IBM Connections Enterprise Content Edition

Optimize content creation, collaboration, access and control for improved business outcomes

Highlights

- Enables tightly integrated social collaboration with robust content and document management

- Provides context to enterprise content with the ability to tag, like, comment on, download and follow people, folders and documents

- Optimizes investments by offering a consistent user experience across mobile, web and desktop environments

- Delivers the IBM Content Navigator user experience for rich document and content management, and includes the Content Navigator experience platform for developing custom applications

Business-critical content should come to you

Managing content is not file sharing, nor is it collaborating on a document that has been dropped into a team site for publication. For too long, content management has been about an individual, team or group of users chasing the information they need to complete a document and subsequently a project. People, organizations and businesses spend too much time weeding through incoming information for critical answers. Valuable details that exist with and surround the content are not linked to the people, knowledge and expertise they need to reach.

What if instead of going after the content, the content and related information came to you?

IBM® Connections Enterprise Content Edition (CECE) V5.2 can help you make that happen. CECE V5.2 is a product bundle that includes IBM Connections, Connections Content Manager 4.5 and many of the core components found in IBM FileNet® Content Manager 5.2, including IBM Content Navigator. Users can quickly create communities and customize them on the fly to include one or more social applications, such as profiles, wikis, blogs, forums, events, and most important, your content libraries for collaborating on projects.

CECE brings social networking and enterprise content management (ECM) together into one tightly integrated product offering. It is a single, people- and document-centric content system that enables businesses to interact with and manage content using social queues. These queues (or constructs) are embedded into the repository so users can take advantage of them regardless of their experience.

Connecting people to expertise

CECE connects your business users and knowledge workers to content across their professional social network (see Figure 1). To bring relevant information to the user, you can link natural language tags to content that is managed by an enterprise-class repository and content system—a repository that happens to interpret comments, likes and downloads. These social elements generate a contextual intelligence that turns ordinary content into content that proactively seeks out the right user, team and community. Content consumers can proactively follow the desired information, and content producers now have the context and ability to act instantly upon updated posts and comments. They can also view business-critical content through different lenses, such as by likes and downloads. All of this can improve an organization's ability to manage risk and help ensure information security.

Balancing business user control with a natural extension to ECM

Organizations today want to empower their employees with systems that are easy to deploy and access, but must balance that requirement with system maintainability and governance.

IBM Connections makes it easy to share ideas and activities and collaborate with others through wikis and blogs. You can extend Connections to share and manage content within IBM ECM solutions through the Connections library app (Connections Content Manager).

While the Connections user interface supports social collaboration and ECM, Content Navigator extends that experience across other IBM content management applications. Content Navigator also tightly integrates with Microsoft Office applications and external data sources and supports other content management systems that are Content Management Interoperability Services (CMIS)-compliant.

