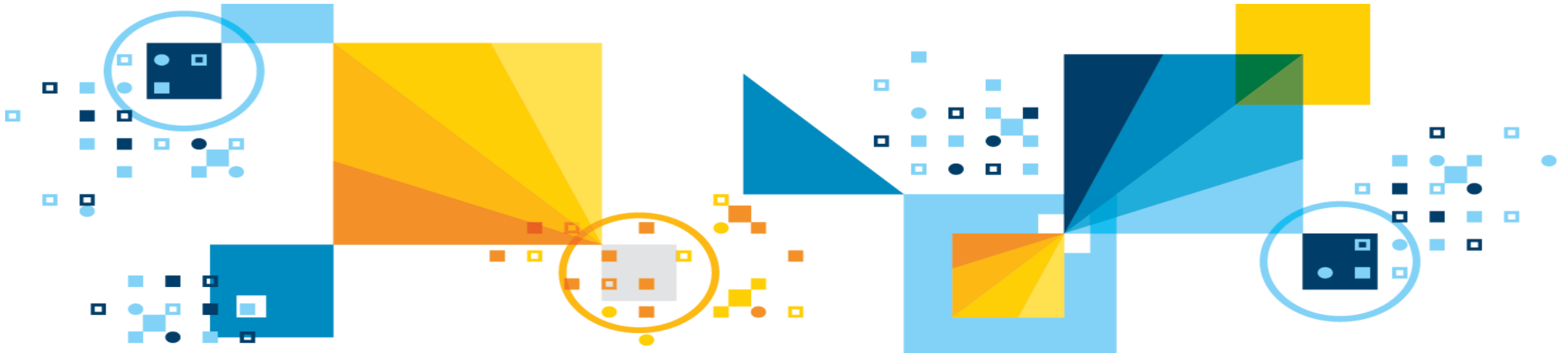


# IBM Enterprise Content Management Cloud Offerings



# Four IBM ECM Cloud offerings



Content  
Foundation/FileNet  
on Cloud

Case Manager on  
Cloud

Datacap on Cloud

CM OnDemand on  
Cloud

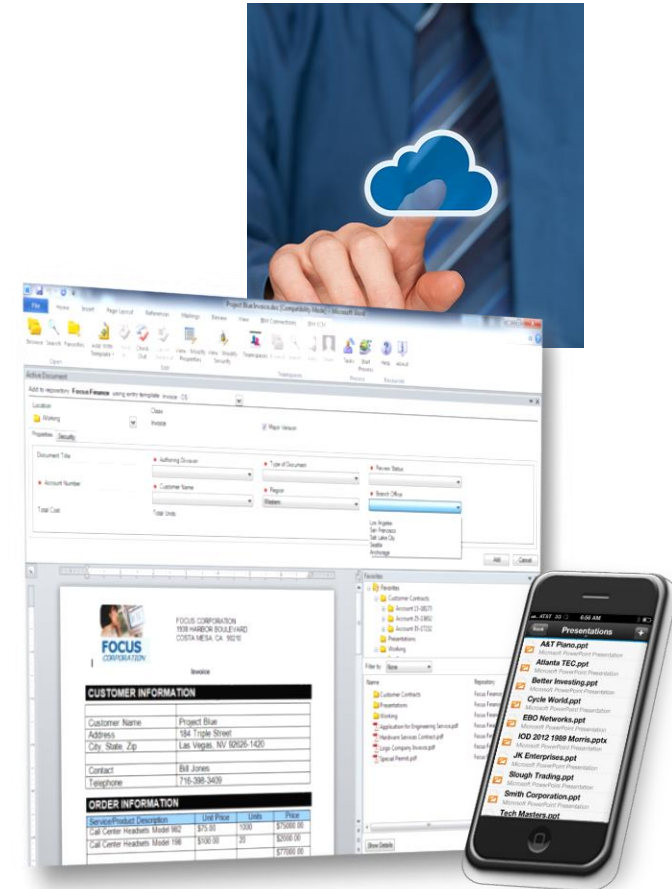


# IBM Content Foundation / FileNet Platform

## ECM's Number 1 content management platform!

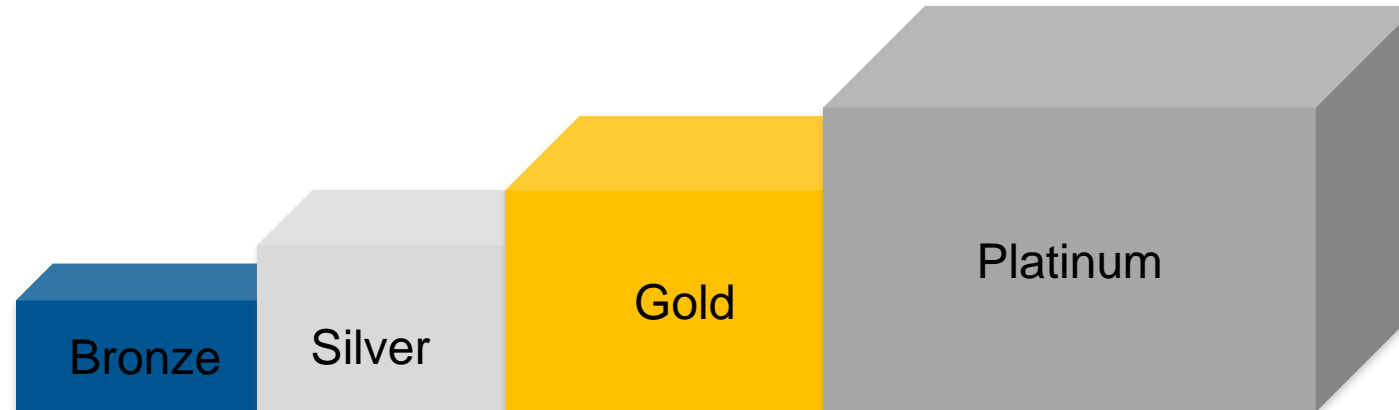
- Ability to store and manage all types of content
  - Office docs, images, video, audio, social, mobile, ...
- Content collaboration
- Cross repository search
- Advanced security and auditing
- Document approval workflow
- Seamless content integration with LOB applications
- Extensible – metadata and full set of APIs for application development
- Web UI, mobile apps, Office integration – Content Navigator
- Highly scalable... on-premises, on cloud, or hybrid

Thousands of successful client deployments!!



## Content Foundation on Cloud: Available in 4 models

Model	Concurrent Users	Documents Ingested, Viewed, Edited or Stored per Day	Included Storage
Bronze	50	6,000	1 TB
Silver	250	15,000	1 TB
Gold	1,000	100,000	3 TB
Platinum	5,000	200,000	5 TB



See [Content Foundation on Cloud Service Description](#) for more details

Sell the value of cloud offerings ... they are much more than just software !



