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EMC Content Management
and Archiving

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where information lives[®]

Product Summary Guide
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When information comes together,
your business evolves and grows.



unified.

Benefits of content management and archiving

Among the most valuable assets in any business are the various forms of information that represent years and decades of an organization's accumulated knowledge and intellectual capital. This information—including product specifications, marketing collateral, web pages, customer service data, supplier contracts, e-mail messages, photographic images, and so on—is often referred to as enterprise content, and it represents an enormous investment in intellectual capital, time, and money.

How you manage, share, use, and archive that information may make the difference in your organization's success in the 21st century. And that's how EMC can help.

The five key benefits of EMC® content management and archiving solutions include:

- **Compliance:** EMC products enable you to adhere to laws, regulations, and standards imposed by the government, regulatory bodies, or internal policies.

For example, EMC Documentum Compliance Manager enables you to create, review, approve, and distribute content within an audited, tightly-managed environment, especially valuable for organizations in the life sciences, manufacturing, utilities, government, high technology, and financial services sectors.

- **Efficiency:** EMC products increase operational effectiveness by automating manual processes and enforcing business rules.

For example, as an electronic data capture system EMC Captiva InputAccel enables users to capture information from virtually any paper or electronic source, transform it into usable, business-ready content, and deliver it into a variety of back-end systems.



- **Productivity:** EMC products improve individual and team productivity through better organization and access to enterprise content.

For example, EMC Documentum Enterprise Content Integration Services gives employees a simple, effective way to locate and leverage information within and beyond the enterprise—whether for legal search and eDiscovery, product development and competitive intelligence, or customer support and case management.

- **Archiving:** EMC products help you address long-term compliance requirements, meet service-level agreements, and improve content reuse.

For example, EMC EmailXtender helps organizations capture e-mail and automate retention policies—ensuring that messages are stored in a centralized, tamper-proof archive; enabling quick, efficient, and precise searches results; and providing a cost-effective solution for e-mail retention.

- **Consolidation:** EMC products reduce total cost of ownership (compared to running multiple applications from a variety of vendors) by standardizing on a unified infrastructure, eliminating information silos, and leveraging economies of scale.

For example, EMC Documentum Web Publisher empowers business and IT users to design, create, and manage global websites and portals and run them on a single, unified platform, lowering operational costs and taming web sprawl through a consolidated infrastructure.

As a market leader, EMC delivers products that have helped thousands of global companies of all sizes get the greatest value from their information assets. We offer the most innovative, comprehensive content management and archiving solutions available anywhere.

Take the next step

Get started today. To implement a solution for managing and archiving content, visit www.EMC.com or call 800.607.9546 (outside the U.S.: +1.925.600.5802). It's that **easy**.



trusted.

Enterprise Content Management Platform

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Enterprise Content Management Platform

Organizations are under pressure to deal with a content environment growing at an estimated 200 percent every year. They're implementing more and more content management point solutions that IT must manage. And they're trying to meet the specific needs of individual lines of business, while better connecting information silos and business processes between departments. Often the result is higher TCO for each point solution, increased compliance and security risks, disconnected processes, inability to respond to legal requests or audits, and more.

How can organizations handle this content management dilemma without increasing staff for systems administration?

The answer is to standardize on an enterprise content management platform and incorporate it into the information infrastructure. With this approach, organizations can more easily and cost-effectively provide a broad range of departmental applications to streamline the capture, processing, and distribution of business information—including documents, records, e-mail, web content, images, reports, and digital assets.

The EMC Documentum content management platform enables IT to standardize on a service-oriented, unified content management infrastructure to lower TCO and support collaborative, transactional, interactive, and archiving applications. The Documentum platform also provides a broad range of services across these applications, including content security, information rights management, storage optimization, reporting, distribution, and delivery.

Architecture

The Documentum content management platform is the foundation on which content applications are built, forming the basis for information-based solutions—from managing business documents and enabling collaboration to publishing content to global websites.

The industry's only enterprise-class content management system with a unified content architecture, the Documentum platform offers the flexibility and economy of a single release cycle, code base, security model, and audit trail for all your content management applications.

Built as an open, scalable platform, Documentum supports a variety of underlying operating systems, databases, application servers, and web browsers, allowing organizations to leverage current technology investments with integrations to industry-leading tools. At the same time, developers can enable rapid application development and deployment with Eclipse-based tools in a standardized, integrated development environment with native XML capabilities and a services-based architecture.

Developers that build and customize content applications on the Documentum platform can create customized applications much faster and with less effort. Dynamic websites and corporate portals granting easy access to enterprise content thus become more feasible. In addition, developers can automate business processes involving business partners and suppliers and ensure compliance in highly regulated industries.

By integrating dynamic content, complex business processes, and people within and outside the enterprise, the Documentum platform enables seamless collaboration, communication, and knowledge sharing on a global scale to truly power your content initiatives. Documentum is the industry's platform of choice for content applications due to its universal, scalable, and feature-rich set of content management and archiving services that can be used across the extended enterprise.

Service-oriented architecture

Leading the way in service-oriented enterprise content management, Documentum Enterprise Content Services (ECS) provides a complete services architecture framework that can be incorporated within an organization's internal service-oriented architecture (SOA) plans.

SOA establishes a software architectural approach to building business applications based on creating stand-alone, task-specific, reusable software components made available as services. An SOA service exposes a clearly defined activity (such as credit card validation) to consuming business applications (like an order processing) that need to perform that function.

At the core of the SOA philosophy is the modularization of business functions for greater flexibility, manageability, and reusability. Replacing monolithic applications for each department, SOA strives to organize business software in a granular fashion so that common functions can be used interchangeably by different internal departments and external business partners in a flexible, dynamic, cost-effective manner.

Organizations benefit from adopting SOA architectures through simplified integrations between applications and lower development costs. SOA can be considered an architectural evolution rather than a revolution in that it captures many of the best practices of previous software architectures.

Based on industry standards, Documentum Foundation Services provides a set of runtime and design-time capabilities that support EMC's service-oriented vision and SOA initiatives. Reinforcing the role enterprise content management in the IT infrastructure, this vision includes providing a complete set of efficient and well architected web services that organizations can use to build any Documentum application.