Content Navigator provides simple, seamless access and interaction to your critical data. It supports open standards, such as HTML5, JavaScript and Objective C, to deliver enhanced client and platform interoperability. In addition, customers and partners can leverage the Content Navigator out-of-the-box ECM and social collaboration capabilities with custom applications.
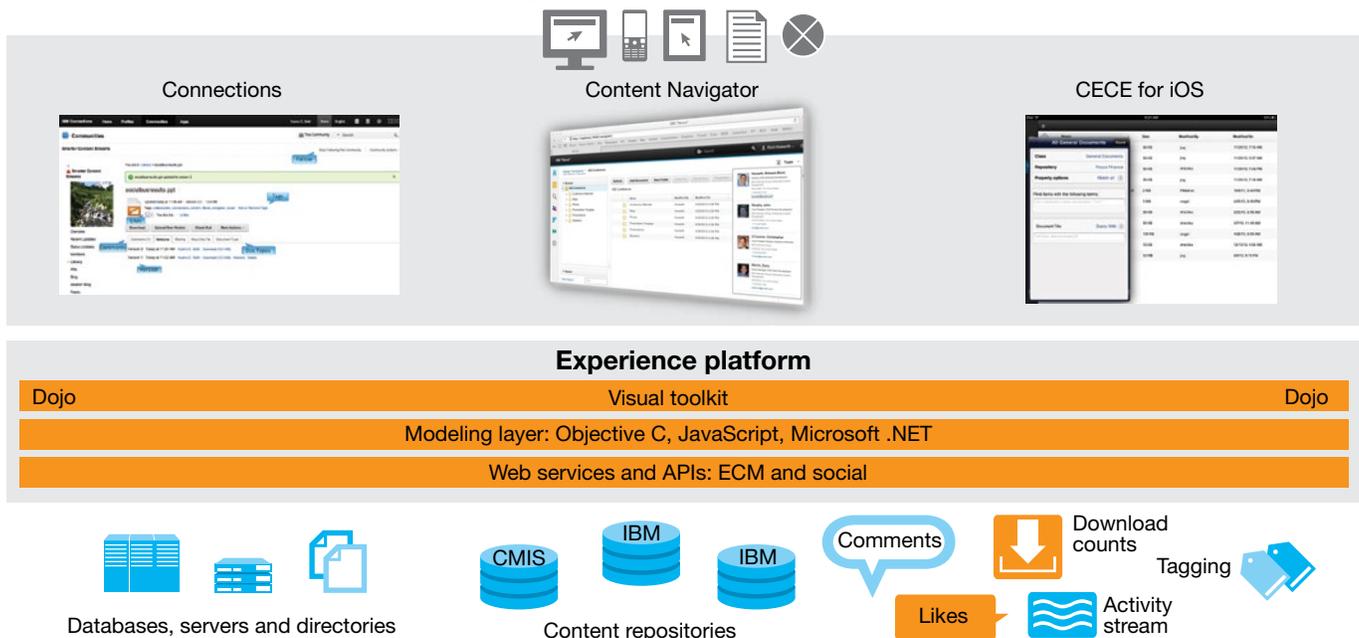

Figure 1. The CECE solution architecture.

Through Content Navigator, users can drag and drop content directly into the content management system, facilitating document check-in and versioning on the fly. They can locate content quickly by navigating folders and recent documents with smart searches accessed through their desktop tools. Email attachments from Microsoft Outlook or IBM Notes® applications can be redirected automatically to a scalable and security-rich IBM FileNet document repository, giving users a proactive way to manage email and maintain a single version of the truth.

Enhancing content and content-related workflows

CECE helps enhance the efficiency of content-related workflows. The included FileNet Content Manager software streamlines common tasks by automating content-related processes and setting up triggers. Employees can react more quickly to customer events, spend less time looking for important information and create more accurate data. Triggers can be intuitively initiated by users in CECE software through the selection of document types and properties.

To address the needs for content governance, CECE lets content administrators create tagging, classification, analytics, archive and retention policies. Administrators can establish best-practice guidelines and constraints for system deployment, security and decommissioning. The software creates a repository of record, enabling better retention of business content through predefined metadata and rules, which allows defensible disposal.

