

IBM Content Manager, Version 8

Highlights

- ***Provides a scalable, enterprise-wide repository system for the capture, creation, organization, management, workflow routing, archiving and lifecycle management of mission-critical business content***
- ***Enhances customer service through dynamic access to comprehensive customer-related information***
- ***Extends the power of your existing e-business solutions by providing employees, customers and partners with ready access to business content.***



With IBM Content Manager software, you can manage multimedia content along with traditional text-based data.

Information access inside and outside your enterprise

Industry estimates suggest that only about 20 percent of a typical organization's data resides in databases.¹ The rest is unstructured information that's typically located in file cabinets, microfilm/microfiche archives and multiple, isolated file servers across the enterprise.

Because this unstructured information can hold the key to critical business insights, you need to access and share it across your enterprise as easily as you do the structured information in your databases. IBM can help you do this with IBM Content Manager, Version 8, a scalable, technologically advanced product that enables you to leverage your digital business information for powerful new applications that help you build your competitive advantage.

From documents to multimedia files, photographs and e-mails, Content Manager supports myriad business content formats, organizing this mission-critical business information in central and/or distributed repositories.

Quality at the core and beyond

A key component of the IBM enterprise content management portfolio, Content Manager is IBM's next-generation enterprise infrastructure for information integration. Its functions support transactions, security, process integration and lifecycle management.

In a single, open and comprehensive framework, Content Manager handles the management, sharing, reuse and archiving of all types of digitized content. Content Manager supports HTML- and XML-based Web content, images, electronic office documents and rich media such as digital audio and video. Augmenting this functionality, Content Manager now includes IBM Content Manager OnDemand, an electronic report management and e-statement solution that enables high-volume capture of computer output.

Enhance customer relationships by leveraging your digital assets

A screenshot of a web browser displaying a "Car Insurance Claim Form". The form is titled "Car Insurance Claim Form" and features a logo at the top. It contains several sections with text input fields, checkboxes, and dropdown menus. The browser's address bar shows a URL starting with "http://www.ibm.com".

IBM Content Manager features an eClient that supports document import, multivalued attributes, document routing and advanced workflow processing, single sign-on and federated search across repositories.

Powerful, easy-to-use search and workflow functions

With full-text search capabilities on both meta data and text-based documents, Content Manager allows users to locate pertinent documents with ease.

Content Manager document routing functions support an easily defined, consistent and repeatable workflow capability that enforces business rules at each step. Enhancements to document routing in the latest version include:

- *Predefined flows with branching capability*
- *User exits for work node entry/exit and overload handling*
- *Collection points to wait for one or more items before proceeding*
- *Work lists that let users work from one or more work nodes simultaneously.*

Optionally, advanced workflow capabilities provide parallel and serial routing, or sub-workflows, with decision points, collection points and support for decision-automating data variables. This includes a graphical user interface (GUI) for mapping out more complex processes that may be required for managing documents through various operational tasks.

Unparalleled enterprise scalability

Content Manager is designed to support a multitier, distributed architecture that is scalable, extensible and Web-enabled. Version 8 delivers powerful performance enhancements in content capture, document viewing, search execution, workflow processing, object delivery and object migration to secondary storage.

The latest version includes the following components:

- *Resource Managers—specialized repositories optimized for managing the storage, retrieval and archiving of enterprise content. The hierarchical storage management capabilities of Content Manager leverage the storage management capabilities of IBM Tivoli® Storage Manager to support a broad range of magnetic, optical and tape devices.*
- *Library Server—a central source for indexing, describing, locating, organizing and managing enterprise content.*
- *Mid-tier Server—a Web-exploiting broker that mediates between the client and the Library Server. It supports the enhanced Content Manager application programming interface (API) toolkit and manages connections to the Library Server and, optionally, to the Resource Managers.*

- *eClient*—a browser-based thin client that provides the GUI to all of the current Content Manager repositories across all platforms. The Version 8 eClient has been visually enhanced and adds powerful applets for expanded user functionality. It provides support for attribute-based, Boolean or full-text search, transforming and viewing of a broad range of content formats, graphical and text-based annotations and version control.
- *Client for Windows*®—the desktop client that provides out-of-the-box support for high-volume, high-performance applications. New capabilities in Version 8 include full-text search options, full support for multivalued attributes, version control for annotations and significantly faster first page display.