Server infrastructure

Architected to meet the needs of the world's most demanding global enterprises, the Documentum platform provides server capabilities that organizations are looking for from a content management vendor:

- **Scalability:** The Documentum platform provides a completely scalable content infrastructure, easily handling any type of content in virtually unlimited quantities even within the most demanding environments.
- **Extensibility:** Companies can extend Documentum platform functionality to meet unique organizational needs by adding plug-ins, embedding business rules or processes, and designing custom aspects or object models.
- **Business continuity:** You can configure and deploy the Documentum platform to ensure high availability, enabling you to reduce or eliminate the impact of interruptions to system availability.
- **Security:** The Documentum platform's comprehensive security features include access controls, encryption of communications and content, audit trails, digital shredding, and integrations for identity management and policy definition.
- **Search:** Documentum search technologies provide organizations with greater flexibility and more accurate access to information across the entire enterprise, not just within their enterprise content management systems.
- **Global deployment:** The Documentum platform provides end-to-end support of the Unicode universal character set (UTF-16), allowing organizations to gain multilingual capability within a single repository.
- **Distributed content:** Remote users can quickly access the content they require while maintaining centralized control with low overhead.
- **Ease of use:** Administrators can easily set up the Documentum platform, integrate with other enterprise systems, and customize functionality while end users intuitively grasp Documentum client functionality.
- **Platform neutrality:** Designed without a specific database or operating system (OS) agenda, the Documentum platform openly supports a broad range of database and operating systems.
- **Standards:** The Documentum platform's adherence to open standards assures organizations of seamless integration with existing e-business infrastructures, enterprise systems, authoring applications, and development tools.

Products integral to the Documentum server structure include Documentum Content Server, Documentum Enterprise Content Services, and Documentum Composer.

EMC Documentum Content Server

Content and process control throughout the distributed enterprise. Content Server governs the Documentum content repository and enables a rich set of content management services for controlling both content and processes throughout distributed enterprises. Content Server enables organizations to store, manage, and deploy all types of content including HTML and XML, graphics, multimedia, other types of rich media, and traditional documents created with desktop applications.

- **Service-oriented framework:** Expose award-winning Documentum capabilities as services in support of your service-oriented architecture when you use Content Server.
- **Easy integration:** Leverage a global, distributed repository and open, standards-based architecture for seamless integration with other data and content sources.
- **Compliance:** Adhere to mandated regulations and good business practices.
- **Industrial-strength scalability:** Handle terabytes of information and thousands of simultaneous users—even millions in the case of web content management.
- **Robust security:** Leverage the Documentum repository as a secure vault for enterprise content, taking advantage of the fact that Content Server is Common Criteria-certified by the National Institute of Standards and Technology (NIST).
- **Distributed architecture:** Use geographically-distributed environments with a distributed architecture supporting content replication, remote caching, and federated management.
- **Globalization:** Gain a UNICODE-based server that supports content, metadata, and search in any language, managing multiple translations of a content asset as a single entity with rules for language-specific delivery and fallback.

EMC Documentum Enterprise Content Services

Service-oriented enterprise content management. With Enterprise Content Services, the Documentum platform has taken a big step forward in realizing the vision of service-oriented enterprise content management. As organizations shift away from proprietary, siloed applications to collections of loosely-coupled business services, they can leverage Enterprise Content Services with its comprehensive catalog of organized services that expose the Documentum platform's award-winning capabilities. Enterprise Content Services suites such as Documentum Foundation Services enable organizations to incorporate enterprise content management functionality into their service-oriented business applications, reducing redundancy, lowering total cost of ownership (TCO), and increasing compliance, manageability, and flexibility.

EMC Documentum Composer

Integrated development environment for Documentum applications. Composer provides a unified development platform for assembling, configuring, and deploying Documentum applications. Based on the Eclipse Integrated Development Environment, Composer provides a unified environment for creating and maintaining Documentum application elements such as workflow templates, lifecycle definitions, security settings, aspects, and object types.

The Eclipse plug-in model supports the broader ecosystem of customers, partners, and systems integrators. Developers assemble applications from components they develop or reuse from others, which reduces the time and cost to build vertical applications. This also allows organizations to configure rather than code, helping them to become more agile and responsive to market changes.

- **Unified development:** Empower contributors at every point in the application lifecycle.
- **Portable compositions:** Improve consistency while speeding deployments with portable configuration files.
- **Multiple repository access:** Enable rapid development of applications that access content repositories throughout the enterprise.
- **Information sharing:** Eliminate duplicate efforts and minimize errors by sharing the information entered by any user and from any tool.
- **Eclipse community:** Reduce learning time and effort by working on the de facto standard for Java-based tools with Composer.
- **Plug-in models:** Build your own plug-ins and incorporate plug-ins from the broader EMC Documentum community.
- **Open environment:** Leverage well defined interfaces to extend development capabilities with Composer.
- **User interface (UI) flexibility:** Meet the needs of diverse contributors while maintaining project consistency.

EMC Documentum Content Server OEM Edition

Embeddable content platform for independent software vendors (ISVs). Content Server OEM Edition is a special version of Documentum Content Server, tailored to the needs of original equipment manufacturers (OEMs) that build applications leveraging the Documentum content platform. Using Content Server OEM Edition as an embedded repository and content platform significantly lowers R&D costs for building content-based applications—applications that manage documents, images, audio and video files, reports, messages, and more.

- **Full Content Server feature set:** Build rich content applications that leverage the complete set of repository, content, and process services provided by Documentum Content Server.
- **Silent installer:** Automatically install and preconfigure all systems and prerequisites for Content Server.
- **Rich API and standards-based interfaces:** Provide a complete set of Documentum Foundation Classes and Documentum Business Object Framework interfaces as well as standards-based interfaces such as JDBC, WebDAV, FTP, and SMB.
- **ISV-specific documentation:** Benefit from specific guidance for building content applications efficiently.
- **Turnkey offering:** Simplify the embedding of Documentum in host applications.
- **Configuration templates:** Quickly change configuration as needed with preconfigured templates based on usage scenarios from existing Documentum OEMs and VARs.
- **Limited resource consumption:** Run the content repository on the same server as the host application for an optimized environment.
- **Application-specific licensing:** Provide flexible OEM and VAR licensing options that can match the licensing model of the host application.
- **Platform support:** Minimize development costs with support for Linux and Microsoft Windows as the two most common operating systems.

