



Information Management software

IBM Content Manager

Manage, integrate and deliver critical information on demand



Highlights

- ***Provides a comprehensive, scalable and security-rich content management solution***
- ***Enables users to work with electronic information practically anytime, anywhere***
- ***Extends information across diverse business solutions and processes***
- ***Scales horizontally and vertically, from Microsoft Windows platforms through mainframes***
- ***Integrates with IBM FileNet Business Process Manager software via event-enabled content***

Supporting the need for on demand information

With business moving at the speed of now, users require on demand access to information anytime, anywhere. Businesses run on information—including structured information, or data, as well as unstructured information, or content. Content, which can represent up to 85 percent of the information an organization processes, includes formats such as documents, images, e-mail, instant messages, digital media, and HTML- and XML-based Web content. The challenge is to capture, organize, store, manage and deliver this disparate information in a security-rich manner within the business processes that today's enterprise environments demand.

IBM Content Manager software is a scalable enterprise content management (ECM) solution that can help you to leverage digital information for optimum impact. The software manages

virtually all types of content with support for a breadth of platforms, databases and applications, providing the base for an agile ECM framework.

IBM Content Manager Enterprise Edition software includes the IBM Content Manager server and client software for Linux®, UNIX® and Microsoft® Windows® platforms, as well as availability of the IBM Web Interface (WEBi), the Web-based, customizable client interface for content access from either Microsoft Internet Explorer or Mozilla Firefox Web browsers. IBM Content Integrator 8.5.1 software provides comprehensive federation capabilities for leading content management repositories. IBM Content Manager for z/OS software provides the server on the flagship mainframe operating environment for the IBM System z® platform.

Helping to optimize flexibility

IBM Content Manager software supports universal access to content while preserving system performance, whether configured for a single installation or a distributed environment. The software can enable optimum flexibility, accelerate application deployment and help lower total cost of ownership, along with the following capabilities:

- *Supports the repository services and infrastructure platform for content management solutions from IBM, such as production imaging, case management, compliance in a regulated life sciences environment, compliance with records management, document lifecycle management, e-mail management for IBM Lotus Notes® or Microsoft Exchange Server, digital media and Web content management products*
- *Offers a powerful and expressive XML-ready data model; Java™, C++ and Web services programming interfaces; and an integrated hierarchical storage manager that supports hundreds of storage devices and media types*
- *Scales horizontally and vertically— from Microsoft Windows platforms through mainframes— with enterprise features such as replication to store and manage objects in multiple locations and application-transparent content caching*

Supports 2007 Microsoft Office System XML file formats

Content Manager software includes support for the 2007 Microsoft Office System XML file formats, so you can:

- *View, manipulate and annotate Microsoft Office XML documents within the Content Manager Client for Microsoft Windows, the eClient viewer applet or custom solutions built using the Java viewer toolkit.*
- *Add Multipurpose Internet Mail Extensions (MIME)-type definitions to tell your application how to handle the XML file formats when objects are retrieved from the resource manager.*
- *Perform content manager server-side document conversion with access to document manipulation and document annotation services.*
- *Index and perform text search for documents created using the XML file formats.*

Offers excellent flexibility with workflow functions and full-text search capabilities

With full-text search capabilities for both metadata and text-based documents (Content Manager Enterprise Edition only), Content Manager software is designed to help users easily locate pertinent information. Document routing functions support a document-centric workflow capability that enforces business rules at each step. Document routing functions include:

- *Graphical workflow builder.*
- *Decision points (based on attribute values).*
- *User-defined actions and action lists.*
- *Parallel routing.*
- *Business application mode.*
- *Support for and implementation of sub-processes.*

Manages printed output

By leveraging the technology behind IBM Content Manager OnDemand software, an electronic report management and e-statement solution that enables high-volume capture of computer output, IBM Content Manager Enterprise Edition software helps bring efficiency to the management of printed documents. For example, you can organize and store virtually any printed output for quick and easy retrieval, enhancing employee productivity and customer service. You can also extend electronic bill presentment and payment (EBPP) alternatives to your customers so they can access archived bills and statements from your Web site.

Leveraging robust scalability

IBM Content Manager software supports a multi-tier, scalable and distributed architecture. It 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 software leverage the storage management capabilities of IBM Tivoli® Storage Manager software to support a broad range of magnetic, optical and tape devices.*
- **Data Model**—*flexible data modeling capabilities allow applications to 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.*

- **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 IBM Content Manager application programming interface (API) toolkit and manages connections to the Library Server and one or more Resource Managers.
- **IBM WEBi**—an easy-to-use, highly interactive Web client for lightweight access to Content Manager Enterprise Edition and Content Manager for z/OS repositories. It employs open standards and supports Web 2.0 and Asynchronous Java and XML (AJAX) technologies.
- **eClient**—a browser-based thin client that provides the GUI to all of the current Content Manager repositories across all platforms. 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.
- **Content Manager Client for Microsoft Windows software**—the desktop client that provides out-of-the-box support for high-volume, high-performance applications. Capabilities include full-text search options, full support for multivalued attributes and version control for annotations.

