



IBM Consulting Services for Enterprise Content Management

From Our Customers

“The [IBM ECM] Consulting Services staff understands content management inside and out. They immediately assigned a Project Manager who listened to us describe our problems. Then they developed exactly the solution we needed. They were with us from the beginning, right through planning, implementation, and to the successful conclusion of the project.”

Brian Hicklin
Applications Support Manager
Post Office Pensions, United Kingdom

Today’s technology is not only growing more complex, but is changing faster than ever. To be both competitive and an industry leader, organizations must have technology partners that can provide them with total business solutions - technology and the expertise to make it work. Finding these partners is not always an easy task. In addition to evaluating the best technology options, companies must also look at a service provider’s ability to understand their unique challenges and meet their specific business needs.

Essential Services for Total Solutions Consulting Services from IBM Enterprise Content Management (ECM) are essential for successfully transforming your technology investments into total business solutions. We have more experience in the successful design, development, and deployment of IBM ECM solutions than anyone else. We take the time to learn about your business issues and requirements to ensure the solution we deliver is the one you want and need. We can help your team build the ultimate business solution through:

- In-depth business needs analysis
- Best practice recommendations
- Proof-of-concept prototype builds
- Project staff augmentation
- Enterprise initiative planning

We know how technologies can be used to solve specific business issues and achieve your objectives. By utilizing our proven project methodology, we ensure your project is delivered according to a defined schedule and budget. Most important, we have the team and the resources to deliver on the promise of total solutions and total success.

IBM ECM Consulting Services has delivered solutions to customers worldwide for more than a decade. Our experience spans a broad range of industries that include insurance, financial services, manufacturing, utilities, telecommunications, government, and other major markets. Through a close working relationship with our product development and support teams, our consultants ensure that your IBM ECM solution will perform as intended.

Certified Professionals Help You to Succeed

For a project to be successful, it must be staffed with the right people who adhere to the right methodology. We employ only exceptionally experienced and accomplished professionals with the highest level of IBM ECM product knowledge in the industry. All ECM consultants participate in the IBM Certified Professional program, which tests and



confirms their extensive technical knowledge of IBM ECM products. To ensure they have the broad technical expertise you require of your business partners, our consultants also participate in other leading certification programs, including Microsoft® and Oracle®.

Our Methodology Supports Your Success

Our comprehensive project methodology provides the foundation for our Consulting Service offerings. We base our methodology on industry best practices, as well as high-level development standards. Modeled after the Project Management Body of Knowledge approach set forth by the Project Management Institute (PMI), this approach incorporates your teams' core competencies with our team's capabilities to satisfy your specific business requirements. This approach allows us to consistently:

- Deliver solutions that exceed expectations
- Complete projects on-time and within budget
- Minimize project risks
- Align projects with long-term business goals
- Collaborate for a seamless transfer of knowledge

Delivering on Our Promise

By combining technical expertise, product knowledge, and proven project methodology, IBM ECM Consulting Services delivers on the promise of providing total business solutions. Let us help you maintain your competitive edge with Services built around:

- Project Management
- Staff Augmentation
- Enterprise Initiative Planning
- System Design and Development
- Architecture Planning
- Solution Prototyping
- Custom-Defined Services

Whether your project is simple, highly complex, limited to a single business unit, or intended for a global organization, IBM ECM Consulting Services has the experience and know-how necessary to help you achieve success.

Contact

To learn how IBM ECM Lab Services can help meet your business needs, please contact your local Lab Services representative at <http://www.ibm.com/software/data/services/contacts.html>.

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USA

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