Documentum client infrastructure

The Documentum platform enables users to gain access to the valuable content they require with maximum ease and speed. Offering the ultimate in flexibility, the Documentum platform supplies a client infrastructure with the framework and tools that allow users to process and use content management functionality across a range of desktop, portal, or web-based applications.

The Documentum platform's client layer consists of a component-based user interface framework upon which EMC provides a comprehensive suite of applications for users to access the Documentum repository. It includes end-user interfaces, administrator tools, and integrations with Microsoft Office and other popular authoring tools and enterprise applications.

Leveraging the Documentum platform's service-oriented architecture design, applications on the client layer are assembled from reusable components that build on the content management services available from lower layers in the architecture. A Documentum client application is a collection of components that work together to fulfill a business purpose.

The same components may appear in other client applications or as portlets in an enterprise portal. This common configuration model spans application channels such as stand-alone browsers, portals, and desktop application integrations, delivering a consistent behavior and experience regardless of how users access their applications.

The following are components of the Documentum suite that support the client infrastructure

- **EMC Documentum Desktop application connectors:** Documentum Desktop application connectors leverage Documentum Web Development Kit (WDK) components to provide access to the Documentum repository and content services within desktop applications such as Microsoft Word, Excel, and PowerPoint. The Documentum platform also provides developers with the flexibility to develop custom application connectors.
- **EMC Documentum Application Connector Software Development Kit (SDK):** Application connectors are built on an open framework that enables developers to create custom integrations with their own important desktop applications. Application developers can use the Documentum Application Connector Software Development Kit (SDK) to develop tailored application connectors for desktop applications such as Adobe Acrobat or Microsoft Visio.

- **EMC Documentum Webtop applications:** Whether you are trying to free your company from the inefficiencies of paper processing, or optimize the processes related to electronic document management—your users need intuitive tools that help them get their jobs done in a way that integrates with their day-to-day work habits. Based upon J2EE standards, Documentum Webtop enables users to work productively from a web-based interface, providing easy-to-use, out of the box functionality along with easy configuration wizards and powerful customization models.
- **Portal applications:** Documentum Portlets provide an extensible framework for rapid development of content-rich web applications that leverage the Documentum platform’s proven strength and reliability. Leveraging standards and technologies such as JSR168, JDBC, Web Parts, and web services, the Documentum platform provides a rich approach to portal integration. Using Documentum Portlets, IT organizations can create compelling composite applications that involve enterprise document management, web publishing, enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM), e-mail, authoring, and storage systems.
- **EMC Documentum Web Development Kit (WDK):** Documentum WDK can be used to develop web applications that run on J2EE application servers. WDK provides a powerful framework for rapid development of content-rich web applications that leverage the Documentum platform’s strength and reliability. A developer’s toolkit, WDK is based on industry standards and contains a library of over 170 reusable, prebuilt components and controls that perform common content management functions.
- **EMC Documentum Enterprise Content Services:** Enterprise Content Services provides a web services–based application programming interface that has been fully re-architected for maximum efficiency and ease of use. The web services architecture enables organizations to build composite applications and integrate Documentum functionality with other enterprise applications in a broad SOA environment.
- **EMC Documentum TaskSpace:** TaskSpace was purpose-built to enable customers to easily assemble their own client interfaces for task-processing environments. An intuitive GUI for building client interfaces enables business analysts or power-users to assemble a user experience that aligns with specific business processes. TaskSpace integrates imaging, business process management, and content management into a single user interface.

Platform extensions

Documentum offers a broad set of products to extend the functionality of the core platform. These products are generally offered as services to enhance areas such as security, tiered storage optimization, reporting, and global deployment.

EMC Documentum Branch Office Caching Services

Faster resolution for performance issues. Branch Office Caching Services speeds up resolution of performance issues experienced in branch offices that are caused by network latency. Branch Office Caching Services helps you easily place content caches close to end users in branch offices or other remote locations that typically have limited infrastructure and no onsite administrators. Remote users can both read and write to local caches, which are synchronized with the primary content repository.

- **Improved performance/user experience:** Quickly access remote content that is delivered from the storage location closest to you.
- **Fast content transfer:** Conveniently store content closer to users, resulting in faster content transfers, particularly in high-latency environments.
- **Easy, self-contained installation:** Leverage Branch Office Caching Services without needing to install an additional Documentum Content Server on the same machine.
- **Heterogeneous environment support:** Use existing hardware for local caches without the need to purchase specific machines to match Content Server.
- **Lightweight administration:** Streamline operations with centralized set-up through Documentum Administrator.
- **Scalable deployment:** Set up multiple Branch Office Caching Services servers on-demand to accommodate future growth.
- **Usage updates:** Rely on a content cache that is updated based on usage and that is also aware of changes in the master repository.
- **Synchronous/Asynchronous write:** Push content written to a local cache back to the primary repository either in real time or as a scheduled batch job.

EMC Documentum Content Storage Services

Policy-based information lifecycle. Content Storage Services allows users to define and automate the execution of content storage policies, enabling policy-based information lifecycle management (ILM) and providing the greatest flexibility in meeting enterprise needs. Content Storage Services facilitates policy-based content storage based on all of the rich information and automation provided by the Documentum platform.

- **Policy-based automation:** Eliminate manual, error-prone archival processes and reduce the risk of noncompliance and accidental deletion.
- **Tiered content storage:** Reduce total cost of ownership (TCO) of storage infrastructure by appropriately balancing content across devices, based on changing business accessibility, retention, and compliance requirements.
- **Reporting:** Provide detailed reporting and audit trails that allow IT to more effectively charge back storage costs to the various business units.

