

Managing enterprise content for digital automation



Help employees quickly find information and collaborate

Employees who rely on manual processes may need hours—or even days—to retrieve needed information.

With automated content management capabilities, you can speed up those manual processes to enable digital transformation, centralize content repositories, and automatically integrate structured and unstructured content into business processes.

Quickly find and gain insight from content, and share useful information with employees, customers and partners to:

- Increase productivity and collaboration
- Trust the content feeding your business processes
- Protect content from fraud
- Meet governance and compliance regulations for retention, access and legal action
- Understand what your content is revealing about customer sentiment, product quality and workplace productivity

80%

Amount of enterprise information that resides outside of databases.¹



ENABLE TRUE DIGITAL TRANSFORMATION

Make enterprise content readily accessible and easier to govern

Automated content management can give your teams the tools they need to find information fast—and collaborate. By helping people access the information they need when it's needed, even across unstructured sources such as email, video files and social media, you can dramatically increase workforce productivity.

And, by reducing manual processes with automated content management, you can realize operational cost savings, better manage and retain information wherever it resides, provide secure access by role and responsibility, and manage legal holds and e-discovery.

IBM Content Foundation unifies and integrates content across business operations

With IBM® Content Foundation, you can tap into siloed information and provide unified content access. Capture data from various repositories, extract and share it as needed, and boost informed collaboration.

Deriving value from content requires integration across your business. Content management solutions from IBM enable you to deliver transactional and business content to people, processes and devices. The solutions provide seamless content integration into line-of-business applications and support for large-scale business transactions, and can be deployed departmentally or globally, depending on your business needs.

Automate content management to increase productivity and operational scalability

SUCCESS IN TELECOM AND SERVICES

Telecom speeds content accessibility

A large telecom company serving 200,000 users brings in 5.6 million documents a day, and already stores more than 700 million documents. With automated content management from IBM, employees use enterprise search capabilities to **access any document in the system in a nanosecond.**

Midsized company saves millions

Ferservizi, a provider of back-office services to Italy's main railway operator, digitized their invoices and pay slips with content automation, **saving EUR2 million in printing and postage costs.**

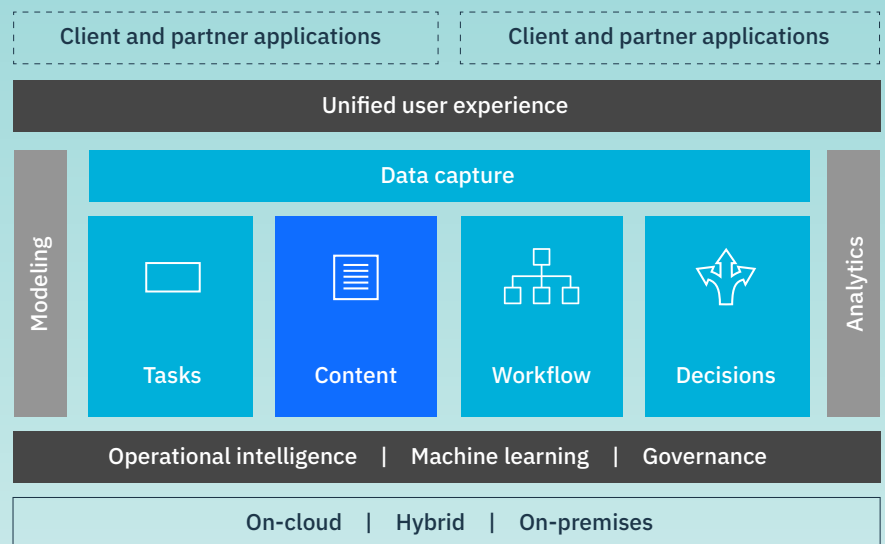
YOUR BENEFITS

Is automated content management right for you?

Use automated content management if you are looking to:

- Help employees make consistently good decisions with easy access to the right content at the right time, by role
- Speed delivery of products and services with faster business processes
- Use auditing, tracking and reporting to see who is viewing or altering documents
- Securely allow people outside the firewall to access and share content
- Protect the integrity of data during legal e-discovery
- Reduce risk by retaining content only as needed to meet regulations and records-management policies
- Deploy a highly scalable content management solution on-premises, in the cloud or in a hybrid environment

IBM Automation Platform for Digital Business



THE JOURNEY TO AUTOMATION

Automate business operations at speed and scale

Using automation to derive faster value from content is one of the many capabilities provided within IBM Automation Platform

for Digital Business. The integrated platform supports a range of critical business functions—from repetitive tasks and content management, to workflow orchestration, data capture and complex decision making. By employing automation across the business, you can support the

work your teams perform with digital labor to dramatically scale operations. Use any area of automation as an entry point into the platform's capabilities, and realize the scalability, productivity and enhanced customer experience you want in your digital transformation.

TO LEARN MORE about IBM Content Foundation, visit: ibm.com/us-en/marketplace/ibm-content-foundation

TO LEARN MORE about IBM Automation Platform for Digital Business, visit: ibm.biz/automation-platform



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1 Juliette Rizkallah, "The Big (Unstructured) Data Problem," *Forbes*, June 5, 2017.