# What is in the ECM Cloud box?

- ✓ Hardware
- ✓ Software
- ✓ SoftLayer provisioning
- ✓ Software installation and configuration
- ✓ Network configuration
- ✓ Readiness testing
- ✓ HA/DR
- ✓ Data encryption and security
- ✓ Replicated storage
- ✓ Back-ups
- ✓ Intrusion detection
- ✓ 24 X 7 system monitoring and support
- ✓ SysAdmin

# Service Description (public information)

## **Service Description**

---



### **IBM Content Foundation on Cloud**

This Service Description describes the Cloud Service IBM provides to Client. Client means the company and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

#### **1. Cloud Service**

IBM Content Foundation on Cloud is a private cloud solution for document management that:

- Enables knowledge workers or business analysts with:
  - Document Management with version control and compound documents
  - Content Collaboration with social capabilities
  - Document review & approval workflows
  - Ability to integrate content access with multiple repositories
  - SharePoint integration
  - Microsoft Office integration
  - Mobile device support
  - Bulk import tool
- Includes replication of production data to a secondary location in support of disaster recovery
- Is a secure- virtual private infrastructure
- Provides one production environment

# Content Foundation on Cloud: Optional Add-Ons

## Optional Features with Part Numbers

- Additional Storage (1TB)                      \$300/TB/Month
- Dedicated environment                         \$8,000/Month
- Non-Production Environment                 \$4,500/Month

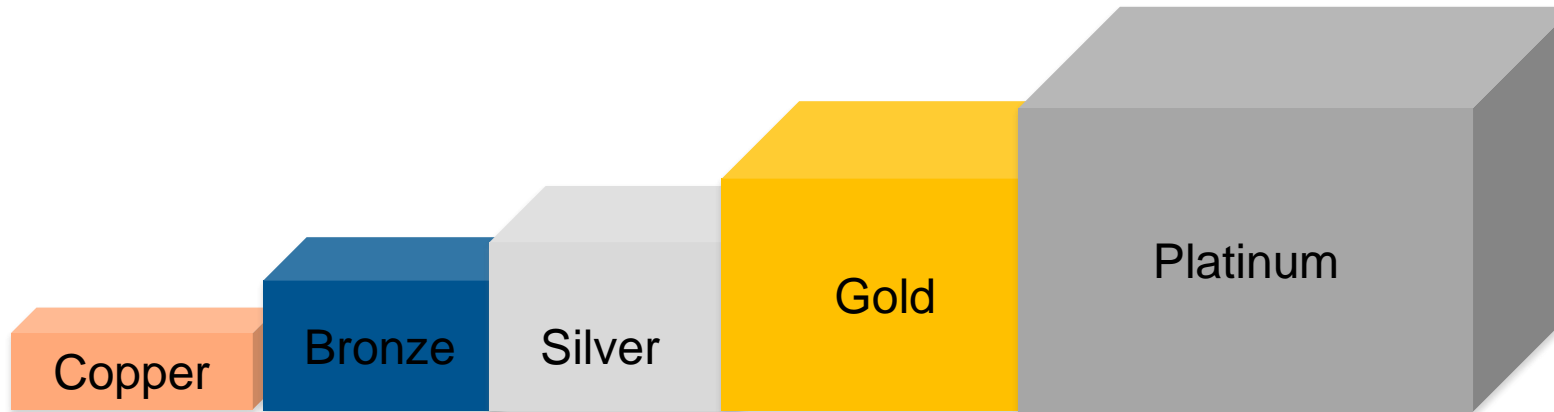


## Optional Services via Statement of Work - Examples

- Data migrations/conversions
- Hybrid – unified content access and search (content both in cloud and on-prem)
- Customizations (e.g. UI, application dev, plug-ins, EDS)
- System integrations
- Non-standard configurations
- ...

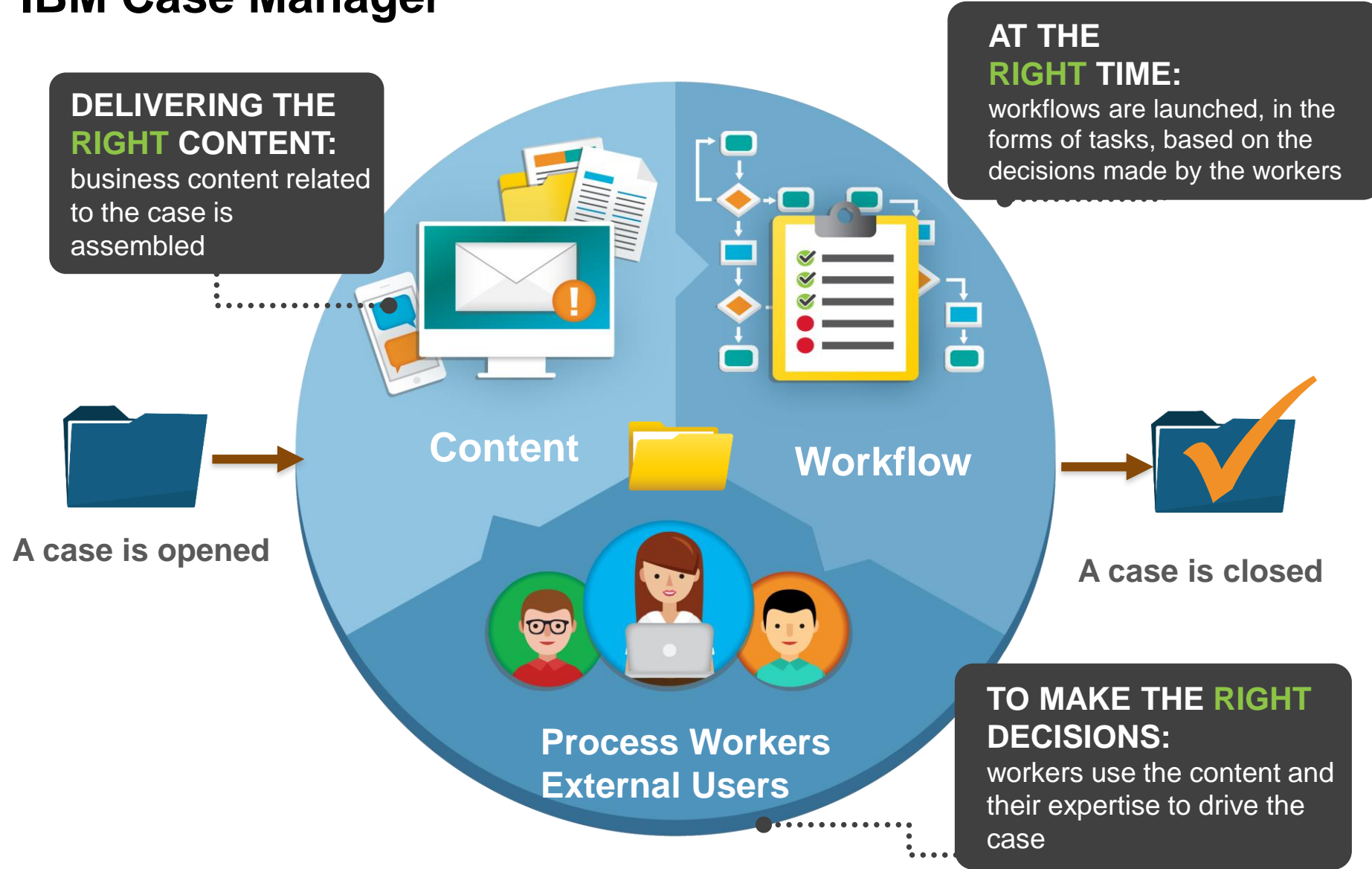
## Case Manager on Cloud: Available in 5 Models