EMC Documentum Content Distribution Services

Control the flow and distribution of trusted content. Content Distribution Services helps companies control the flow and distribution of trusted content to customers, partners, and other organizations. By replacing expensive processes (such as mailing hardcopy documents) and eliminating unreliable approaches (for example, manual downloads), Content Distribution Services distributes content in a controlled, consistent, reliable, and cost-efficient way.

- **Standards-based solution:** Leverage the application infrastructure provided by common application servers and distribute content using standard protocols such as ICE, FTP, and SMTP.
- **Integration with Documentum repository:** Distribute content from a Documentum repository and other sources, depositing content directly into a repository or target file system.
- **Central subscription management:** Define a number of offers to which clients can subscribe, such as documents, web content, XML, or rich media.
- **Central subscriber management:** Manage a list of subscribers, allowing customers to select from available offers, delivery options, and protocols.
- **Flexible delivery mechanisms:** Support all common protocols for delivering content from source to destination, such as FTP, SMTP, and ICE (the content distribution standard allowing the most flexible distribution methods).
- **Flexible distribution options:** Trigger distribution by a schedule, a client request, or an event—all based on customer requirements.
- **Outbound content rendering:** Render content automatically into the format required by the application used at the destination.

EMC Documentum Reporting Services

Reporting capabilities for Documentum content. Reporting Services embeds Crystal Reports runtime into out-of-the-box reports, giving users reporting capabilities to better understand their Documentum content. Administrators can use Reporting Services to understand the type, size, and usage of content while business users can view workflow status or lifecycle states of documents.

Reporting Services also comes with a copy of Crystal Reports Developer for creation of custom reports or modification of existing reports.

- **Crystal Reports runtime:** Access out-of-the-box and saved reports through Documentum Webtop.
- **Out-of-the-box reports:** Use reports as templates for new reports or customize them for your specific needs.
- **Crystal Reports Developer:** Write custom reports or modify the out-of-the-box reports provided for your convenience with Reporting Services.
- **JDBC Services:** Connect to the repository through Documentum Foundation Classes, which enforce all permissions placed on content without the need for additional security set-up.

Security

Documentum provides a secure infrastructure, leveraged by all applications built upon its platform, giving organizations tight control of the content within their system without unduly burdening users. Most security systems deployed by organizations today are perimeter-centric, such as VPNs, firewalls, and anti-malware, creating barriers between internal users and those outside the perimeter. Documentum provides an information-centric system, managing and protecting the data at every point within the system.

- **Open authentication framework:** An open authentication framework allows organizations to employ additional means of authentication beyond basic username and password, such as multi-factor authentication, web single sign-on, biometrics, smart cards, and X509.3 certificates. The Documentum platform comes with built-in integrations for RSA SecurID, RSA Access Manager, and CA SiteMinder.
- **Identity management:** Documentum integrates seamlessly with identity management infrastructures through industry-standard Lightweight Directory Access Protocol (LDAP). Leading vendors of directory services are supported, including Sun, Microsoft, IBM, and Oracle
- **Encrypted data transmission:** All transmission of data—content transfer, LDAP, etc.—can be encrypted by Documentum.
- **Access controls:** Access control lists (ACLs) on every object within the Documentum repository carry permissions for all users, groups, and roles in the system. Seven standard permissions and six extended permissions give the ability to assign privileges at a granular level.
- **Audit logs:** All events on all objects are auditable within Documentum.

EMC Documentum Trusted Content Services

Advanced controls for mission-critical security. Trusted Content Services provides incremental security controls over how content is protected when at rest, how access is authorized under complex, dynamic conditions, and how data loss is prevented even when storage media gets disposed of or recycled. This unparalleled suite of security controls can address the needs of even the most security-sensitive environment.

- **Repository encryption:** Prevent intruders from reading content even if they obtain unauthorized access to repository files at the file system or storage level.
- **Electronic signatures:** Enable electronic signatures to be associated with any content item or event such as workflow activity or lifecycle change.
- **Dynamic access control:** Enforce access privileges dynamically to allow them to differ according to variable conditions such as a user's physical location.
- **Logic-based access controls:** Combine multiple rules such as group membership and roles along with other rules for sophisticated, granular management of access privileges.
- **Digital shredding:** Ensure that information cannot be retrieved even with forensic methods that analyze residual magnetism on storage disks.

EMC Documentum IRM Services

Security and control for sensitive information. IRM Services enables organizations to control, secure, and track sensitive information wherever it resides—within a work group, across departments, or with partners and suppliers outside the firewall. By applying rights that determine who can view, edit, print, or forward information, organizations can ensure that sensitive information remains secure as it is shared both internally and externally. When business needs change, firms can dynamically change or revoke access policies and confirm compliance with corporate policies through a detailed audit trail of all activity.

- **Persistent protection:** Protect documents, messages, and attachments while in transit, at rest, and even after recipients access them.
- **Dynamic control:** Allow content owners to define and change user permissions, such as view, forward, copy, and print, as well as recall or expire content even after distribution.
- **Automatic expiration:** Automatically revoke access to or expire content to enforce information security policies regardless of where content is distributed or stored.

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- **Integration with native applications:** Automatically protect documents, e-mails, and attachments in a variety of common business application file formats.
- **Continuous audit trail:** Track all activity associated with secured content—including who accessed it, when, from where, and how they used it—to demonstrate proof of compliance with your organization’s information security policies.
- **Support for mobile users:** Allow authorized mobile users to access protected content in accordance with corporate policy—whether or not they are connected to a network.
- **Support for existing authentication security infrastructure:** Minimize administrator involvement and speed deployment by leveraging user and group information from directories and authentication systems.
- **Support for third-party access:** Enable cross-firewall implementation to aid external users working as part of an extended enterprise process.

Additional products related to EMC Documentum IRM Services include:

- Documentum IRM Client for Adobe Acrobat
- Documentum IRM Client for E-Mail
- Documentum IRM Client for Microsoft Office
- Documentum IRM Client for RIM BlackBerry
- Documentum IRM Services for Documentum
- Documentum IRM Services for eRoom

sure.