This modular architecture of Content Manager is fully unicode-enabled and optimized to maintain secure central management control. It supports a full range of configurations for a variety of environments, from small departmental workgroups to geographically dispersed organizations running diverse hardware platforms with thousands—and potentially millions—of users connected through an intranet or the Internet. Content

Manager runs on the following platforms: IBM AIX®, Microsoft® Windows NT®/2000 and Sun Solaris Operating Environment. Content Manager Version 8 supports the latest industry standards and Internet protocols, including HTTP, FTP, RTSP, JDBC, ODMA and SQL.

Robust and open framework

Content Manager was designed to be fully open. By publishing a robust set of APIs, the full spectrum of content management functionality is available to any application, including enterprise resource planning and customer relationship management. It also features a common, yet powerful set of APIs, including Java™, JavaBeans, C++ and ActiveX, that handle different types of content for unified search, retrieval, workflow, access control management and system administration.

Powerful, enhanced data model

Advanced and flexible data modeling capabilities allow applications to readily represent real-world objects in the enterprise content environment, with links that enable easy access to related business content, significantly reducing the application development effort. Content Manager expands on its original data model to deliver a more powerful, expressive, XML-ready physical data model that can capture structural and relationship information

across all types of content. The Content Manager data model supports multilevel, hierarchical structures that allow for the definition of complex meta data hierarchy and 1:n relationships between content and its attributes, including multivalued attributes.

Content Manager also features:

- *The ability for custom applications to build more complex inter-item relationships with full referential integrity*
- *Granular support for resources, allowing for maximum reuse of resources*
- *XPath-based query language, enabling applications to easily navigate the hierarchical model and explore inter-item relationships.*

Secure and easy to manage

Content Manager provides a common system administration interface for administering content, servers, users and groups, as well as federated access to Content Manager repositories, regardless of their location across an enterprise. This feature helps reduce operational costs and improves manageability.

The latest version delivers many system administration enhancements, including:

- *LDAP enablement for user authentication*
- *Improved audit trail/logging capabilities*
- *Creation of administrative domains in the Library Server for distributed user/group administration responsibility*
- *A common system administration client that supports both Content Manager and IBM Enterprise Information Portal*
- *Enhanced find and filter functions to simplify and speed up location of specific users or group definitions.*

Utilizing Content Manager OnDemand to manage printed output

By leveraging the technology behind Content Manager OnDemand, Content Manager brings e-business efficiency to the management of printed invoices, statements and financial reports. For example, you can automatically and electronically organize and store virtually any printed output for quick and easy retrieval, enhancing employee productivity and customer service. You can also extend electronic bill presentation and payment (EBPP) alternatives to your customers, so they can access archived bills and statements from your Web site.

Through Content Manager OnDemand, Content Manager offers:

- *Document indexing through the OnDemand Capture System.*
- *Document retrieval of selective reports and report segments for viewing, annotating, printing and faxing. You can also search for specific text embedded in document formats such as AFP and PDF and text formats such as line data.*
- *Support of multiple print datastreams, including AFP, Metacode and PCL, through tight integration with a variety of Xenos transforms.*
- *Document viewing through Windows or Web browser interfaces.*
- *Logical folders for classifying archived information by customer or account number, enabling logical searching and dynamic organization of information based on common attributes.*
- *CD-ROM distribution (an optional feature).*

Innovation from the enterprise content management leader

In Version 8, IBM continues its innovation of Content Manager by positioning it to support compound document management, with higher performance, faster searches and faster, easier application development and integration. With Content Manager, you can expect no less than unparalleled robustness, scalability and openness to manage your important business information assets.

For more information

Please contact your IBM marketing representative or an IBM Business Partner, or call 1-800 IBM CALL within the U.S. Also, visit our Web site at ibm.com/software/data/cm/cmgr/mp



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¹"Quick Guide to Managing Content," *DB2 Magazine* 7, no. 1 (2002): 16-18.

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