Model	Cases per Day	Case Artifacts per Day	Included Storage
Copper	100	250	.5 TB
Bronze	200	500	1 TB
Silver	1,000	20,000	1 TB
Gold	2,500	50,000	3 TB
Platinum	7,500	200,000	5 TB



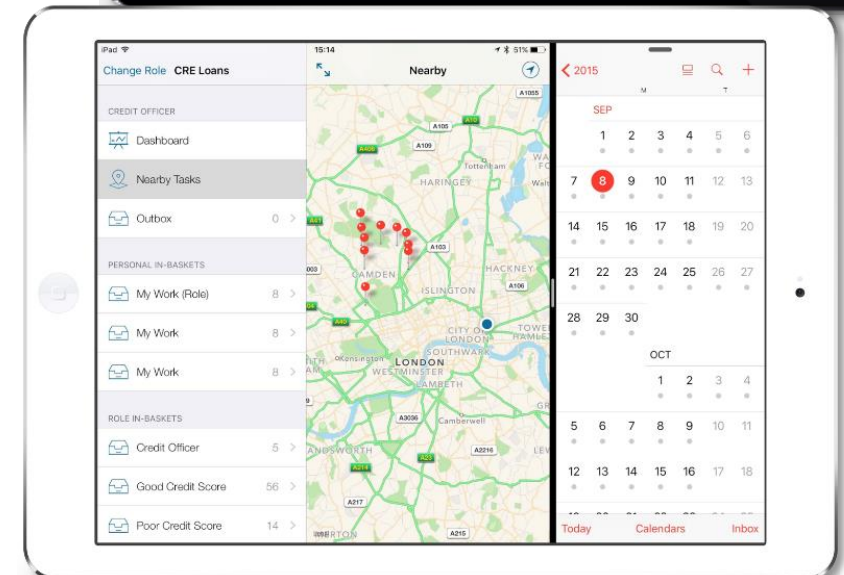
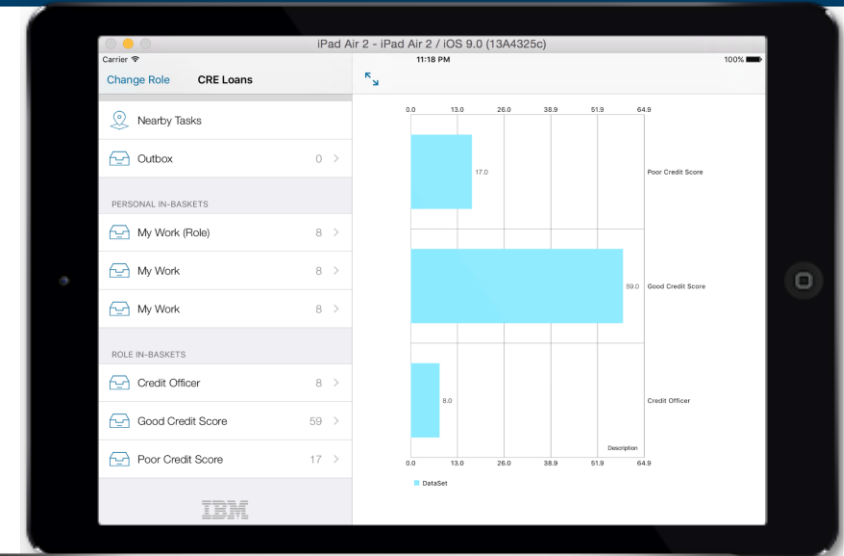
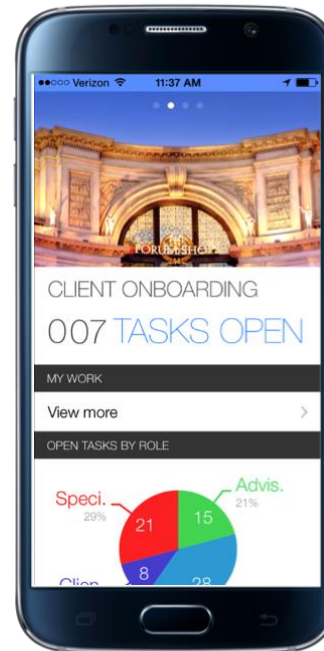
See [Case Manager on Cloud Service Description](#) for more details

