

Essential Services for the FileNet Enterprise

FileNet Services help you maximize the return on your investment in Enterprise Content Management. Throughout the lifecycle of your FileNet system, our experts guide, mentor and support your efforts to meet your business requirements and achieve maximum value. FileNet 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.



An IBM® Company

To find out how FileNet Services can help your organization, please contact us at 1.800.FileNet, or visit us at www.FileNet.com



1. 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 time scales, resources and costs.



The Enterprise Playbook is a roadmap for success that combines the customer's vision, business needs, and goals with FileNet's expert advice.

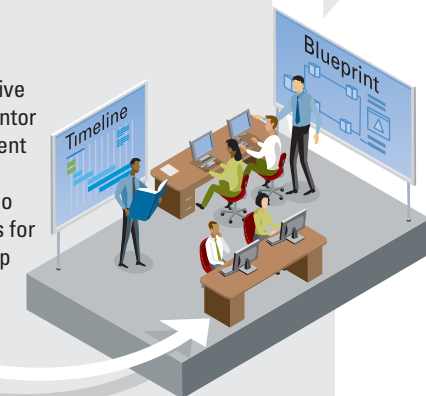
2. DEFINITION

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 application, and grow with you to meet future needs.



3. CONSTRUCTION

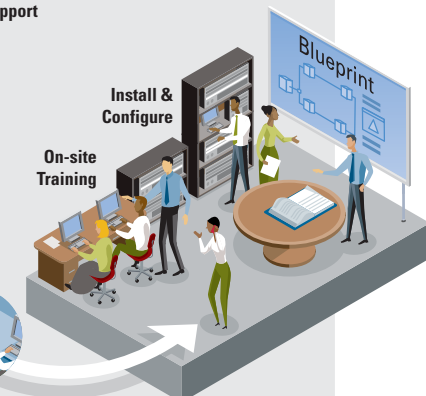
To support the timely and cost-effective development of your solution, we mentor your staff on best-in-class development techniques and /or provide off-shore development of your solution. We also instruct your teams on best practices for proper and complete testing, and help assess the solution for deployment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



FileNet Engineering Support

4. TRANSITION

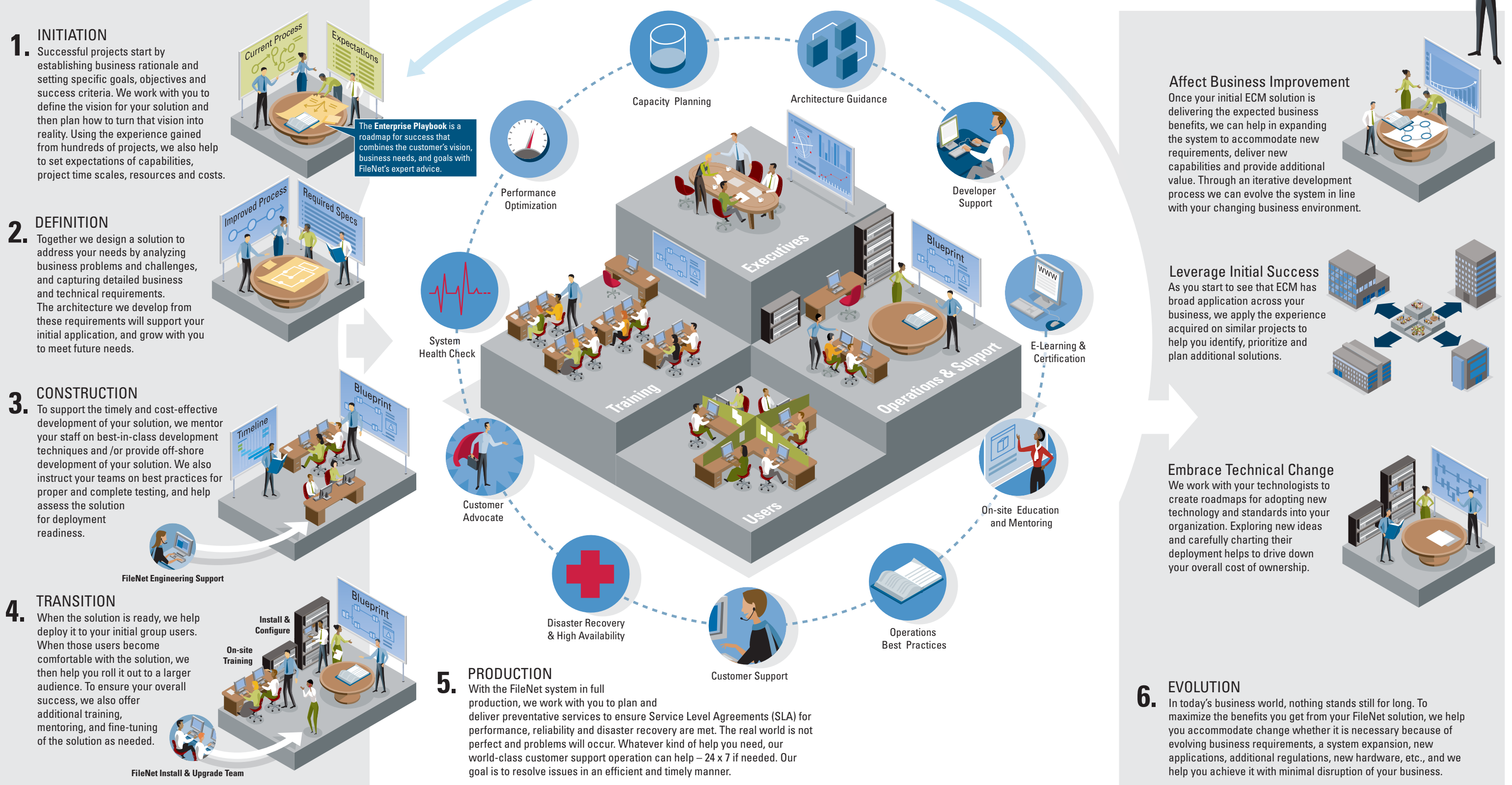
When the solution is ready, we help deploy it to your initial group users. When those users become comfortable with the solution, we then help you roll it out to a larger audience. To ensure your overall success, we also offer additional training, mentoring, and fine-tuning of the solution as needed.



FileNet Install & Upgrade Team

5. PRODUCTION

With the FileNet system in full production, we work with you to plan and deliver preventative services to ensure Service Level Agreements (SLA) for performance, reliability 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.



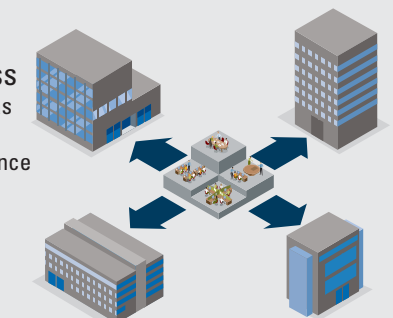
Affect Business Improvement

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 additional solutions.



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.



6. EVOLUTION

In today's business world, nothing stands still for long. To maximize the benefits you get from your FileNet 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.

DELIVER

OPERATE

GROW