



Highlights

- Provides a high-volume-throughput electronic archive for transaction-related documents and content—such as reports, statements and other print output—and enables immediate access to stored documents from across the organization
 - Enables text search of PDF documents without the expense of Adobe® Acrobat®
 - Protects sensitive data from internal and external threats using Secure Sockets Layer (SSL) protection—on both sides of the firewall
 - Electronically transforms print output documents into online records
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IBM Content Manager OnDemand

Gain a competitive edge

Are your customers demanding self-service access to their statements? Are your executives demanding “greener” delivery of content to your customers? Are you looking for ways to reduce the costs associated with statement delivery?

You’re not alone. Many companies still distribute their transaction-related content through print documents—even though this is an expensive and inefficient option for business users and customers alike. Not only does this outdated practice impact user productivity and create customer dissatisfaction, it also incurs high printing and storage costs. To respond to new opportunities and challenges, businesses need to get the right information to the right people at the right time, quickly and cost-effectively.

IBM® Content Manager OnDemand software is a comprehensive enterprise report management (ERM) and electronic statement presentation solution. It’s designed to deliver critical business information across your organization—where and when it is needed. A key component of the IBM content management portfolio, Content Manager OnDemand can help you capture and manage high-volume computer output, such as statements, invoices, explanation of benefits and back-office reports. You can also archive scanned documents, checks and content from other sources. Using Content Manager OnDemand, employees and customers can quickly answer queries and resolve issues, searching online by customer account or invoice number instead of leafing through stacks of invoices and statements or scrolling through microfiche.



Use the data you have, when you need it

Content Manager OnDemand has a powerful capture system that automatically extracts index information from reports and documents and builds a relational database. It then segments the information into logical units, providing users direct access to the required information without forcing them to retrieve the entire report file. And it helps them selectively retrieve reports and report segments through a user interface that supports fill-in-the-blank queries. Users can generate a document list and then choose reports to view, annotate, print, email or fax.

In addition, the server-based text-search capability enables users to search for specific text embedded in certain document formats—including IBM Advanced Function Presentation (AFP), Adobe PDF and line data—stored in Content Manager OnDemand. With Content Manager OnDemand 8.5, you don't have to pay for extra Adobe Acrobat licenses to exploit the advanced PDF search capabilities; users can search across a broad range of documents and quickly organize information into logical folders based on common attributes, such as customer, topic or index.

You can also access data spread across various magnetic, optical and tape devices using the hierarchical document storage management system in Content Manager OnDemand: IBM Tivoli® Storage Manager (TSM). This capability helps organizations move data between storage devices and manage backups and disaster recovery. Users can also lock down individual documents within a report to prevent the document from expiring. With Content Manager OnDemand 8.5, you can easily migrate OnDemand data between multiple TSM servers from a single OnDemand object server.

Content Manager OnDemand is robust and easy to administer. For instance, if a problem occurs in another subsystem—such as an unavailable database—Content Manager OnDemand automatically detects it to minimize

end-user disruption. Also, with version 8.5 loads can be unloaded directly from the system load facility or the system log facility graphic user interfaces (GUIs)—eliminating the need to use command-line steps and the need to remember long load IDs.

Content Manager OnDemand integrates with IBM Content Manager and IBM FileNet® P8 software to let users search and view content across enterprise content management (ECM) repositories. In addition, Content Manager OnDemand is designed to seamlessly integrate with FileNet P8 content, process and compliance applications.

Boost productivity and make your business more agile

Content Manager OnDemand can help your organization more efficiently collaborate with customers and business partners, even if some of the data they need is stored or was created using legacy platforms. For example, you can archive bills and statements in Content Manager OnDemand so that they are accessible via the Internet for use with electronic bill presentment and payment solutions.

Even when you share sensitive information, you can protect it. Version 8.5 includes new security features such as SSL and Advanced Encryption Standard (AES) 128-bit encryption, which complies with the U.S. federal government's FIPS Publication 140-2 standard for guarding important information.