# IBM Case Manager



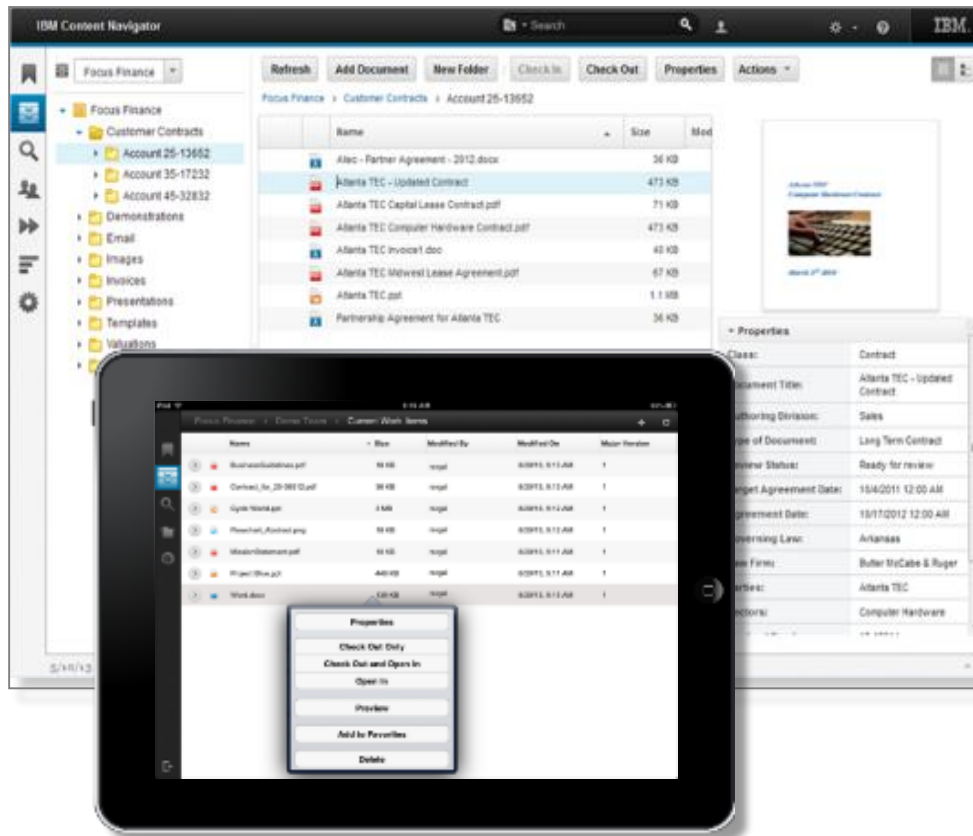
# Case Manager Mobile

- iOS and Android apps
- Get work done away from the office
- Make field-workers productive
- See case info from anywhere
- Perform tasks, take actions
- Dashboards, geo-location, history
- Branding of the app
- Mobile device management (IBM Fiberlink MaaS 360, Airwatch)
- SDK for customization



# IBM Content Navigator

Access all content – from anywhere!



Unified access to **both on premise and cloud** content 24x7

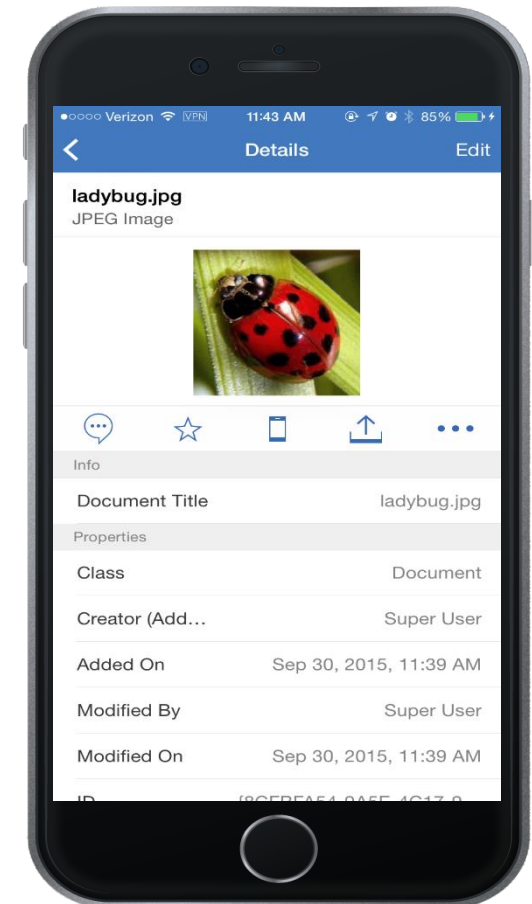
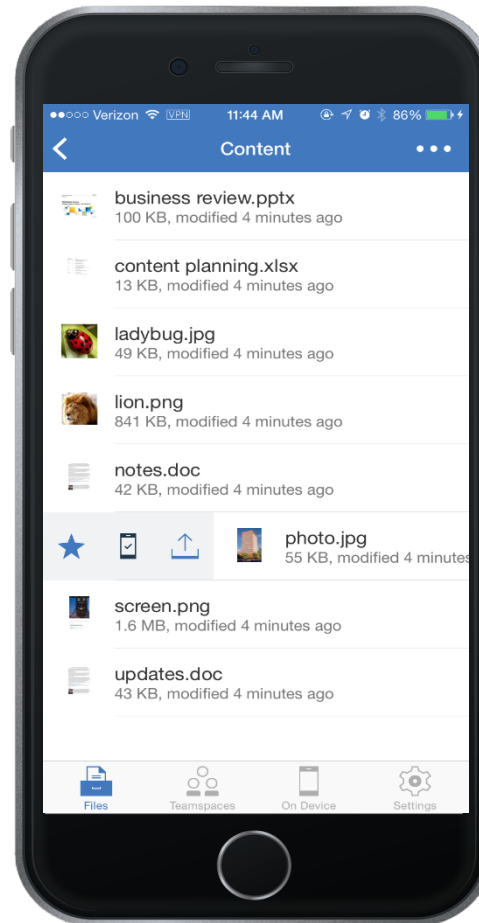
Intuitive user experience across **desktop and mobile**

Standards-based **plug-in architecture**

Component reuse across IBM ECM solution portfolio

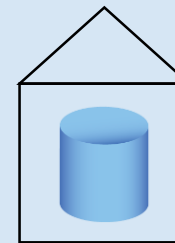
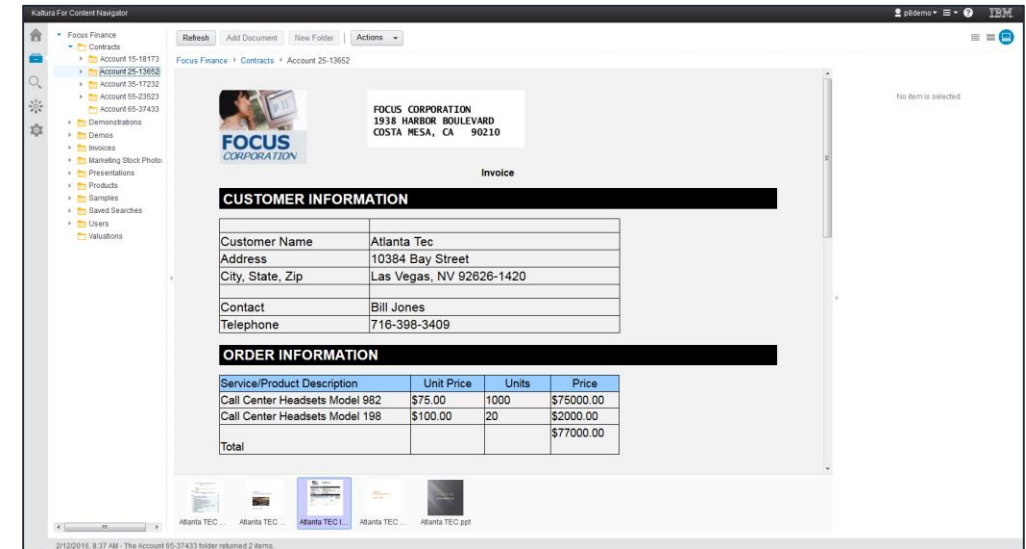
# Navigator Mobile

- iOS and Android apps
- Access, manage and collaborate on content anywhere
- Brand new user experience
- Browse, search, view
- Add content, check-in
- On-device sync
- Offline support
- Supports MS Office for iOS
- Mobile device management (IBM Fiberlink MaaS360, Airwatch)
- SDK for customization



# Hybrid Cloud

- Content Navigator allows you to access all forms of content - IBM (FileNet/ICF, CMOD, CM8), Box, SharePoint and any other CMIS compliant repository
- Whether those repositories reside on-premise or in the cloud doesn't matter
- As long you can define a connection, Content Navigator will work!