The modular architecture of Content Manager software is fully Unicode-enabled and optimized to maintain security-rich central management control. It supports a range of configurations and environments, from

small workgroups to geographically dispersed organizations with thousands of users. IBM Content Manager software runs on the following:

- IBM AIX® for IBM System p® or IBM System i® platforms
- Linux on IBM System x® platforms—Red Hat Enterprise Linux and SUSE Linux Enterprise platforms
- Linux on System z platforms—Red Hat Enterprise Linux and SUSE Linux Enterprise platforms
- Sun Solaris Operating Environment for Sun UltraSPARC processors
- Microsoft Windows Server (x86 32-bit) platforms
- IBM z/OS® for System z platforms

Content Manager software supports IBM DB2® 9.5 and 9.7 databases, IBM WebSphere® Application Server 6.1 software, Java 5.0 and 6.0 platforms, and Internet Protocol Version 6 (IPv6), the next generation of the Internet Protocol. Additional support includes industry standards and protocols, including HTTP, Simple Object Access Protocol (SOAP), FTP, Real Time Streaming Protocol (RTSP), Java Database Connectivity (JDBC), Open Document Management API (ODMA) and structured query language (SQL).

New features in version 8.4.2

IBM Content Manager Enterprise Edition 8.4.2 software rolls up a number of incremental enhancements previously delivered on the prior version

8.4.1 release, and adds support for the latest levels of prerequisite software.

Updates include the following:

- **Enhanced document handling capabilities**
 - Synchronized scrolling support
 - Improved thumbnail navigation
- **IBM FileNet® Business Process Manager integration enhancements**
 - New document event support
 - Support for system-defined attributes
 - Better administration and management capabilities
- **64-bit library server support on AIX, Solaris SPARC and x86 Linux platforms**
- **Improved API logging**
- **Security enhancements**
- **Error handling improvements**
- **Upgrades directly from versions 8.3, 8.4 and 8.4.1 with no migration**

IBM Content Manager for z/OS 8.4.2 software also provides a number of enhancements from the prior version 8.4.1 release, along with support for the latest levels of prerequisite software. Updates include the following:

- **Full text-search support (previously available only in Content Manager Enterprise Edition software)**
- **A high volume batch ingest utility**
- **Resource Manager Asynchronous Delete enhancements**
- **IBM FileNet Business Process Manager integration enhancements**
- **Toolkit support for multiservers with ICMCONFIG**
- **Logging and trace enhancements for SysAdmin**
- **Security and error handling improvements**
- **Upgrades directly from versions 8.3, 8.4 and 8.4.1 with no migration**



IBM Content Manager Starter Pack

The IBM Content Manager Starter Pack offering provides full content management functions at an introductory price. It helps customers address key business needs at an attractive price point while allowing trade-up licensing. Further, it provides an excellent value for investment in a dynamic content management system that helps optimize return on investment (ROI) and helps minimize the payback period in the short term. Quick rollout in a modular fashion—with full functionality on a multi-tier distributed architecture—is afforded with the IBM Content Manager Starter Pack offering.

Providing a robust and open framework

IBM Content Manager software is designed to be fully open. With a robust set of APIs, the full spectrum of content management function is available to application developers and integrators. APIs, including Web services, XML services, JavaBeans and the core Java and C++ API, handle different types of content for unified search, retrieval, workflow, access control management and system administration. Core APIs and Web services are optimized for optimal performance control to the application. Web services can be deployed on both the Content Manager Enterprise Edition and Content Manager for z/OS platforms, allowing applications to be integrated with Content Manager software regardless of programming language or platform. The XML support in Content Manager software delivers the capability to capture and manage documents

adhering to specific XML schemas, such as industry-specific schemas, in a common content repository—allowing for comprehensive automation of capture, management and records management of XML documents.

Implementing a security-rich and easy-to-manage content management environment

IBM Content Manager software provides a common system administration interface for administering content and servers such as Microsoft Windows and IBM z/OS platforms, managing users and groups, as well as supporting federated access to Content Manager distributed repositories. This can help reduce costs and improve manageability. Content Manager software can deliver a comprehensive, open and scalable platform to help you manage your important business processes and information assets. IBM Content Manager software can streamline information management across your organization to increase productivity and help your business respond faster to customer and marketplace needs as an integral component of your agile ECM environment.

For more information

To learn more about IBM Content Manager software, please contact your IBM marketing representative or an IBM Business Partner, or visit:

ibm.com/software/ecm

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