



Akibia and Electronic Archive Solutions Limited  
Siebel and Content Management Specialists



**Image and Document Management Seminar  
30<sup>th</sup> Sept, 10:00am IBM Southbank London**

It is with pleasure that Electronic Archive Solutions (e-ASL) and Akibia invite you to our Siebel Imaging, Document Management, and Voice archive seminar at IBM South Bank London on Tuesday the 30<sup>th</sup> of September 2003.

The integration of Siebel with imaging and document management solutions enables Siebel users to immediately store and retrieve company information via Siebel, such as scanned documents, faxes, incoming e-mail, reports, statements, invoices, files such as PDF, word docs or spreadsheets, and recorded telephone calls. (any digitised records).

Siebel customers are able to exploit the existing investment of Siebel CRM solutions quickly and easily by plugging in the IBM image and document management Siebel certified module, **enabling Siebel customers to improve customer service, reduce business costs, and further increase business efficiency.**

We will demonstrate and present Siebel seamlessly integrated with IBM's imaging and document management solutions, showing the capture, archive, and retrieval of business information. Additionally we will demonstrate how to easily capture telephone conversations into Siebel and how to immediately and automatically retrieve the telephone calls using the inbuilt Siebel Voice capture, index, and retrieval features.

e-ASL and Akibia are specialists in helping Siebel customers to quickly and easily add imaging and document management features using the seamless Siebel IBM certified offering. We work with customers to understand business information capture and archive requirements, and provide the expertise, skills and offerings to deliver end to end solutions.

For further information and to enrol please review our web site [www.e-ASL.com/events](http://www.e-ASL.com/events)



## Seminar Subject Areas

The Siebel Image Document Management and Voice Capture seminar event will present and demonstrate how Siebel customers can leverage existing Siebel investment to reduce business costs and improve customer service. We will cover the following key areas:

### **Business Pain resolved by Siebel Image and Document Management**

We will overview case studies of the business benefits of integrating Siebel with the back office business information and processes.

We will articulate how Siebel customers can improve customer service and reduce business costs via the seamless integration of Siebel with image and document management technologies.

### **What is Siebel Image and Document Management – How does it work and benefit companies**

We will provide many demonstrations showing how Siebel customers can easily and quickly capture images, documents, and telephone conversations into Siebel, and retrieve the documents from Siebel business applications to provide immediate information access.

Additionally we will provide architectural overviews of how Siebel is integrated with the IBM image and document management solutions.

### **How e-ASL and Akibia help Siebel Customers leverage existing Siebel investment**

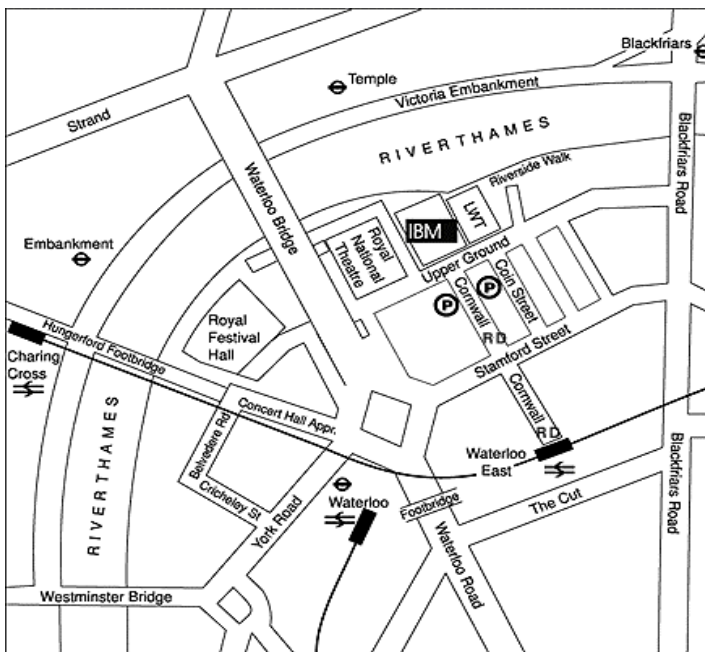
We will outline areas of expertise e-ASL and Akibia can provide value to your company.

## Additional Information

- Date:** Tuesday 30<sup>th</sup> September 2003  
**Time:** 9:30am for registration, 10:00am start, with presentations planned to finish at 12:15pm.  
**Location:** Westminster Room, Thames Suite, IBM South Bank, London.
- Supplier Contacts:** Michael Veenswyk, e-ASL Managing Director – Michael\_Veenswyk@e-ASL.com
- Cost:** There is no charge for this event. This is an e-ASL and Akibia sponsored event.
- How to Register:** If you require any additional information or wish to register for this event please register at [www.e-ASL.com/events](http://www.e-ASL.com/events) or email e-ASL at [Sales@e-ASL.com](mailto:Sales@e-ASL.com)

Siebel specialists from e-ASL, Akibia, and IBM will be available to answer your questions during and after the seminar.

## How to find IBM South Bank, London



**76/78 Upper Ground, South Bank, London SE1 9PZ. Tel: 020 7202 3000. Fax: 020 7928 4464.**

**By Car:** South Bank is less than half a mile from Waterloo station. From the main roundabout to the north of the station, take the Stamford Street exit and then first left into Cornwall Road. The IBM building faces you at the end of Cornwall Road.

**Parking** There are public car parks close to South Bank, but they can be expensive. Meter parking is also available in the streets nearby. Parking for disabled drivers can be arranged - call **020 7202 5438** or **5653**.

**By Train:** Waterloo, Waterloo East and Blackfriars stations are all within walking distance. London's other mainline stations are within fifteen minutes by London Underground to Waterloo station.

**By Tube:** Waterloo is on the following underground lines: Northern, Bakerloo, and Waterloo and City. The Northern line has two branches, so make sure the train you board is going to Waterloo. The Waterloo and City line links Waterloo to Bank station on the Central line.

**OnFoot:** Walking from the stations is straightforward, though you may prefer to take a taxi. IBM South Bank is located between the Royal National Theatre and the London Weekend Television Studios.

**From Waterloo,** follow the signs from the station for the South Bank. Get to road level, York Road, and head north towards the rail bridge, bear left under the bridge, into Concert Hall Approach, heading for the Royal Festival Hall. Turn right onto Belvedere Road (which becomes Upper Ground as you walk under the bridge) past the Royal National Theatre, and IBM is on your left.

**From Waterloo East** walk up Cornwall Road and IBM is opposite you. From Blackfriars, walk over Blackfriars Bridge, turn first right into Upper Ground and IBM is just past LWT Studios.