In House



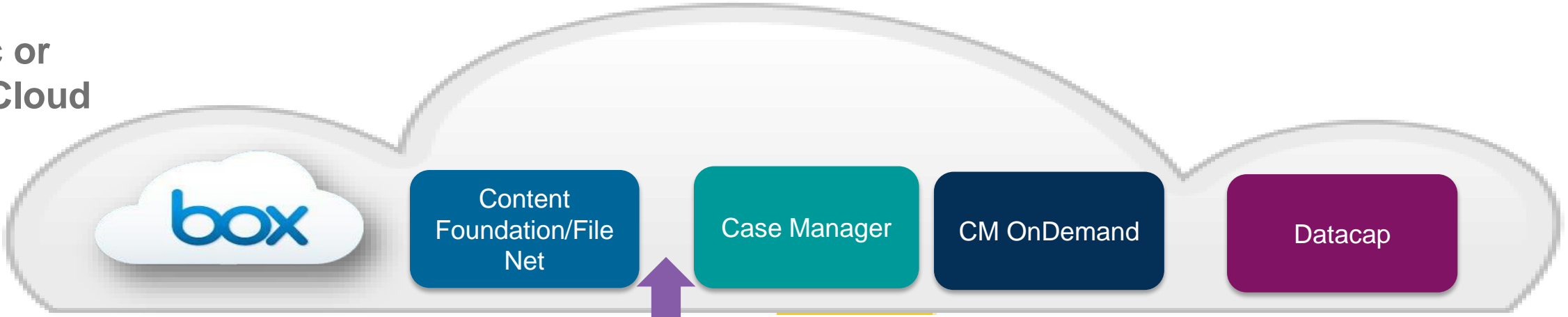
IBM ECM Cloud



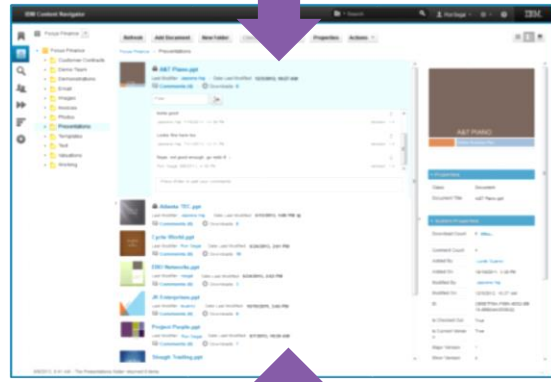
Box

# Hybrid Cloud with IBM ECM

Public or Private Cloud

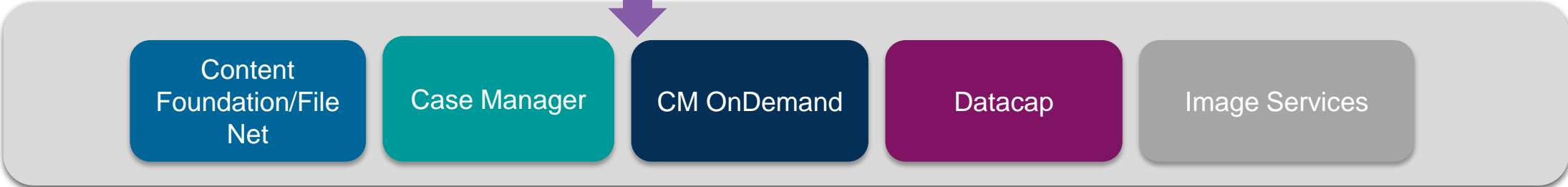


Content Navigator



Non-IBM CMIS Repositories

On-Premises IT



# Gartner named IBM a leader (again) in ECM



Source: Gartner (October 2015)



## Gartner

### Enterprise Content Management Magic Quadrant 2015

“The completeness of IBM's ECM product line makes it the leading benchmark for ECM capabilities.”

Integration across product lines — including social and collaboration, analytics, portal and WCM — as well as BPM solutions, is strong, making IBM an attractive ECM option for large organizations with complex needs.”

# Forrester named IBM a leader in Business ECM

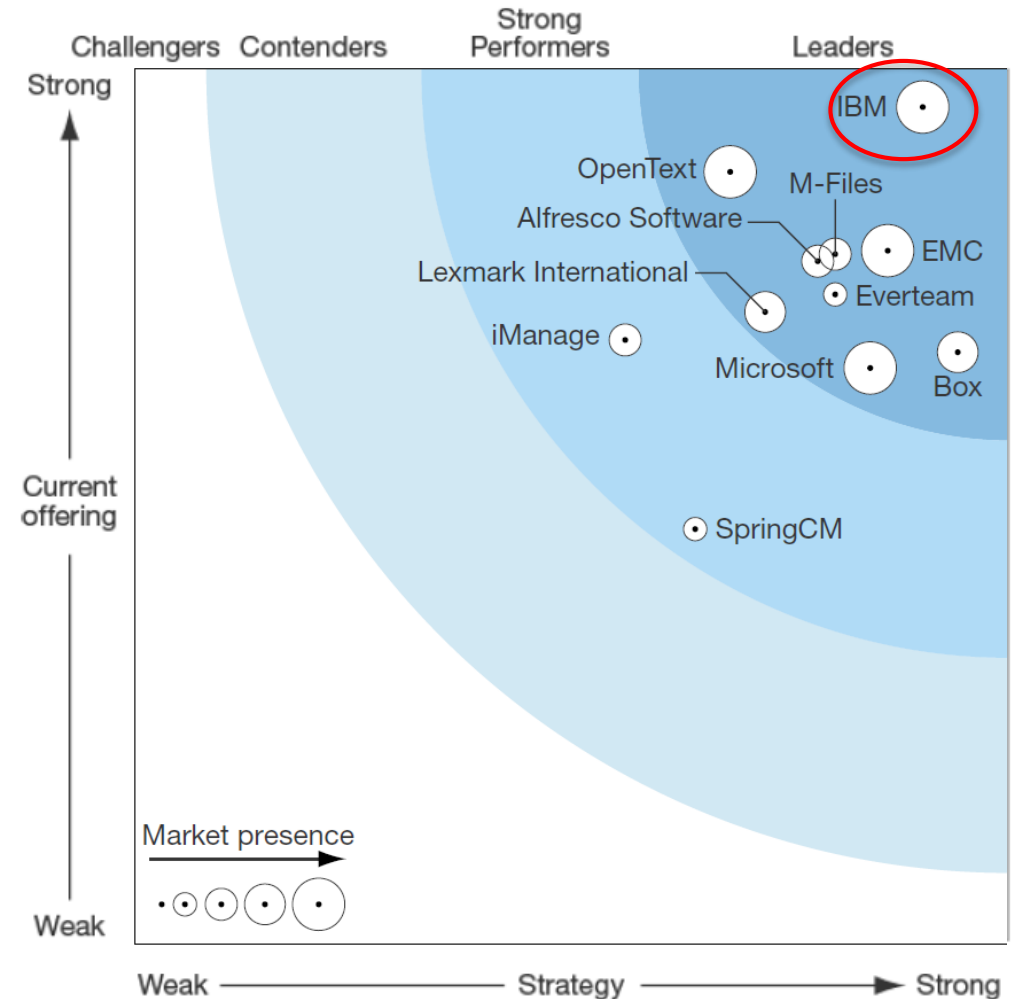
## The Forrester Wave™

ECM Business  
Content Services '15

“IBM leads with innovation in cloud and mobile.”

