In today's competitive business environment, organizations can't afford to drop email and other content into a siloed archive and never see it again. Instead, it should be used for a business advantage—by connecting content so that it can be managed together, integrating content with business processes and helping lower total cost of ownership (TCO). And, to keep administrative tasks in check, many businesses want to better manage storage space; gain control of information to address legal obligations; and replace a jumble of point products with a modular, integrated solutions.

Delivering more capabilities than email-archiving point solutions

IBM Content Collector software is at the forefront of content collection and archiving solutions—collecting, enhancing and managing email and multiple content types. With IBM Content Collector software, you can do more than just archive your information—you can start using it for business advantage.



More than email—collect

IBM Content Collector delivers modular source connectors for email message servers, file shares and Microsoft® SharePoint. It can support clients' efforts to lower risk and costs by providing consistent management and policies across a broad set of multiple information types, including the following:

- IBM Lotus® Domino® non-email Notes storage file (NSF)
- Microsoft Exchange non-email personal storage table (PST) and simple mail transfer protocol (SMTP) email
- File systems, including Microsoft's new technology file system (NTFS), Novell NetWare, IBM N series storage and NetApp Data ONTAP
- Microsoft SharePoint document libraries, wikis and blogs

It is designed to help clients lower storage costs and improve operational efficiency by providing single-instance-storage across supported information types. Clients' investments can be better protected, and clients have greater flexibility because they can start by archiving one source type then add additional types over time as their business requires, without expensive integration efforts.

More than archiving—enhance

IBM Content Collector does more than simply move your content. It comes with built-in task routes, single instance store, task connectors and a task application programming interface (API). Task connectors enable users to incorporate additional value-added capabilities in a preintegrated, modular fashion. These capabilities include:

- Advanced classification technology to order and manage content, reducing the cost of error-prone manual classification and enabling more flexible, automated management of large volumes of content
- Records management to comprehensively manage information collected by IBM Content Collector over a record's lifecycle and to address regulatory records management requirements.

Additionally, the open task API enables a client to incorporate external tasks—such as rendering, encryption, system lookups or third-party rules with a standard interface—therefore adapting to clients' needs while protecting their investment in IBM Content Collector.