Compliance

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Compliance

2

These days, rules and regulations change quickly—not only industry and government requirements, but those within the organization as well. With some 16,000 compliance regulations in effect already (a number that is expected to double by 2010), organizations are struggling to effectively manage information to meet both regulatory and corporate governance requirements.

Organizations are being forced to re-examine their IT systems to better manage information, understand its value, safeguard proprietary and sensitive corporate information, and assure compliance with both internal and external mandates. Without the right tools in place to manage compliant processes, your organization may unknowingly find itself subject to fines and penalties for non-compliance. Similarly, organizations that aren't proactively and effectively managing their information may increase costs and corporate risk in situations such as defending against and responding to litigation.

By effectively managing information, organizations can increase productivity, improve efficiency, reduce costs, and lower overall corporate risk. EMC addresses your compliance concerns with solutions that automate the entire content lifecycle. Your content remains complete, accurate, and safely stored—all while enforcing your compliance and retention policies. Content is protected from inappropriate use or disclosure, yet is accessible when needed. You mitigate the risk of non-compliance by leveraging full auditability at all stages of content creation, approval, and use—and by enforcing retention and disposal of information when appropriate.

EMC has the solutions to address compliance and corporate governance requirements and provide peace of mind.

Regulated content

A unified compliance infrastructure ensures that regulated content is complete, accurate, and protected from inappropriate use or disclosure. Properly secured, content is always readily accessible to regulators, auditors, and employees as needed. Documents of all types and from all sources are captured and maintained under a common system in accordance with both internal and external mandates.

EMC Documentum Compliance Manager

Automated sharing and management of controlled content. Compliance Manager automates the sharing and management of controlled content for organizations in the life sciences, manufacturing, utilities, government, high technology, and financial services sectors. With Compliance Manager, you can create, review, approve, and distribute content within an audited, tightly-managed environment.

- **Centralized control:** Use a single location for review and approval of all enterprise-wide content when you use Compliance Manager.
- **Ease of use:** Facilitate user interaction with content and processes through an easy-to-use web-based application that requires little or no training.
- **Multi-process functionality:** Handle all types of content and the processes that control it including standard operating procedures (SOPs), product documentation, and financial reports.
- **Security controls:** Enforce electronic signatures, print control with banner and watermark, and proper approvals with justifications, ensuring process validity, quality, and authenticity of content.
- **Multilingual support:** Leverage support in English, French, German, Japanese, and Spanish to facilitate global deployment.
- **Regulatory compliance:** Automatically manage content in compliance with good manufacturing practices (cGMP), OSHA regulations, ISO 9000 quality guidelines, and 21-CFR-Part 11.

EMC Documentum Print Control Services

Print process for controlled documents. Print Control Services manages the print process for controlled documents, allowing companies to audit printing, restrict printing to authorized users, and record this information. With Print Control Services, you can meet the most stringent regulatory requirements that necessitate that the printer, recipient, and reason for printing be recorded.

- **Automated management:** Enable administrators to automatically manage the auditing and printing of content.
- **Print controls:** Authenticate print activities including successful completion or failure when you use Print Control Services.
- **Watermark support:** Include watermark if present in the controlled document as well as in banners, headers, and overlays like additional text, graphics, barcodes, and other properties.

EMC Documentum Submissions Manager for eCTD

Content submissions management for life sciences organizations. Submissions Manager for eCTD helps to create, manage, assemble, track, and deliver controlled content submissions such as new drug applications (NDAs) to government regulatory agencies. Submissions Manager for eCTD supports the regulatory submissions process for electronic common technical documents (eCTDs) as defined by the International Conference on Harmonization (ICH) for the exchange of data between pharmaceutical companies and regulatory agencies. You also gain support for U.S. eCTD schemas out-of-the-box and can customize support schemas for Europe and Japan.

- **eCTD lifecycle management:** Enable the creation, building, and publishing of eCTD submissions and deliver full lifecycle support for submissions (including rolling submissions).
- **Compliant templates:** Meet ICH guidance including table of contents headings and hierarchy, module 1 for administrative information, and prescribing information.
- **Automatic submission:** Automatically generate an eCTD backbone so that submissions can be automatically validated against the eCTD specification and a checksum created.
- **Study Tagging File (STF) specification support:** Facilitate capture of STF attributes through easy-to-use forms along with clinical study group information.
- **Submission assembly:** Leverage drag-and-drop, web-based virtual document/assembly support.
- **Adobe PDF and Microsoft Office support:** Support PDF hypertext linking for creation and review as well as PDF rendering from Microsoft Office including bookmark and hyperlink support.
- **Complete workflow:** Enable review and approval, locking and unlocking of submissions, and reuse of documents across submissions.
- **Regulated content:** Include in submissions regulated content that has been created and is being managed through Documentum Compliance Manager.

Records management

Recordkeeping solutions help organizations manage content in compliance with legal and regulatory requirements as well as internal mandates and best practices for document retention. These systems capture and manage records generated by business processes, enterprise applications, and end users, limiting or allowing as much automation or human involvement as required. Recordkeeping solutions also enforce policies that manage and track the disposition of records that have fulfilled their regulatory obligations, thereby reducing discovery costs and mitigating legal risks.

EMC Documentum Records Manager

Comprehensive records management. Records Manager makes it easy to control the entire lifecycle of corporate records—the creation, safeguard, access, and destruction of records—according to a broad range of system-enforced policies. With Records Manager, organizations can comply with the recordkeeping requirements of regulations, leverage uniform policies across all formats, and take advantage of a pervasive solution built on a modular, service-oriented architecture that provides flexibility without increasing complexity.

- **File plan administration:** Organize recordkeeping requirements across the enterprise with corporate and departmental classification taxonomies.
- **Classification:** Organize records manually or automatically to specify authorities and disposition instructions when you use Records Manager.
- **Compound records:** Improve consistency and clarity by managing multiple documents as a single record—ideal for case files, loan applications, design documents, bids, and proposals.
- **Platform unification:** Simplify user retrieval with files that remain in place and preserve audit trail integrity for document creation.
- **Physical records support:** Extend the solution beyond electronic records to manage paper, microfiche, and other types of physical records.
- **Microsoft integrations:** Declare records directly within Microsoft Office products and Microsoft Office SharePoint Server.
- **Automated capture:** Leverage user activities without impeding productivity, integrating with line-of-business (LOB) systems with little or no customization.
- **Records disposal:** Ensure timely disposal with automation tools for identifying eligible records, requesting authorizations, and scheduling regular deletions.