“IBM has made important investments in its universal client, IBM Content Navigator, to offer consistent user experiences across web and mobile content applications.”

“Strong support for modern APIs and interoperability standards positions IBM well in the multirepository, multivendor reality of the largest of enterprises.”



Source: Forrester Research, Inc. (July 2015)

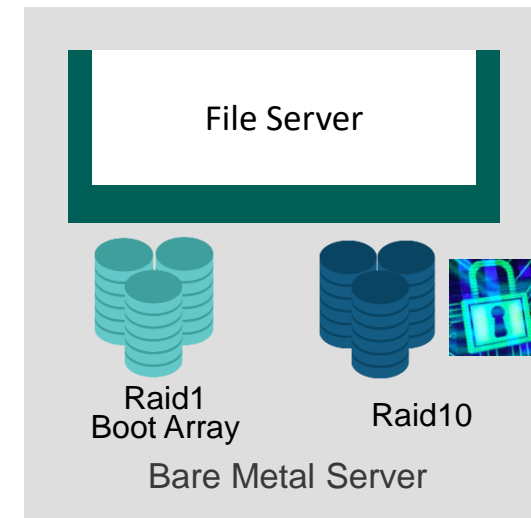
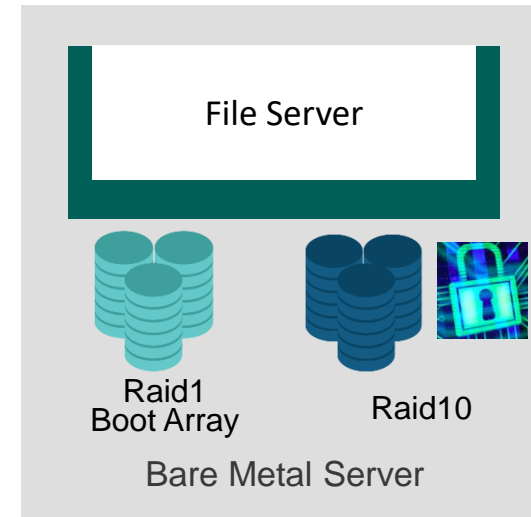
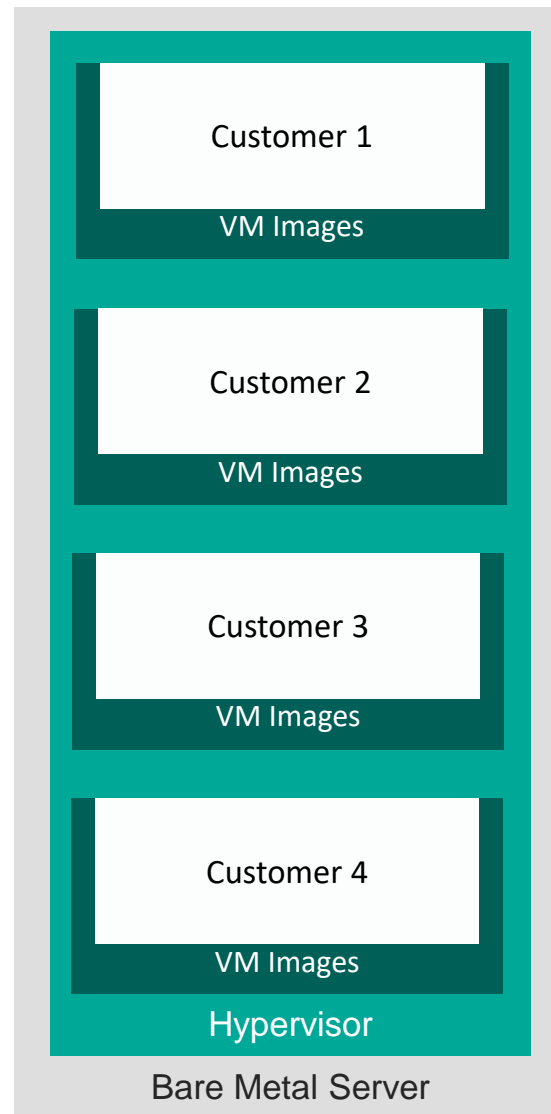
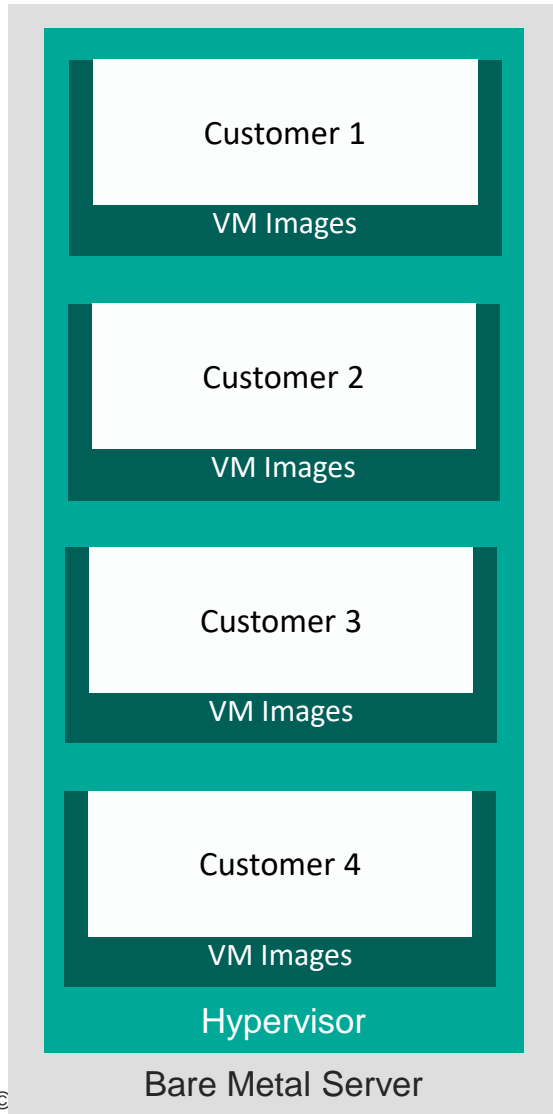
# Data Centers