Integration with IBM Business Partner solutions, such as document transformation applications or business intelligence and reporting tools, can further enhance the power of your archive solution by helping you assemble and personalize documents for distribution through multiple channels. In addition, enterprise-wide report mining and analytics can help you find exactly the concise, actionable information you need to make good decisions.

Point, click and retrieve

Thanks to a point-and-click GUI, Content Manager OnDemand is easy for users to navigate and for the IT staff to administer. It provides a standard, intuitive client with features such as thumbnails, bookmarks, notes and shortcuts. Users can view documents through web browsers, portlets, Microsoft® Windows® and IBM CICS®. Logical views for customizing the look of a document can help users delete, replicate and rearrange columns to enhance reports.

Taking advantage of Windows GUIs, administrators can configure systems, define reports and documents and manage access and security. Content Manager OnDemand statistics are written to a logging facility, which enables administrators to charge for usage and maintain an audit trail. They can access the system log online using the IBM Web Interface (IBM WEBi) for Content Manager OnDemand or a Windows client.

IBM WEBi also helps users easily access reports, statements and emails and check images and other computer-generated output stored in Content Manager OnDemand. Built around open standards, Content Manager OnDemand supports Web 2.0, asynchronous JavaScript™ and XML (AJAX) technologies, and its architecture is designed to automatically incorporate continuous software and data updates.

Streamline records and compliance management

Content Manager OnDemand is designed to help companies transform volumes of report-oriented data into records that can be managed efficiently from within FileNet P8 Records Manager. Doing so helps organizations:

- **Lower discovery and litigation costs**—Records administrators can perform a single search across multiple systems, including Content Manager OnDemand; identify relevant records; and hold or suspend normal disposition schedules until litigation is resolved.
- **Cut records administration costs**—You can streamline the process of managing records that are stored in Content Manager OnDemand and other systems by using a single records administrator console plus a centralized file plan with reporting, hold, suspension, audit and disposition capabilities.
- **Lower total cost of ownership (TCO)**—Federated records management can help to lower the cost and complexity of maintaining custom integrations across multiple repository release cycles.

Support a variety of document formats

Designed with flexibility in mind, Content Manager OnDemand supports multiple print data streams—including IBM AFP, Xerox metacode, Adobe PDF and XML—so you can capture and store electronic documents from various sources. It also helps you transform, repurpose and distribute documents, statements and reports for electronic statement presentation, as well as store most data in its native format.

This flexibility enables administrators to define both the source and the archive data format for each report during its definition and setup. The ability to capture Xerox metacode and Dynamic Job Descriptor Entry (DJDE) data streams helps organizations with Xerox printers or business applications that generate PDF output (such as SAP and PeopleSoft) to reap additional benefits by keeping high volumes of print-archive output available for immediate electronic retrieval.

Other new features help your organization to better use the data that it already has. For example, the newly added DECFLOAT data type—which uses Base 10 floating-point numbers—helps to avoid loss of precision, making it ideal for financial calculations and other detail-intensive applications.

Choose among multiple platforms

Content Manager OnDemand supports a range of environments, from small offices to large enterprises, and can grow with your business. You can implement IBM WEBi or Microsoft Windows clients, retrieve data stored in its native format and convert it dynamically into electronic-content formats—such as Adobe PDF, XML and HTML—for distribution. Content Manager OnDemand runs on a variety of strategic platforms, including IBM AIX®, Microsoft Windows, HP-UX Itanium, Linux®, IBM i, IBM z/OS® and Solaris operating systems. It also supports IBM DB2®, Oracle and Microsoft SQL Server® platforms.

Built on a robust, scalable and security-rich platform, Content Manager OnDemand software can bring new levels of connectivity and information access to an organization. It helps you leverage business knowledge and information effectively and respond more quickly to customer and marketplace needs, without putting new strains on the IT organization and infrastructure.

About IBM ECM

IBM ECM solutions help organizations make better decisions faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. The IBM ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help you drive greater value from your content, and prepare your company for success.

For more information

To learn more about IBM ECM solutions, please contact your IBM marketing representative or IBM Business Partner, or visit: ibm.com/software/data/content-management

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