



IBM Content Management Services for Enterprise Content Management

Overview

IBM Content Management Services for ECM

An ECM solution that meets your specific business needs requires a services partner who knows the software.

IBM Content Management Services from IBM ECM Lab Services are essential in helping you transform our technology into a total business solution.

The Issue

You know the ability to make the right decision is directly affected by how quickly you can access quality information. Information must be judiciously captured, managed and secured stored in order to guarantee that it is accurate. But information is only empowering if it is accessibly by people and processes at the time it is actually needed.

You've chosen IBM ECM Content products to help empower your organization - you need a Services partner with the competencies to turn the software into total business solutions.

The Solution

IBM ECM Lab Services (Lab Services) is that services partner. No one can provide the help you're looking for better than we can. We wrote the book on Content Management – and no other Services partner offerings can provide a faster return on investment than installation, training and mentoring services from Lab Services.

Putting It All Together

Our long history of successful content management implementations has given us the experience to deliver better solutions

and faster deployment schedules that anyone. No one understands the product better and no one can install it quicker, or train and mentor your teams with better results, than we can. Our methodology is built to allow your staff to work along side our technical experts to quickly acquire the knowledge necessary to manage Content solutions on their own.

Lab Services:

- Has more experience at successfully implementing Content products than any other Services partner
- Works closely with IBM ECM product development to understand the software better than anyone else
- Provides expert resources to assist you to identify design specifications, develop implementation plans, prototype, and deploy IBM ECM software

Implementing IBM ECM Content management software is more than just installing the software. Your needs are unique, and Content services from Lab Services are essential to getting you where you want to go.

Proven Methodology

We follow a proprietary Services methodology that begins with thorough planning and solid concepts,



builds on best practices, and finishes with the expert support only IBM can provide. Our methodology includes these major tasks:

Kick-Off Meeting – Working with your Project Team, we identify your requirements, help set expectations, identify pre-requisites, tasks and deliverables, assign roles and responsibilities, and finalize the project plan.

Platform/Architecture Review – We review your hardware, operating system and site-specific software and deliver the Platform/Architecture Document.

Software Installation – Working in conjunction with your technical staff, our Technical Consultant will install the IBM ECM software. Sample documents are loaded in the system and routine testing is performed. Working with your team assures appropriate system configuration choices and eases the transition of support to your staff.

Product Demo – After the functionality tests have been successfully executed, the system is demonstrated to your Project Team, which provides an opportunity for best practices training.

System Admin Training – This on-the-job training includes a review of routine maintenance, possible backup methodologies and problem reporting.

Tangible Benefits

Lab Services delivers on the promise of total business solutions with the technology expertise, industry knowledge, and proven project methodology to help turn your technology investment into a real solution that addresses your unique business needs. These benefits include:

- Leveraging a team of highly experienced professionals that understand your unique business goals
- IBM ECM–specific knowledge transferred to your staff by the people who know it best
- Faster deployment times
- Systems certified for IBM Customer Service and Support

We provide expert resources to assist you to identify design specifications, develop implementation plans, prototype, and deploy IBM ECM products. After all, we built the software, so who better to implement it.

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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