## Primary Data Centers

- North America
  - Dallas
  - San Jose
- Europe
  - Frankfurt
  - London
- Other Geographies
  - Shared environment will be added as needed based on client demand
  - Dedicated environment available now

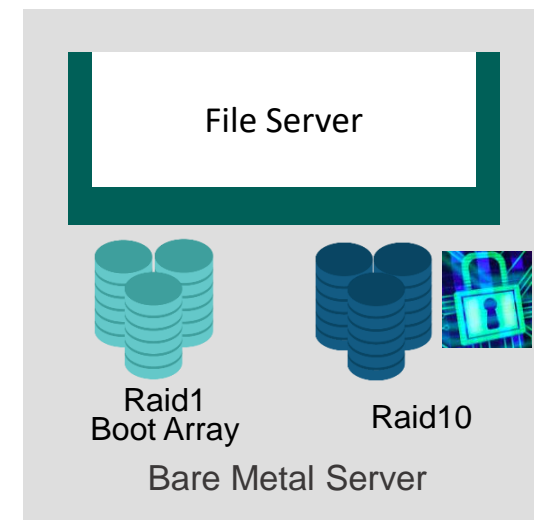
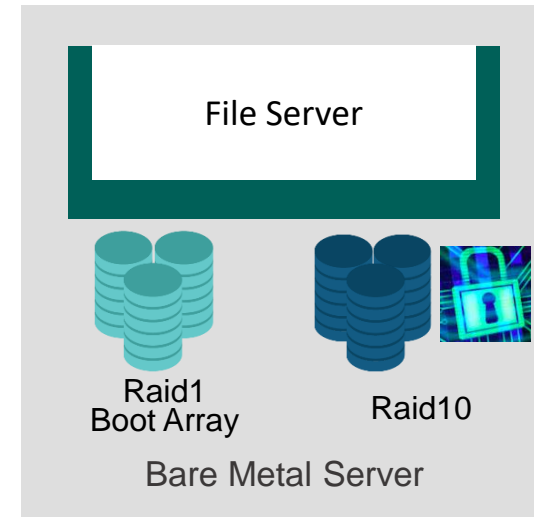
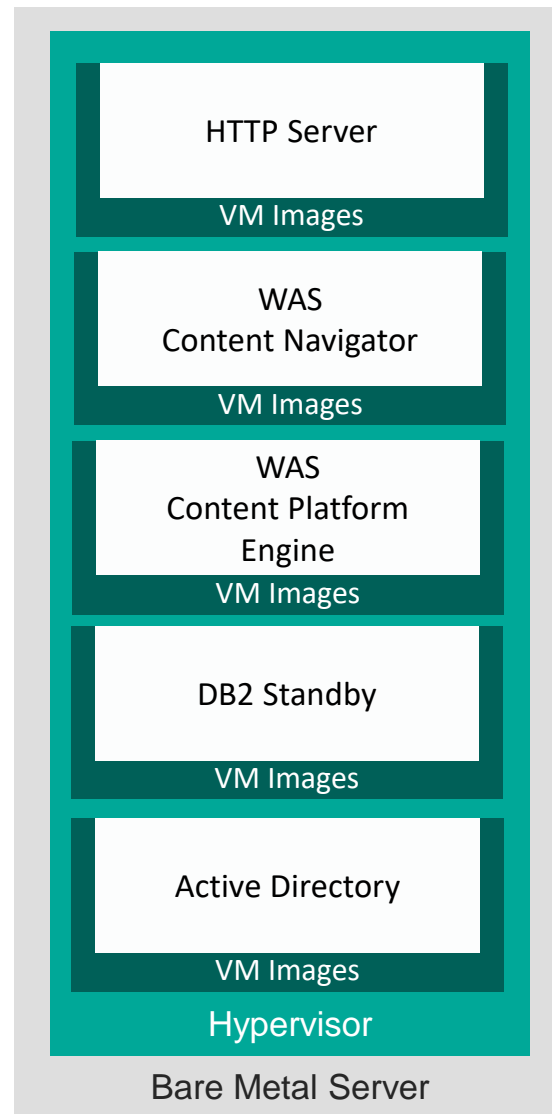
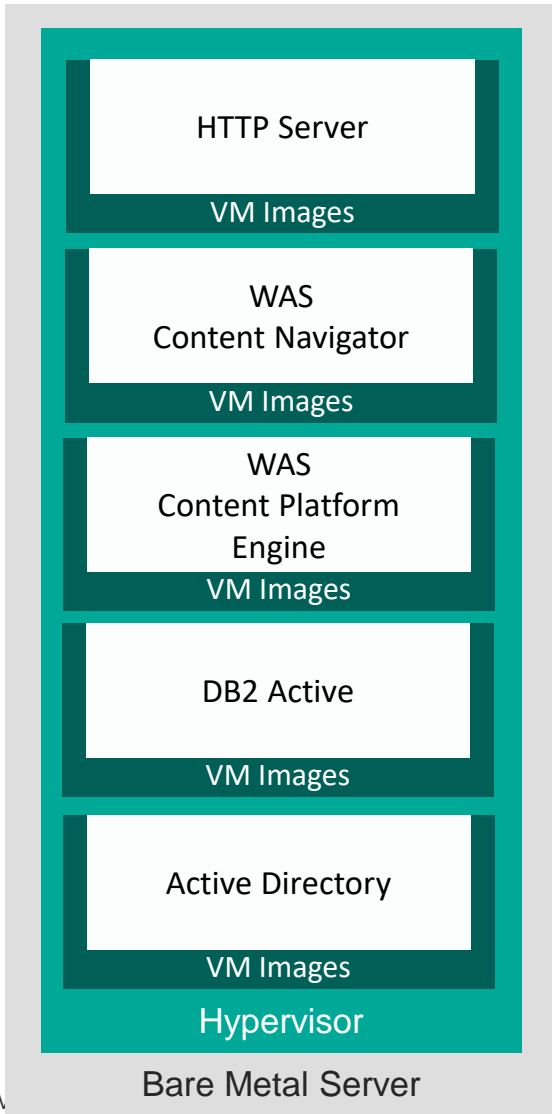


# Shared Customer Environment with High Availability (Default)



- Shared set of bare metal machines
- A Virtual Private Environment runs the virtual machines of multiple customers
- Separate encryption keys, virtual machines, and virtual private networks isolate the customer environments