EMC Documentum Retention Policy Services

Policy-compliant information management. Retention Policy Services automates the retention and disposition of content in compliance with regulations, legal stipulations, internal corporate mandates, and best practices. Added independently to any supported Documentum environment or as part of the fully certified Documentum Records Manager solution, Retention Policy Services allows you to implement the specific functionality you require.

- **Duration and conditional retention policies:** Align retention criteria to simple or complex regulations or business processes.
- **Automatic protections:** Set policies that are automatically applied to files at the container level or by business process.
- **Lifecycle controls:** Protect documents with the appropriate retention policy, based on their lifecycle phase.
- **Hold application and management:** Suspend disposition of content related to an investigation and provide an intuitive interface for the legal team along with comprehensive audit trails.
- **Compliance “authority” tracking:** Track governing authorities and relevant personnel for easier management of policy changes and proper authorization of content disposal.
- **Automatic disposal:** Configure automatic deletion at the end of a retention policy or set mandatory conditions and approvals prior to disposal.
- **Notifications:** Automatically alert designated records owners when content is eligible for disposition, tracking, and reporting on content destruction.
- **Expiration dates:** Ensure the systematic disposal of non-records content unless a retention policy or litigation hold has been applied.



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Knowledge Worker Applications

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Knowledge Worker Applications

3

People-centric business processes such as project management, product design, and client service delivery involve the coordination of cross-functional teams, often across multiple geographies and organizations. Unfortunately, knowledge workers often face hurdles when trying to collaborate with their teams. For example, they can't easily find the information they need internally or externally. Or their process applications are too rigid for collaborative purposes. Or they face security risks when they share confidential information externally. Additionally, they're often slowed by duplication of efforts. How can organizations help their knowledge workers work more productively?

“Knowledge worker” applications from EMC help employees find information wherever it resides, share it securely across boundaries as part of their work processes, and manage it in accordance with the enterprise's long-term archive and compliance strategies.

Knowledge worker applications from EMC for document management, search, and collaboration include:

- Secure, federated search and automated information classification
- Collaborative project and process workspaces that span the extended enterprise
- Flexible business process management
- Compliance and security policy enforcement across diverse enterprise applications
- Knowledge repository to capture and archive information for long-term use

When organizations want to improve the way their workers find, share, and analyze information, they turn to technologies from EMC.

Document management

The ability to manage documents is vital to productivity. And enterprise document management from EMC addresses every stage of the content lifecycle—from creation and capture, through management and delivery, to archival and storage. Envisioning a need for global companies to manage business-critical documents anywhere within the organization, Documentum was the first to market with a robust, truly scalable enterprise document management (EDM) solution. Since then, Documentum has become the EDM standard in large enterprises across industries such as life sciences, financial services, oil and gas, process and discrete manufacturing, and government.

EMC Documentum Content Transformation Services

Content transformation and analysis. In most organizations, employees spend far too many work hours searching for content, repurposing it, and transforming it into formats for multiple channels such as the Web, print, mobile phones, and video broadcast. Each product within the content transformation services family focuses on a specific set of content formats and uses a common, robust framework. When combined, they offer you the ability to transform common desktop documents and rich media formats. The result is more efficient and standardized content transformation and analysis for content across the entire organization.

The Documentum Content Transformation Services suite includes the following document management products:

- **Documentum Document Transformation Services:** Render HTML and PDF content from standard desktop documents like Microsoft Word.
- **Documentum Advanced Document Transformation Services:** Add advanced rendering features like PDF bookmarks, XMP round-tripping, thumbnails, storyboards, and support for the Electronic Common Technical Document (eCTD) specification submissions process.
- **Documentum XML Transformation Services:** Add advanced transformation and rendering features for XML content for use in technical publications, web publishing, and other XML-centric formats.

EMC Documentum Client for Outlook

Easier navigation and management for e-mail and documents. Documentum Client for Outlook blends the convenience of the Microsoft Outlook interface with the power of content management from Documentum. You gain organized e-mail and documents in shared folders for easier navigation and content management.

- **Embedded in Microsoft Outlook:** Leverage a familiar user interface, resulting in minimal training, greater adoption, and an improved return on investment (ROI).
- **Cabinet and folder display:** Locate files quickly by navigating through a Documentum repository of well organized, version-controlled content.
- **Document management tools:** Access workflows, subscriptions, categories, virtual documents, security, and version control.
- **Metadata capture:** Automatically capture metadata when you import content into the Documentum repository, and leverage optional pop-up forms for incremental metadata capture.
- **Collaboration support:** Easily collaborate through Documentum Collaboration Services, which provides teams with rooms, discussions, contextual folders, and notes.
- **Alternative to Microsoft Outlook public folders:** Replace inadequate Microsoft Outlook public folders with one content repository for consolidated storage and backup, true content management, and centralized IT control.
- **Intelligent e-mail handling:** Apply advanced content management functionality such as full-text indexing, format conversions, and version control to e-mail messages and attachments.
- **Compliance:** Comply with legal and regulatory document retention requirements using Documentum Retention Policy Services to lock down any content within the repository, including e-mail content.
- **De-duplication:** Reduce e-mail storage requirements with Documentum Content Storage Services by storing only one instance of each e-mail message and attachment.
- **Format conversion:** Transform files into PDFs or other preferred formats with Documentum Content Transformation Services when sending or receiving e-mail messages and attachments.

EMC Documentum Content Management Portlets

Out-of-the-box, fully customizable portlets. Documentum Content Management Portlets provide core capabilities for creating, locating, viewing, revising, and managing all types of content within a portal interface. Users can participate in fundamental, content-based business processes without leaving their familiar portal environments or learning a new application. Content Management Portlets include nine out-of-the-box portlets that are also fully customizable: Cabinets, Recent Files, Home Cabinet, Inbox, Subscriptions, Workflows, Browse by Category, Search, and Advanced Search.