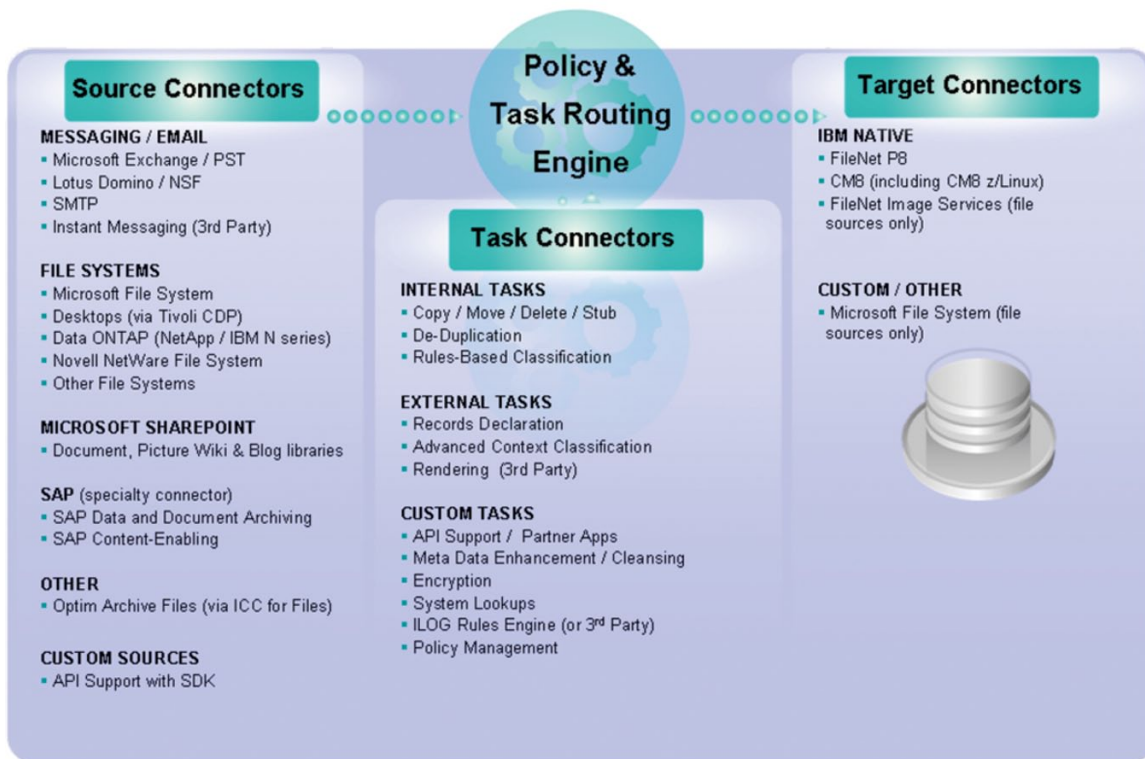


Figure 1: Content collection and archiving offerings from IBM feature a modular, extensible architecture that can flexibly grow with your needs.

More than an isolated solution—manage

With IBM Content Collector, you can manage content as part of an enterprise content management (ECM) platform and information infrastructure—instead of a silo—to address additional business content management challenges with the same industry-leading ECM solution used by IBM Content Collector, thereby supporting efforts to reduce total cost of ownership. Importantly, IBM Content Collector’s extensible architecture leverages investments and best practices from ECM systems from IBM and IBM Optim™ Data Growth solutions, usually without requiring complex services engagements.

Enhancing flexibility with a modular, extensible architecture

The ability of IBM Content Collector to handle a range of content types and sources and to add new capabilities as needed is based on the solution’s modular architecture. A flexible set of source connectors, task connectors and target connectors can be mixed and matched to create the functionality that users seek from the technologies they already have installed.

Integrating a comprehensive portfolio of compliance tools

IBM Content Collector can be used jointly with IBM Classification Module, IBM Enterprise Records, IBM eDiscovery Manager, IBM eDiscovery Analyzer and software from PSS Systems, an IBM company. Out-of-the-box integrations can help you implement a comprehensive solution that includes advanced classification, records management, electronic discovery (eDiscovery) and early case assessment for comprehensive information lifecycle governance, providing tools you can use to manage compliance-related information in a security-rich, auditable manner.

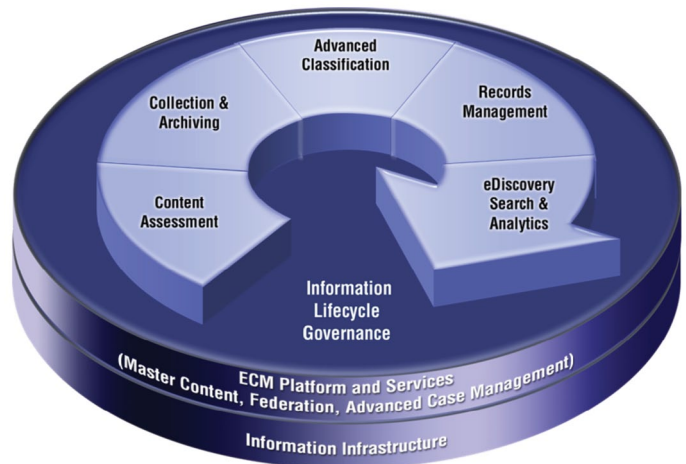


Figure 2: The content collection and archiving capabilities of IBM Content Collector software can be used with advanced classification, records management and eDiscovery search, analytics and litigation hold capabilities in your ECM environment, as well as with IBM information infrastructure solutions designed to deliver improved service levels, support efforts to address business risks and manage today’s rapidly growing volumes of business information. The result: optimized processes throughout the information lifecycle governance.

Addressing content collection and archiving needs with comprehensive capabilities

IBM Content Collector offers multiple solutions to better address your content collection and archiving needs:

- IBM Content Collector for Email software for email collection and archiving
- IBM Content Collector for File Systems software for file system collection and archiving
- IBM Content Collector for Microsoft SharePoint software for Microsoft SharePoint document, wiki and blog collection and archiving
- IBM Content Collector for SAP Applications, a specialty connector for SAP archiving, document enabling, and more
- IBM Content Collector Discovery Analytics software for comprehensive content collection and archiving of email and file-system content coupled with eDiscovery Manager and eDiscovery Analyzer
- IBM Information Archive for Email, Files and eDiscovery for comprehensive, simplified archiving and eDiscovery that comes pretested and preconfigured, including hardware, services and software.