# Dedicated Customer Environment with High Availability (additional charge)

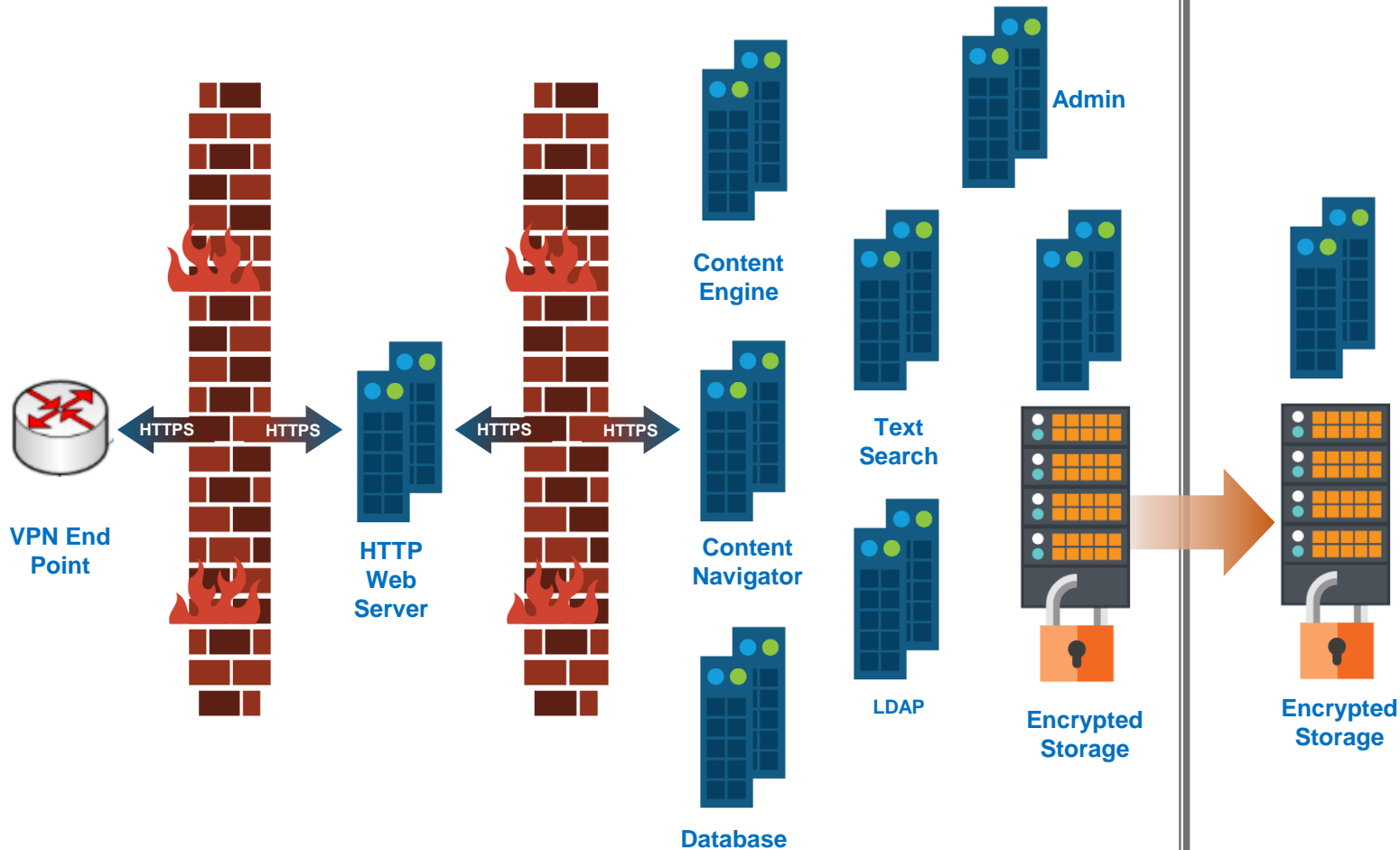


A Dedicated Environment runs the virtual machines of a single customer

The drives store the data of a single customer

# Disaster Recovery with Replicated Data (default)

## Primary Data Center



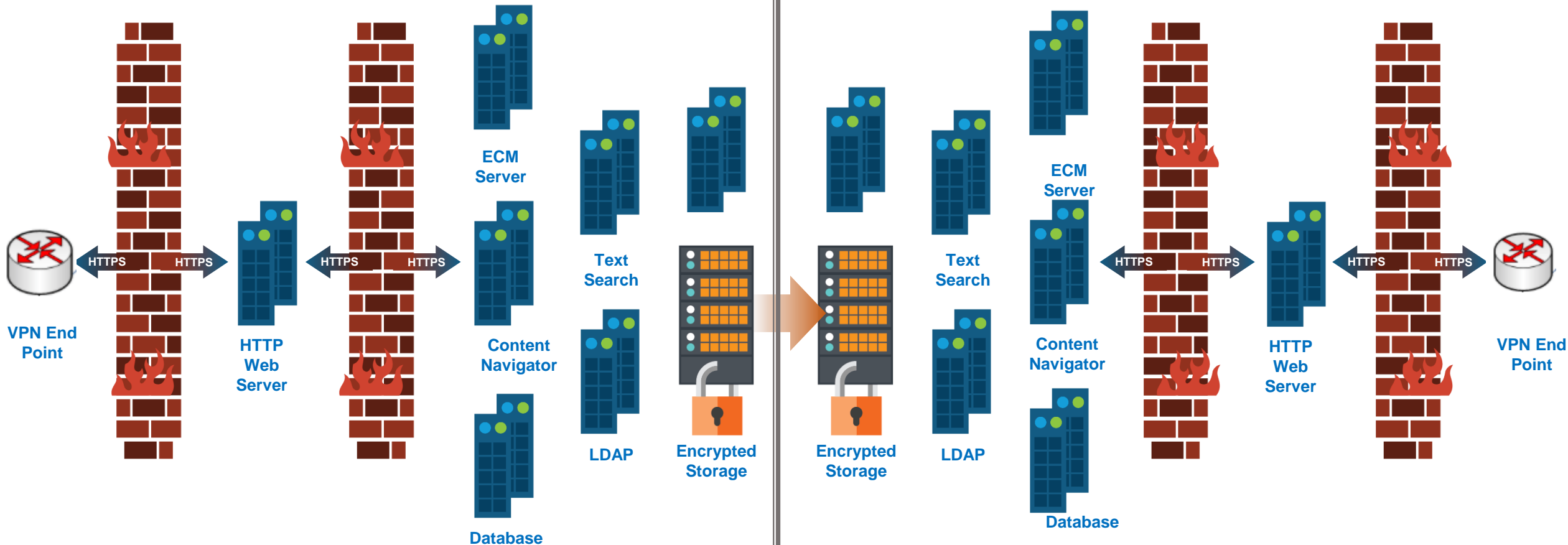
## Secondary Data Center (different location)

- Asynchronous replication of VM images, backups, metadata, and content
- Secondary data center servers are provisioned after a take over
- May take a few days or longer

# Disaster Recovery with Redundant Environment (additional charge)

## Primary Data Center

## Secondary Data Center (different location)



Secondary data center servers are provisioned prior to a takeover for faster recovery