

IBM Software Services for Enterprise Content Management

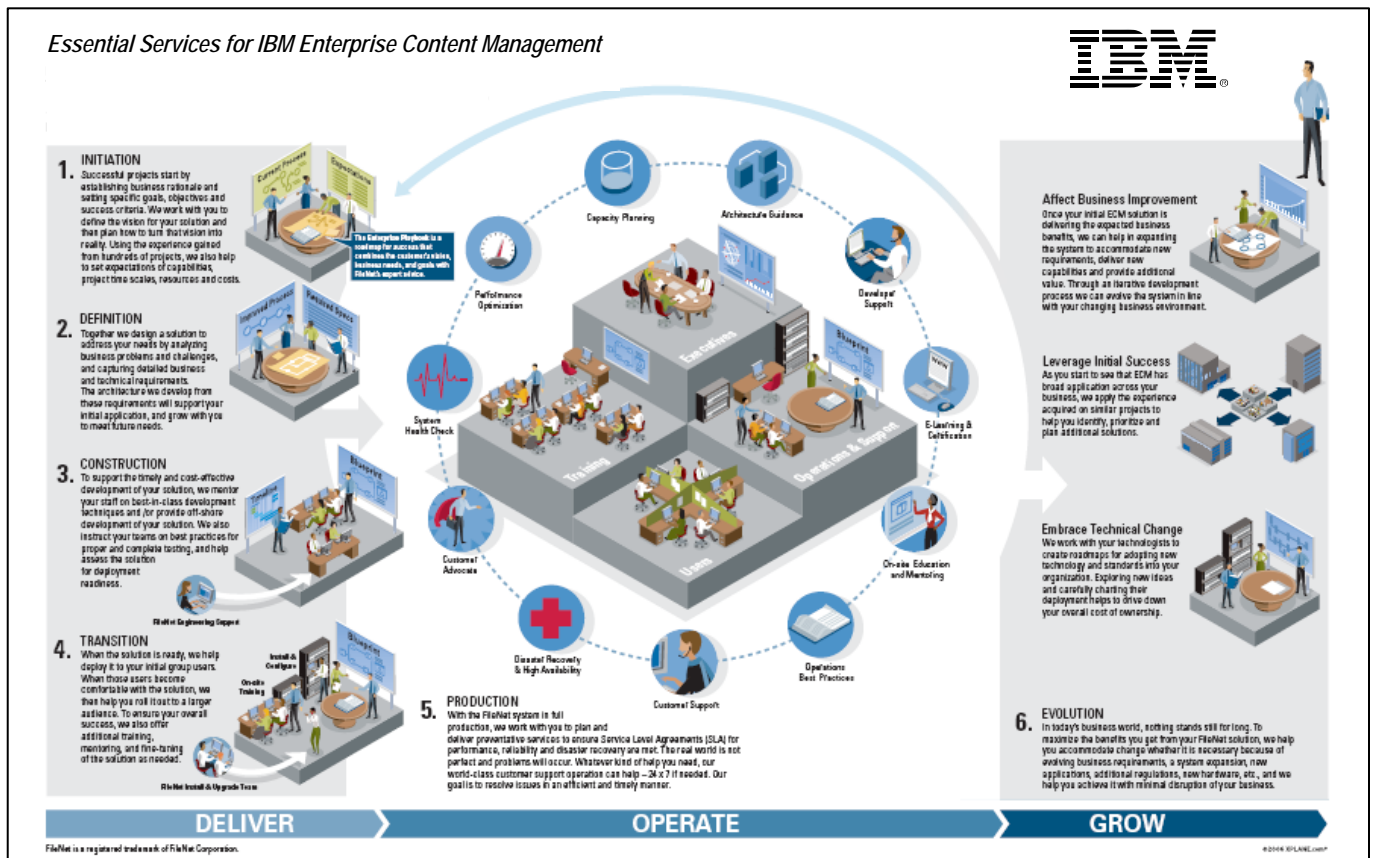


IBM **Information Management** software

# Essential Services for IBM Enterprise Content Management



IBM Services for Enterprise Content Management help you maximize the return on investment in IBM ECM technology. Throughout the lifetime of your IBM ECM systems, our experts guide, mentor, and support your efforts to meet your business requirements and achieve maximum value. IBM ECM Services are specifically designed to assist whether you are deploying your first ECM application, running a large system in production, or rolling out ECM to your entire organization.



**Deliver**

The services we deliver when you start your life with IBM Enterprise Content Management result in a business solution that addresses your every need.

**Initiation**



Successful projects start by establishing business rationale and setting specific goals, objectives and success criteria. We work with you to define the vision for your solution and then plan how to turn that vision into reality. Using the experience gained from hundreds of projects, we also help to set expectations of capabilities, project timescales, resources, and costs.

**Definition**



Together, we design a solution to address your needs by analyzing business problems and challenges, and capturing detailed business and technical requirements. The architecture we develop from these requirements will support your initial applications, and grow with you to meet future needs.



### Construction



To support the timely and cost-effective development of your solution, we mentor your staff on best-in-class development techniques and/or provide development of your solution. We also instruct your teams on best practices for proper and complete testing, and help assess the solution for deployment readiness

### Transition



When the solution is ready, we help deploy it to your initial group of users. When those users become comfortable with the solution, we then assist you with rolling it out to a larger audience. To ensure your overall success, we also offer additional training, mentoring, and fine-tuning of the solution as needed.

### Operate

Once the solution is running in a steady state, Services are available to ensure it performs optimally.

### Production



With the solution in full-scale production, we work with you to plan and deliver preventative services to ensure Service Level Agreements (SLA) for performance, availability, and disaster recovery are met. The real world is not perfect and problems will occur. Whatever kind of help you need, our world-class customer support operation can help - 24 x 7 if needed. Our goal is to resolve issues in an efficient and timely manner.

### Grow

When it's time to look at future expansion and enhancement of your IBM ECM investments, we're here to help - every step of the way.

### Evolution

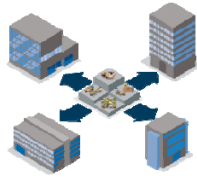
In today's business world, nothing stands still for long. To maximize the benefits you get from your IBM ECM solution, we help you accommodate change whether it is necessary because of evolving business requirements, a system expansion, new applications, additional regulations, new hardware, etc., and we help you achieve it with minimal disruption of your business.

### Affect Business Improvement



Once your initial ECM solution is delivering the expected business benefits, we can help in expanding the system to accommodate new requirements, deliver new capabilities and provide additional value. Through an iterative development process we can evolve the system in line with your changing business environment.

### Leverage Initial Success



As you start to see that ECM has broad application across your business, we apply the experience acquired on similar projects to help you identify, prioritize, and plan solutions.

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### Embrace Technical Change



We work with your technologists to create roadmaps for adopting new technology and standards into your organization. Exploring new ideas and carefully charting their deployment helps to drive down your overall cost of ownership.

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