FileNet Content Manager software also includes electronic discovery capabilities to support legal and regulatory requirements that let users query specific information quickly within established retention guidelines. All of these capabilities can help your organization improve risk management and help ensure information security.
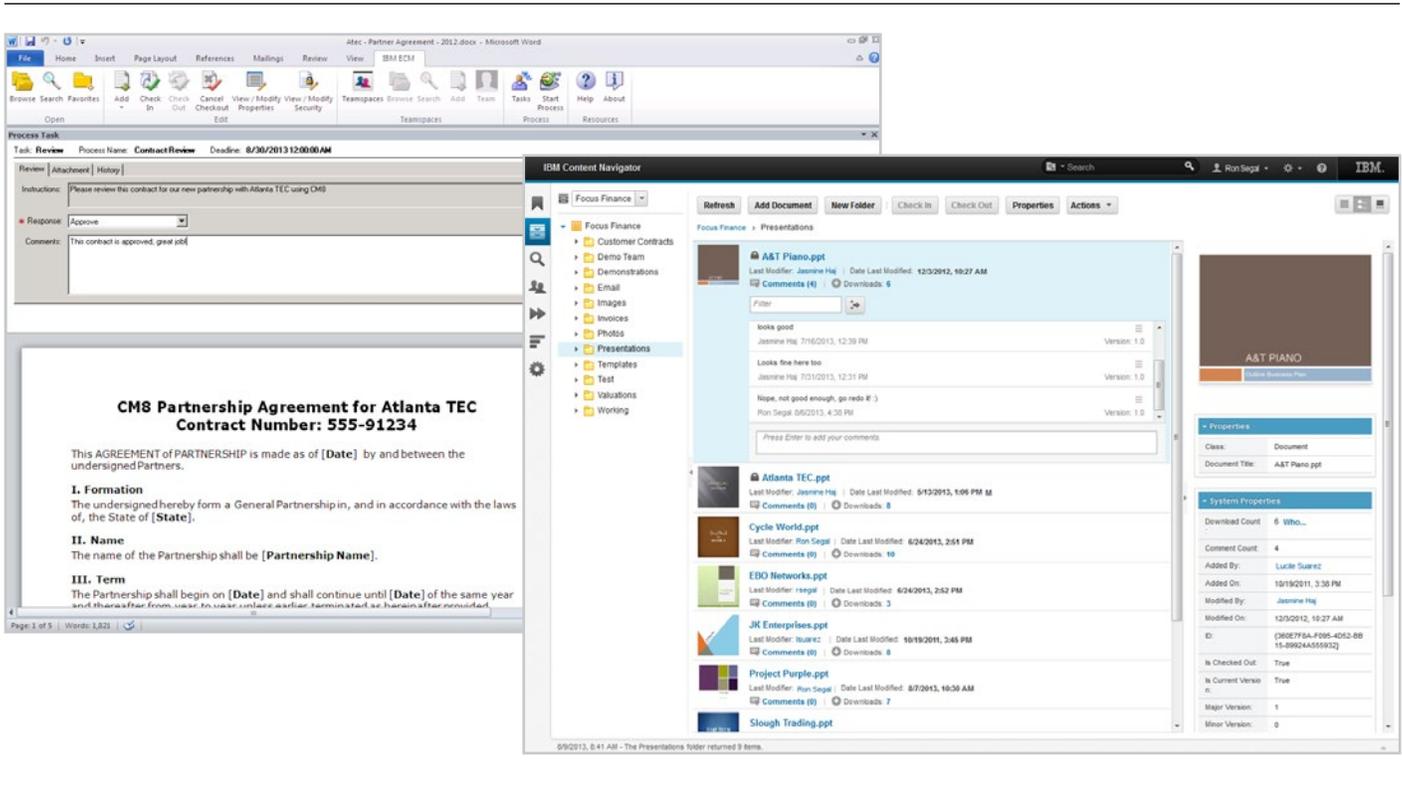

Figure 2. CECE creates an interactive collaboration experience. The left image shows integration with Microsoft Office. The right image shows some of the additional views you get with Content Navigator.

Leveraging existing IT investments

CECE is adaptable, flexible and scalable. Through Connections and Content Navigator, users can incorporate internal and external users, providing an interactive content collaboration user experience for information workers (see Figure 2).

Because they are based on open standards, organizations can easily leverage existing IT investments and add components to Connections or Content Navigator through one of many IBM Business Partner solutions or extend these capabilities through a robust set of application programming interfaces (APIs) from FileNet Content Manager, including CMIS. You can easily extend your social content management systems to include broader ECM capabilities, such as records management, content analytics, content collection, case management and capture. IBM Business Partners can also provide extensions to applications such as digital asset management, compliance and e-discovery.

About IBM ECM software

IBM ECM solutions help organizations harness the value of unstructured information for new insights and better business outcomes. Organizations that discover, recognize and act on the most relevant content can achieve breakthrough results. By putting the right content in motion—capturing, activating, socializing, analyzing and governing—organizations across all industries can transform their business with informed, timely decisions. More than 13,000 organizations around the world are succeeding with smarter content solutions from IBM.

For more information

To learn more about IBM Connections Enterprise Content Edition software, please contact your IBM Business Partner or local IBM sales representative, or visit: **ibm.com**/software/ products/us/en/connections-ecm