

# IBM Mentoring Services for Enterprise Content Management

## Overview

### *Examples where MENTORING SERVICE have helped our clients*

- *Defining the project team*
- *Reviewing training requirements*
- *Defining/reviewing the project plan*
- *Reviewing business requirements*
- *On-site mentoring of client team*
- *Joint application design sessions*
- *Documenting 'as is' processes*
- *Documenting 'to be' processes*
- *Reviewing customer-supplied workflow design document*
- *Developing sample workflow design document*
- *Helping with developing a workflow design*
- *Return-on-Investment analysis*
- *Reviewing existing product configuration*
- *Advising on code reuse possibilities*
- *Assisting with development of process-centric applications*
- *Providing recommendations in best practices and principles on BPM application development*

With more than two decades of providing leadership in the field of Enterprise Content Management (ECM), IBM ECM Lab Services (Lab Services) has the finest and most seasoned ECM consultants available in the industry. By combining a solid set of skills with proven expertise in the design and implementation of ECM technology, we can give you the leg-up you need on any IBM ECM project.

We understand the ECM environment – it is robust, unique and sometimes quite complex. Mentoring Services can help your teams address these complexities with on-site assistance to ensure success with your ECM projects. Whether it's IBM ECM platform or a product you'd like assistance with, we're here to help.

**The Advantage of Real-World Experience**  
Our years of experience in real-world business process and workflow planning, design and implementation allows us to make practical recommendations on all types of IBM ECM platform and product projects. We can help with:

- Translating business requirements into features and functions
- Creating your design documents – the blueprints for your ECM solutions

- Forecasting design and development schedules
- Making sure that both out-of-the-box functionality and custom requirements are considered and included as necessary
- Creating and presenting process designs and development techniques
- Providing guidance in designing and developing solutions to solve specific business problems

**Enabling You to Make the Right Decisions**  
Our experience has shown that the most successful projects begin with a clear and shared understanding of the 'as is' process. Using a workshop approach in conjunction with our own process mapping toolkit, we document current processes, and more important, use our expertise to design and build the desired 'to be' processes. In addition, our Analytics and Simulation modules can be used to identify other process improvement opportunities. When these tasks are completed, a review of your potential Return on Investment benefits can be undertaken, enabling design decisions to be cost-justified as part of the overall project.

### **Providing Guidance and Assistance When You Need It**

Learning how best to implement, expand and maintain IBM ECM technology starts when your teams attend formal IBM education



classes. Mentoring Services then expands upon the principles and practices outlined during this training – your teams will feel more confident in their abilities knowing that we're working right along side them.

Whether you'd like assistance on our platform or with one or more of our many products, Mentoring Services can help. We'll provide you with the best methods for maintaining your systems, managing an ever-increasing database, converting to a new system, or we can help with any other type of system management requirement. We can also help you plan, design and build new workflows, assist with your records management initiatives, or simply help manage any of your ECM projects.

#### What This All Means

To get a better idea of what we can do to help your organization, let's take a look at what we might do on a typical ECM project.

- Help define what the current process looks like
- Define what the new process will look like
- Build and test the new process
- Create the development specification document
- Coach the team on application development techniques
- Advise on the re-use of custom code
- Share application design techniques
- Perform a return on investment review

For platform projects, we can:

- Plan and review the enterprise architecture
- Coach on system performance best practices
- Help plan disaster recovery options
- Advise on upgrade planning
- Review conversion and migration plans

Whatever assistance you require, Mentoring Services can help.

#### 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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