- **Cabinets:** Display cabinets, folders, and their contents, and navigate, check in/out, contribute, update versions, edit content metadata, and initiate workflows and business processes.
- **Recent files:** View objects recently created, revised, or checked out.
- **Home cabinet:** Establish default user folders and display content objects within user folders.
- **Inbox:** Forward, reject, and dismiss workflow tasks and view notifications from one place.
- **Subscriptions:** Easily access and monitor content changes using content lists and folders.
- **Workflow view:** Display a list of active workflows and actions that can be taken on them.
- **Browse by category:** View a navigable hierarchy of indexed categories for content in the target location.
- **Search and advanced search:** Quickly locate content with sophisticated search combining full-text and content-attribute criteria.

EMC Documentum Content Services for SharePoint

Advanced content management for Microsoft SharePoint interface. Content Services for SharePoint is a set of ASP.net Web Parts or controls for the creation of web pages that allow access to Documentum Content Server through the Microsoft Office SharePoint Server 2007 interface. With Content Services for SharePoint, users can browse the Documentum repository, store documents, search for content, and participate in cross-organization business processes that span applications.

- **Seamless integration with SharePoint:** Extend SharePoint interface to provide access to Documentum applications and content.
- **Advanced content management features:** Take advantage of document lifecycles, business process management, rapid capture of images and scanned documents, and automatic classification within your familiar SharePoint environment.
- **Automatic notifications and item subscriptions:** Keep up-to-date on changing items in the Documentum repository, with immediate access to preferred documents.
- **Documentum workflows:** Enable SharePoint users to participate in business processes that are defined and managed within the Documentum repository.
- **Integrated Documentum search:** Quickly locate items in the Documentum repository directly within SharePoint.
- **Shared application access to Documentum content:** Retrieve centrally controlled documents from various client applications including SharePoint.

For information about the complementary product, **Documentum Archive Services for SharePoint**, see page 89 under “Archiving.”

EMC Documentum PDF Annotation Services

Integration of Adobe review and commenting capabilities. PDF Annotation Services integrate the review and commenting capabilities of Adobe Acrobat and Adobe Portable Document Format (PDF) into the Documentum platform. Extended team members—inside and outside the firewall—can collaborate within the content management environment while preserving document integrity and security. PDF Annotation Services streamlines the review, markup, and approval process, dramatically improving decision making while shortening review cycles.

- **Comment option:** Add comment option to Documentum Desktop and Webtop environments for all PDF documents and PDF renditions of documents.
- **Secure, auditable process:** Create a separate file, automatically associated with the correct document version that records, tracks, and manages reviewer annotations.
- **Role-based privileges:** Provide additional permission levels that control the ability of a PDF Annotation Services user to add comments and view other reviewers' comments.

- **Intuitive markup tools:** Annotate files with “sticky notes,” a highlighter pen, and a cross-out function, including text, graphic, and voice comments.
- **Comment tracking:** Track each comment event in the source document’s audit trail including the name of the user that adds, modifies, or deletes the comment.
- **Realtime refresh and update:** Ensure that reviews are always up-to-date, displaying the source document and all comments in a familiar Adobe interface.

EMC Documentum Webtop

Browser-based access to Documentum services. Webtop is an easy-to-use interface that provides access to the Documentum repository and content management services within a standard browser application. It is ideal for users who prefer the point-and-click navigational ease of a web interface, particularly when content is accessed from remote locations across the Internet.

- **Rapid adoption:** Bring users up to speed quickly and with minimal training, utilizing the Microsoft Windows Explorer user interface and Documentum web-based applications.
- **Access to content services:** Easily access core Documentum content services via the Web, including security, version control, content lifecycles, workflows, categorization, and search.
- **Collaboration support:** Collaborate via Documentum Collaboration Services, which provides teams with rooms, discussions, contextual folders, and notes.
- **Digital thumbnails:** Scan thumbnails to easily locate digital media assets.
- **Easy search:** Find what you need with a one-box search in every view.
- **Multi-lingual aptitude:** Maximize support for multi-lingual content through international language packs and support for Unicode.
- **Rapid deployment:** Deploy quickly throughout the enterprise—with standard web browsers on client machines.
- **Intrinsic accessibility:** Comply with Section 508 and receive third-party certification from the National Federation for the Blind (NFB).

Search and classification

Just as managing documents is a key part of collaboration, so is the ability to search for, locate, and leverage information both within and beyond the enterprise. Better and faster decisions must be made in collaboration with vendors, partners, customers, and regulators in order to respond to customer needs, speed innovations to market, and manage responses to complex business rules and regulations. Whether for legal search and eDiscovery, product development and competitive intelligence, or customer support and case management, employees need a simple way to find content across changing organizations and repositories.

3

EMC Documentum ECI Services

Federation of end-user searches. Enterprise Content Integration Services, a server-based product, manages federated searches through a query broker and source adapters. To provide advanced search capabilities, ECI Services can be combined with various end-user clients such as Documentum Discovery Manager and Documentum Webtop or can be deployed within a portal with Documentum ECI Portlet.

- **Single access point:** Simplify access to all internal and external information and take advantage of out-of-the-box adapters including EMC sources and hundreds of others.
- **Extensibility:** Add access for any new sources that appear in your information space with the built-in adapter framework.
- **Accurate information:** Use the native data structure or index of each content source to ensure federated queries are realtime and highly accurate.
- **Ease of use:** Hide source complexity and specifics from end users regardless of the query language and metadata used by sources.
- **Advanced filtering:** Retrieve queries without requiring information sources to support the Documentum query language, and filter query results to avoid duplicates.
- **Easy deployment:** Lessen the impact on existing information sources by reusing all systems that have already been deployed by your organization.
- **Multi-lingual search:** Translate search queries into five languages for Documentum Discovery Manager: English, French, Italian, German, and Spanish.

