

Major Provider Improves Workflow With FileNet

Overview

Description

- ✓ Document Management Solution

Software

- ✓ IBM FileNet Content Manager
- ✓ IBM WebSphere Application Server Network Deployment

Benefits

- ✓ Improves workflow capabilities
- ✓ Automates manual processes and reduces time and processing costs
- ✓ Ensures information security and accuracy

IBM FileNet

FileNet Content Manager provides comprehensive content management capabilities along with process management and connectivity to existing systems. Expanded ECM capabilities can be easily added for records management, large volumes of fixed documents, and for enhanced process management and connectivity.

Client Background

This major provider specializes in financing and servicing programs for vendors, distributors, dealers and resellers. With over 23 million customer touch points annually, the company's primary functions include financing, risk analysis, credit approval, order processing, billing and collections.

Business Problem

The company was in need of a central document repository to handle the thousands of documents which were spread across multiple users in the organization. In order to reduce processing time and costs, they desired an efficient document management solution. Requirements for this solution included superior functionality, single sign-on, and workflow capabilities – all with the ability to scale over time.

Solution

In an effort to increase their document management capabilities, the company saw the benefits of better control of unstructured content through IBM FileNet Content Manager. The solution provides centralized access to multiple repositories and enables ready-to-use workflow and process capabilities. With FileNet, the company is able to process work faster and facilitate the immediate reaction to customer demands by automating processes triggered by content-centric business and customer events. This enhances the net value of their organization and increases their competitive advantage.

Prolifics managed the implementation of FileNet with WebSphere Application Server Network Deployment, utilizing its robust foundation to ensure reliability and scalability for this central document repository project. The solution allows the company to automate and drive content-related tasks and activities, resulting in more accurate information and a reduction in time, generating a significant ROI. The completion of the high level design and solution ensures information security and reliability, storage management and drastically reduces time and resources spent searching for information. With this Information Management solution in place, this customer is poised for continued growth and increased customer satisfaction.



About Prolifics, a SemanticSpace Company

Prolifics is the largest systems integrator specializing in IBM technologies. Having garnered awards for its solutions and technical excellence across IBM's entire software portfolio, Prolifics provides expert services including architectural advisement, design, development and deployment of end-to-end SOA, Portal and Security solutions. SemanticSpace, Prolifics' parent company, is a global IT services firm providing application development, testing, application maintenance and outsourcing services. Bringing over 30 years of experience and a strong global presence across the US, Europe and Asia, the SemanticSpace companies offer clients end-to-end services combined with the market's most seasoned and skilled consultants and the dedicated care and attention that comes from a highly-specialized, boutique company. By combining application frameworks, prebuilt components, custom development expertise, a governance framework and a blended shore model, we help organizations decrease risk in complex software development and deployment investments, improve time to market and increase success of business strategy execution.



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