



# IBM Content Manager OnDemand

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## Highlights

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***IBM Software for enterprise storage and presentation of business related documents***

***Internet and intranet access to your stored documents, using standard Internet browsers***

***Easy to use Client interfaces for accessing stored documents***

***Direct cost savings through elimination or reduction of microfiche production and distribution***

***Strategic IBM subsystems for the scalability and manageability demanded by critical applications***

***CD-ROM Distribution***

***Report Mining***

***Electronic Statement Presentment, Electronic Bill Presentment and Electronic Bill Presentment and Payment***

***A key component of IBM Content Manager***

***IBMTivoli Ready and Microsoft Windows NT Backoffice Certified***

## **Network computing, customers, and technology are driving new requirements**

The sheer volume of information required to run a successful business is growing daily by leaps and bounds. Correspondence and business documents, such as letters, customer statements, contracts, and policies, are generated by the thousands every day. And, there's an ever-increasing requirement to retain this information for later reference.

Customer service representatives are

expected to quickly access a customer statement that can be days, weeks, months, or even years old. In a world of network computing, customers are Internet-ready and want their data presented at their homes or businesses. Researchers need access to documents that may be several years old to satisfy audit or investigative requirements. Information technology (IT) organizations are expected to manage and secure years' worth of valuable and confidential customer-related documents.





To that end, IBM has created a family of powerful, easy-to-use document management solutions that operate across many strategic platforms, including OS/390™, AS/400®, IBM AIX®, SUN Solaris®, HP-UX, Windows NT® and Windows 2000®.

### **IBM's enterprise archive access and management solution for your business**

IBM OnDemand is available to help you provide better customer service through quick and easy access to archived documents. With OnDemand, you can automatically capture, index, archive, search, retrieve, present, and reproduce stored computer-generated documents and other business-related data.

And you also get improved document management and control through enhancements in accuracy, access, and security. With OnDemand, there is one central source for information, eliminating problems associated with information distribution, lost, or misfiled documents. OnDemand also tracks document usage, keeping a record of everyone who searches, retrieves, and prints documents.

Whenever there is a requirement to provide improved customer service through dependable, fast access to business documents, OnDemand is the

answer. With OnDemand, you can start small and expand as your storage and access requirements change. Your customers are ready for their data. OnDemand can help you give it to them. Additional features are available to address expanding business needs.

### **An IBM solution for your strategic business application**

IBM Content Manager OnDemand is an integral component of the IBM Content Manager family. As part of the evolution from IBM's EDMSuite, the IBM Content Manager family provides cross platform solutions to allow you to better leverage your information assets in the e-business economy - be they enterprise reports, PC files or mail, email and fax correspondence.

### **Complete access and management for archived documents**

OnDemand provides all the tools you need for complete and secure capture, storage, retrieval, and viewing of all your online documents. You benefit from expanded storage capacity and advanced archive management to improve customer service and cut costs. With OnDemand, you can reduce or

eliminate the cost of paper, microfiche, or magnetic storage; improve information management with retrieval and presentation on demand; and automate management of report storage requirements across magnetic, optical, and tape devices.

### **Investment Protection**

OnDemand is a true open system application, compatible with industry-standard hardware. It provides a powerful client/server solution for storing and retrieving large volumes of computer-generated data. OnDemand is also highly scalable from small office environments to large enterprise installations, so you can protect your investment as your company grows.



### **Document Indexing**

The OnDemand Capture System automatically extracts index information, such as customer name and account number, from reports and documents during the capture process and then builds a relational table. These index values are used to segment the reports into logical information units, such as a customer statement or policy. Each of these report segments is individually indexed to allow direct access to the data required without retrieving the entire report file. OnDemand also provides an easy to use graphical indexing interface that allows an administrator to define the indexes for a report by simply highlighting the values on a sample page of the report.



### Document Retrieval

You can use the document retrieval function of OnDemand to perform selective retrieval of reports and report segments. User interfaces allow you to enter "fill-in-the-blanks" queries with a minimum of keystrokes. The results are assembled and displayed in a document list. You can select the documents from the list to view, annotate, print, e-mail or fax.