Common capabilities

All IBM Content Collector offerings share powerful capabilities that can help you simplify and enhance configuration. They enable you to easily configure, review and modify task routes more easily via a configuration designer, helping shorten initial installation and base configuration times. As your business needs demand, you can extend their modular architecture by adding custom sources and tasks.

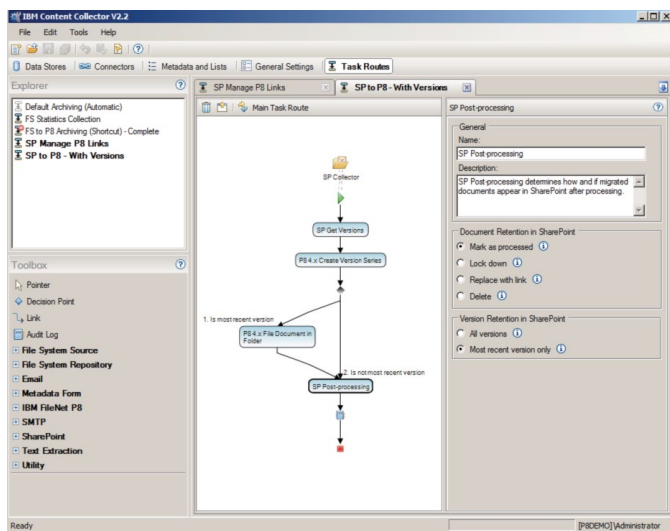


Figure 3: IBM Content Collector task routing supports more than archiving by enabling flexible routing and configuration for processing internal and external instructions or tasks.

Moreover, all IBM Content Collector offerings can support your efforts to address organizational risk, facilitate greater-consistency, lower costs and improve productivity with powerful enhancement options, enabled by ZeroClick technology:

- Automated, policy-driven collection and archiving of email and content
- The ability to base policies on metadata such as sender, sent date, email domain, file folder structure or file folder location
- Keyword and pattern matching
- The ability to plug into multiple forms of classification, including those from the IBM Classification Module software

- The ability to declare content a record with IBM Enterprise Records software
- Options for manual collection and archiving for email and other content
- The ability to capture metadata and use it with other ECM capabilities including eDiscovery, records management and business process management (BPM)
- Options for leaving source email and content in place, moving it, flagging it as captured, stubbing it or deleting it
- Deduplication of email attachments and other documents collected from various source connectors
- Content retention and disposition management, which apply consistent retention policies to your content

IBM Content Collector for Email software

An automated, flexible and scalable answer to the challenge of managing email, this offering can work in conjunction with IBM Content Manager and IBM FileNet® P8 software. It provides the following capabilities:

Simplify and enhance configuration

- Allows the configuration of multiple servers in a single instance using one administration console, simplifying administration and enhancing availability and failover support

Manage email for legal obligations

- Offers automated, policy-driven collection and archiving using IBM ZeroClick technology, with journaling and manual options also available
- Provides capabilities for dynamic records declaration with IBM Enterprise Records software
- Enables eDiscovery of email using IBM eDiscovery Manager, eDiscovery Analyzer and software from PSS Systems, an IBM company

Connect email to managed content

- Manages email along with other managed content in either IBM Content Manager or IBM FileNet P8 software
- Enables users to optionally add metadata during manual email capture operations

Manage email as part of a business process.

- Automatically captures email from monitored mailboxes and inserts them into business processes in FileNet P8 software, while also allowing the option of manual capture

Archive email for storage space management

- Reduces storage space on email servers with mailbox lifecycle management tools, including stubbing and deduplication
- Enables owners to manage their mailbox size by flagging emails to be archived

Support efforts to reduce the management burden and improve productivity of end users

- Supports IBM Lotus Notes® and Microsoft Exchange software
- Allows mailbox owners to select emails for archiving
- Enables users to search for emails in the repository based on sender and recipient information, date ranges and content
- Lets users restore emails to their inbox or to restub them
- Permits users to view archived email in their environment of choice—native IBM Lotus Notes, IBM Lotus iNotes®, Microsoft Office Outlook, Microsoft Outlook Web Access software or a Web browser
- Provides users with offline access to their archived emails even when not connected to the repository
- Collects and archives IBM Lotus Notes databases, as well as Microsoft Outlook files and public folders

The latest IBM Content Collector for Email release additionally brings new and improved capabilities. It offers email document capture through the SMTP protocol for any email system that supports SMTP forwarding rules. It also delivers the following:

New Exchange capabilities

- Support for Exchange 2010, Outlook Web Access 2010, and Outlook 2010
- Additional options for capturing custom property values from email documents

New Lotus Domino capability

- Improved ability for administrators to process local user archive mail databases

IBM Content Collector for File Systems software

IBM Content Collector for File Systems software supports the Microsoft Windows NT® file system (NTFS) format for controlling documents and content on network file share drives. It can work in conjunction with IBM Content Manager, FileNet P8 and FileNet Image Services software. It also supports document handling procedures in response to corporate and regulatory policies by providing the following capabilities:

Manage files for legal obligations

- Classifies documents and content using metadata, rules or IBM Classification Module software
- Allows changing file system security to read only at the time of capture to help maintain document authenticity

Connect disconnected files to other managed content

- Automatically captures documents as they are placed in a monitored location on the file share
- Enables you to leave documents in place or to move, flag or replace them with shortcuts, so users can find previously loaded documents

Manage files as part of a business process.

- Connects content not in the ECM repository to business processes throughout the enterprise
- Permits sophisticated and targeted file handling using an advanced rules engine
- Allows metadata in comma-separated value (CSV) and XML files to be automatically captured in the repository and operated upon The latest IBM Content Collector for File Systems release additionally brings new and improved capabilities:

Stubbing enhancements

- “Modified Date” and “Created Date” are maintained on stubs to streamline user searches File type icons are maintained

Security enhancements

- File system security settings can be captured and assigned to documents being ingested into IBM FileNet P8 software

Postcollection processing

- Any file system that mapped to a Microsoft Windows® NTFS file share can leverage all IBM Content Collector postprocessing capabilities
- Enhanced filtering (such as filter by dates, files sizes and attributes) reduces need for complex task routes

IBM Content Collector for Microsoft SharePoint software

This offering can help address content management requirements essential for IT and compliance policy enforcement, while providing an integrated ECM solution that incorporates Microsoft SharePoint software. IBM Content Collector for Microsoft SharePoint software can help you leverage broader BPM services and long-term content storage and retention from a master content management standpoint. IBM Content Collector for Microsoft SharePoint software supports sweeping content from Microsoft Windows SharePoint Services (WSS) 3.0, Microsoft Office SharePoint Server 2007, SharePoint 2010 and SharePoint Foundation Server 2010 document libraries into IBM Content Manager or FileNet P8 repositories, based on administrator-configured business rules. Archived SharePoint content can be copied (optionally marking the documents as read-only or deleted from SharePoint) or moved to the IBM FileNet P8 repository (optionally leaving a link to the FileNet P8 object in the Microsoft SharePoint document library).

As content is swept from Microsoft SharePoint servers, tasks can be assigned to perform a wide variety of other operations:

- Adding metadata to the content
- Determining which item type or object store and security features to use
- Deduplicating redundant content
- Setting file plans or declaring documents as records
- Allowing customers or IBM Business Partners to build custom tasks

The latest release also brings new and improved capabilities:

- New support for SharePoint Wiki and Blog libraries—capture content as HTML documents that are easily viewed in other applications
- Installation improvements—reduce the number of prerequisites so IBM Content Collector software is SharePoint farm friendly
- Enhancements in metadata and security handling—provide enhanced user experience when working with shortcuts
- Additional stubbing option—leave the most current version of a document in a SharePoint library after collecting the entire version tree in an ECM solution from IBM
- New support for SharePoint 2010 and SharePoint Foundation Server 2010

IBM Content Collector for SAP Applications software

IBM Content Collector for SAP Applications software, a specialty connector for SAP, is a flexible, comprehensive SAP archiving and governance solution for documents and data throughout the information lifecycle. This advanced SAP archiving solution provides SAP customers with a broad range of capabilities and benefits—from simple to sophisticated—more cost-effectively and using their existing information infrastructure. Content Collector for SAP software offers the following capabilities:

- Archiving data and outbound documents
- Associating inbound documents and transactions
- Connecting complementary business processes
- Integrating formerly siloed, line of business-specific SAP solutions
- Augmenting specific use cases with advanced case management capabilities

IBM Content Collector Discovery Analytics software

Organizations can now find all the benefits and capabilities of IBM Content Collector for Email and Content Collector for File Systems software, plus reap the advantages and cost savings of the IBM eDiscovery Manager and eDiscovery Analyzer tools, in a single offering. IBM Content Collector Discovery Analytics software can perform the following:

- Jump-start your small to midsize projects, up to 1,400 users, with the option to purchase a starter pack
- Provide eDiscovery capabilities that can help your organization respond to discovery demands more quickly and cost-effectively
- Collect and preserve electronically stored information in a security-rich, traceable, high-scale repository that includes chain-of-custody tracking
- Help your organization strategically control the explosive growth of information, supporting efforts to address the costs and risks of eDiscovery

IBM Information Archive for Email, Files and eDiscovery solution

As part of the IBM Smart Archive strategy, the IBM Information Archive for Email, Files and eDiscovery solution delivers comprehensive archiving and eDiscovery capabilities for email, files and many content types. It is a preinstalled, pre-configured offering designed to accelerate the implementation of an end-to-end archiving and eDiscovery solution from weeks to days. This solution leverages IBM experience and best practices in client archiving deployments and is built on IBM Content Collector offerings and a highly scalable, more secure, high-performance infrastructure. This comprehensive solution supports clients' efforts to better locate, collect, archive, organize, retain, analyze, trust and leverage information across their organization.

Supporting ECM from IBM solutions and beyond

The modular, extensible architecture of IBM Content Collector software supports your existing investments in IBM Content Manager, FileNet P8 or FileNet Image Services software (IBM Content Collector for File Systems software only). It also enables organizations using IBM CommonStore or IBM FileNet Email Manager software to more easily add Microsoft SharePoint and file system management capabilities. And it allows organizations using IBM FileNet Records Crawler software to add email and Microsoft SharePoint content management capabilities.

IBM Content Collector software, together with ECM solutions from IBM, can help you gain control and unleash the value of your content. If you don't already have an ECM solution from IBM, however, the modular and extensible source and task connectors in IBM Content Collector software also have the flexibility to be integrated with your other existing ECM solutions.

Why IBM?

IBM Content Collector software is a key part of the IBM Smart Archive Strategy for a smarter approach to archiving, which provides capabilities organizations can use to: Gain a deeper understanding of what information to archive through discovery- and analytics-based assessment technologies.

- Eliminate point solution complexity and helps reduce costs by unifying data and content archiving through common collection (ingest) technologies that create an information-aware infrastructure.
- Implement cost-optimized retention leveraging a unified, more flexible and security-rich information infrastructure.
- Speed time to value through multiple modular yet integrated solutions including choice of management and delivery models based on a common information lifespan and policies.
- Support efforts to address risk, respond faster to legal inquiries, and trust and leverage information through value-added capabilities.
- Optimize and protect information with system and managed service offerings.

Software is helping build a smarter planet, giving organizations more opportunities to realize their potential and break new ground. To achieve such goals, businesses need software that is fueled by expertise, built for change and ready for work. ECM solutions from IBM can help.

IBM software and services for ECM can help companies make better decisions, faster. Our comprehensive portfolio—including industry solutions from IBM Business Partners—helps businesses manage unstructured content, optimize business processes and address complex compliance requirements. Our deep ECM capabilities support an information agenda—the IBM approach to using information as a strategic asset through better business and IT alignment.

IBM has provided ECM solutions to more than 13,000 companies, organizations and governments around the world. Our solutions are designed to deliver new intelligence capabilities that can enable you to work smarter and more flexibly. Gain a competitive edge in today's challenging marketplace with ECM solutions from IBM.

Ordering information

IBM Content Collector for Email software per user value unit LIC+SW S&S 12 MO: part number D05XQLL

IBM Content Collector for File Systems software per user value unit LIC+SW S&S 12 MO: part number D05XNLL

IBM Content Collector for Microsoft SharePoint software per user value unit LIC+SW S&S 12 MO: part number D0AYNLL

IBM Content Collector Discovery Analytics software per user value unit LIC+SW S&S 12 MO: part number D0ARGLL

For more information

To learn more about IBM Content Collector software, contact your IBM representative or IBM Business Partner, or visit: ibm.com/software/data/content-management/content-collector

Join a conversation about fostering success in the use of the ECM solutions from IBM. Visit the Worldwide IBM ECM Community at: ibm.com/community/ecm



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All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer.

1 Steve Delahunty, "State Of Enterprise Storage: Changing Priorities, Changing Practices," *InformationWeek Analytics*, January 2009.



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