### Document Viewing

OnDemand supports Windows 95/98, Windows 2000®, Windows NT®, Windows® 3.1, OS/2®, 3270, and Internet browser interfaces for document retrieval and viewing. Multiple documents from different applications can be displayed seamlessly on the screen. These documents can be of multiple formats including AFP, line data, Xerox datastreams, PostScript, PDF, and

standard image formats. An electronic forms capability is supported through AFP overlays. This allows a single electronic form to be used for viewing, printing, e-mailing, and faxing. Also, unlike other systems, there is no need to create a special image or vector form just for viewing.



### Logical Views and Folders

With logical views, you can customize the view of a document. For example, you can define and save a report as a specialized view for a particular user or group of users. You can delete, replicate, and rearrange columns to enhance viewer productivity. You can also use this feature to provide additional security filtering.

With folders, you can create logical groupings of archived information. Documents that relate to a specific customer or topic, and share a common index, may be grouped together within a folder. This arrangement provides the capability to search across a broad range of documents and to dynamically

organize information based on common attributes.



### Document Storage

OnDemand provides IBM Tivoli Storage Manager (TSM) for hierarchical storage management across magnetic, optical, and tape devices. Each application defined to the server can specify the length of time report data will be stored on magnetic disk and the life of the data. For example, a statement application may require three months of data to be stored on magnetic disk and have a life of seven years. TSM provides device support, which includes optical libraries from multiple vendors. Tape libraries from IBM and StorageTek are also supported along with many other devices. TSM also provides facilities for migrating data between storage devices, such as tape and optical, and managing backup or disaster recovery of copies of the data.

All reports and documents are compressed before they are stored on magnetic disk or optical. Compression ratios will vary from 4:1 to 30:1 depending on the type of data.

The image displays four overlapping screenshots of the OnDemand software interface:

- Search Criteria and Document List:** A window titled "Student Information - Search Criteria and Document List" with search fields for Student ID, Student Name, Document Type, and Date. Below is a table of document results.
- Open a Folder:** A dialog box showing a list of folders and files, including "Student Information", "System Log", and "System Integration".
- Document Preview:** A preview of a document from "BAXTER BAY BANK" showing a "STATEMENT DATE" table and a "PAY TO BANK AMOUNT" table.
- Document List Table:** A table with columns: Date, Student ID, Document Type, Student Name, and Document Description.

Date	Student ID	Document Type	Student Name	Document Description
08/04/94	100 00 3000	BILLS	MALON, CARL K.	STATEMENT DATE
08/04/94	100 00 4000	BILLS	SMACON, MARK F.	STATEMENT DATE
08/04/94	000 00 0000	BILLS	SCHILLING, JEFF G.	STATEMENT DATE
08/04/94	000 00 0000	BILLS	MARCIS, THOM E.	STATEMENT DATE
08/04/94	000 00 0000	BILLS	MALFRANK, TOM B.	STATEMENT DATE

STATEMENT DATE	STATEMENT DATE	STATEMENT DATE
100000	100000	100000
CREDIT LIMIT	CREDIT LIMIT	CREDIT LIMIT
100000	100000	100000

PAY TO BANK AMOUNT	PAY TO BANK AMOUNT	PAY TO BANK AMOUNT
100000	100000	100000
100000	100000	100000

## Security and Administration

OnDemand has built-in security that lets administrators control access to the system. A userid and password are always required to initially access the archive system. Access to reports and documents can be limited by type of report or by section of a report. For example, a user can be restricted to statements for specific account numbers, and individual functions, such as printing, can also be restricted.

OnDemand provides an easy to use Windows NT/2000 or Windows 95/98 graphical user interface (GUI) for administering the system. Configuring the system, defining reports and documents, and managing security are easily performed with this intuitive interface. In addition, OnDemand system statistics are written to a system logging facility to allow charging for the use of the system and maintaining an audit trail. The system log can be accessed online with the OnDemand clients.



### Optional Features for specialized functions and needs

OnDemand is a powerful server for document and report capture, storage, and retrieval. In addition to the Base Server System, you'll have the choices of clients to interact with the system, as well as other options for specialized functions. These features provide you with maximum flexibility to start small and grow your system function by function. This enables you to minimize your initial investment as required, yet provides you with flexibility to extend the reach of your OnDemand system. Optional features for specialized functions include the following:



### OnDemand Web Enablement Kit

The OnDemand Web Enablement Kit provides Electronic Statement Presentment (eSP) or Electronic Bill Presentment (eBP) functionalities to the OnDemand solution.

The feature enables corporations as well as consumers to use an industry-standard Web browser, supported on many industry-standard Web Application Servers, to access data stored in an OnDemand system. The OnDemand Web Enablement Kit feature is a collection containing a CGI program, Java™ Servlet, AFP™ plug-in, Image plug-in, Line Data Java applet, and AFP2HTML Java applet. Users may search through the folders and applications archived into the OnDemand server, and select documents or sections of reports for browser viewing with ease. Also included is the option for the use of either the IBM AFP plug-in or server-based transforms, providing you the flexibility to implement viewing options that meet your performance and functional needs.



### CD-ROM Distribution

Another optional feature of OnDemand allows standalone CD-ROMs to be created from data stored in the OnDemand system. The documents to be placed on the CD-ROM can either be selected from OnDemand clients or can be batch selected prior to being loaded into OnDemand. OnDemand will build a CD-ROM with the selected documents.

All software needed to access the documents placed on the CD-ROM, including the database, retrieval, and viewing software, is also stored on the CD-ROM.



### CICS/ESA Client

To provide access to OnDemand from host environments with 3270 terminals, an optional CICS/ESA client is available. This interface allows users to retrieve and view documents that are stored on the server and has many of the same capabilities as the other client programs. The CICS client provides support for line-data viewing and text-based viewing of AFP documents.

### Application Programming (APIs)

APIs dramatically improve the enterprise value of OnDemand by providing direct linkage to existing customer information systems or other mission-critical applications. A typical use of the APIs would be to enable a line of business application to request OnDemand to display archived documents related to the current transaction.

### Report Mining with Monarch Integration from Datawatch

This feature allows OnDemand users to harness the power of the information contained within reports stored in OnDemand. OnDemand users can identify a list of reports that they want to analyze. These reports are then retrieved by OnDemand and automatically passed to Monarch, where the user can query, sort, analyze, and chart all of

the data contained within the reports. In essence, the reports have become live databases that are easily accessible through OnDemand.

#### Professional Services

An optional, installation service support package is available for customers who want assistance from IBM to install OnDemand. Typical services are: conducting a requirements study of the customer's environment and use of OnDemand; defining a backup strategy; installing and configuring OnDemand software; defining a specific number of reports to the system; providing consultation on using application programming interfaces (APIs) and integrating OnDemand with customer applications; and providing technical education to administrators and users.

#### Xerox Datastream Support

This optional feature for OnDemand allows users to store Xerox Metacode and DJDE datastreams within OnDemand. Xerox metacode and DJDE

datastreams are automatically indexed and converted to either PDF or AFP, then loaded into OnDemand.

#### Kofax Ascent Capture Integration

Kofax Ascent Capture Integration provides a unique extension to the standard Kofax Ascent capture capabilities and the OnDemand archive capabilities. This optional feature provides the capability to capture and archive paper-based information with other data types archived within OnDemand.

#### Electronic Bill Presentation and Payment

Customer bills and statements archived in your OnDemand system can be made available over the Internet with Electronic Bill Presentation and Payment solutions, such as Checkfree i-Series, Alysis Workout, e-BX, and others. This option allows you to entice your customers to interact with you online, and to present your new product or service offerings online, while your customer

conveniently reviews bills and initiates payment online.

#### Product Availability

OnDemand is available in Brazilian Portuguese, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Norwegian, Simplified Chinese, Spanish, Traditional Chinese, Danish, Swedish, Finnish, and Arabic.

#### For more information

For more information, visit the IBM Content Manager OnDemand home page at [www.software.ibm.com/ondemand](http://www.software.ibm.com/ondemand), or contact your IBM representative or IBM Business Partner.

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The exact server configuration depends on the volume of data being managed and the number of concurrent users.