EMC Documentum Content Intelligence Services

Powerful classification technology. Content Intelligence Services eliminates your organization's content clutter via a powerful classification technology. Classification results are used for automatic mapping against categories of a corporate taxonomy or for automatic population of metadata (auto-tagging). As a result, you can find content via category navigation or search improved by rules-based indexing. Automatically generated attributes can produce better search results as attributes that are subject to indexing.

- **Information extraction:** Enhance productivity by extracting metadata from new or existing content to enable effective, thorough auto-tagging, classification, and attribute population.
- **Automatic classification:** Determine what content is about, enabling richer associations and expanding searchability.
- **Taxonomy:** Organize content into categories, displaying it as navigation items in a portal or a repository's folder structure, making it easy for users to locate and reuse content by adopting the same organizational system across the enterprise.
- **Categorization:** Map classification results against an enterprise taxonomy, link content in appropriate categories, and enable semi-automatic and manual intervention for categorization of content.
- **Auto-tagging:** Reduce costs by eliminating manual, inconsistent tagging efforts; maximize content reuse and consumption; and enable the effective management of brand resources.
- **Pre-built taxonomy libraries:** Provide ready-to-use taxonomies for various departments or industries including human resources, customer service, legal, marketing, sales, IT, financial services, energy, medical, and pharmaceutical.
- **Standards-based XML taxonomy import:** Implement industry standards such as XML, saving time by automatically defining the appropriate repository structure and associated rules based on imported taxonomy.
- **Multiple taxonomies:** Overlay multiple taxonomies over the same repository of content and thus give different users each a different view of the content.
- **Distributed competence:** Aid automated classification with documents with ambiguous results and contribute to fine tuning of classification rules and deepening of the taxonomy over time.

EMC Documentum Discovery Manager

Global access to knowledge with a single query. Discovery Manager allows users to globally access the desktop, the Web, and the enterprise with a single query. Users can easily find, organize, and take action on all internal and external sources. And they can automatically and dynamically group information results by topic, save queries, capture workflow results, and migrate content.

- **Intelligent query conversion:** Find and retrieve content with Documentum Enterprise Content Integration adapters, which adapt queries and perform post-filtering to compensate and retrieve the best matches.
- **Search relevance:** Transform long lists of search results into information organized by content cluster, result sorting, relevancy ranking, term highlighting, or content abstract.
- **Dynamic linguistic contextual (DLC) clustering:** Acquire a dynamic categorization model that fits the information on which users are currently working.
- **Filtering:** Retrieve the same content from different repositories and avoid content duplication while combining metadata from all sources.
- **Security:** Safely store queries, passwords, and login information for all sources on users' servers.
- **Multi-lingual, comprehensive search:** Formulate queries in your native language, translate them into the language being searched, and use translation aids to understand returned documents.
- **Exports results from any application:** Easily import retrieved results into the Documentum repository to enable content services, collaboration, and business processes such as workflow.

EMC Documentum ECI Services Portlet

Single point of access to content inside and outside the firewall. ECI Services Portlet provides a single point of access to content in other repositories, databases, your desktop, and websites inside and outside the firewall. Users can participate in fundamental, search, and discovery processes without leaving their familiar portal environments or learning a new application.

- **Federated search:** Facilitate the deployment of federated search within a portal interface.
- **Easy access:** Smoothly find and access the huge amounts of content available through all heterogeneous content sources inside and outside the enterprise.
- **Direct and secure access:** Allow reliable discovery of existing content without the overhead of a central index and without compromising content source security.

EMC Documentum ECI Adapters

Access to information managed by external applications. ECI Adapters provide access to enterprise information sources including the desktop, Web, enterprise applications, and databases. An ECI adapter takes advantage of a source's native data structure, metadata, or index and manages the complexity behind the query. User queries are sent to various sources where metadata is normalized, and results are gathered, filtered, and presented.

- **Adapter library:** Make hundreds of sources available to search, ranging from government- and industry-specific databases on the Web to local content archives, enterprise applications, and web services.
- **Adapter Builder:** Create new adapters or customize existing ones with the Eclipse-based design tool. Analyze the information source and generating code for format, translation, and consistency across all sources.
- **Adapter Development Kit (ADK):** Rapidly customize or build new content integration adapters, using a library of common APIs and source code.

EMC Documentum ECI Multilingual Services

Cross-lingual queries and comprehension aid. ECI Multilingual Services supports cross-lingual queries and provides comprehension translation aid to Documentum ECI Services, allowing users to formulate search queries in their preferred languages and to perform on-the-fly translations. ECI Multilingual Services can use either general purpose or industry-specific dictionaries and, by default, provides support for major European languages.

- **Ease of access:** Access translations of terms and expressions within the context of the documents being viewed.
- **Major language support:** Gain support for English, French, German, Italian, and Spanish.
- **Enhanced dictionaries:** Enrich your organization's default dictionaries of major European languages with industry-specific, multi-lingual terminologies.

Content collaboration

As teams collaborate to produce knowledge-based content, such as legal cases, new drug submittals, or business documents and presentations, they often repurpose existing work, draw on internal and web-based information sources, follow standard procedures, and exchange ideas from review to approval. Traditionally, much of this “contextual collaborative content” resides beyond the managed, corporate repository; therefore, it is never secured and archived, and it cannot be searched, audited, or reused broadly. That’s why EMC offers a corporate repository and collaborative processes—providing teams with an environment within which to work and capture this contextual information.

3

EMC Documentum Collaboration Services

Universal client extension for working securely and collaboratively. Collaboration Services allows teams to work securely and collaboratively within web applications that use the Documentum platform’s open architecture. You can leverage this universal client extension to transform any Documentum Web Development Kit–based client into a collaborative environment.

- **Client compatibility:** Leverage Documentum clients such as Digital Asset Manager, Documentum Client for Outlook, Web Publisher, and Webtop.
- **Membership-based rooms:** Provide secure “locations” for internal and external users to conduct and store work in content applications.
- **Discussions:** Add online, threaded discussions “in context” to any content object in the repository including folders, notes, documents, and rooms.
- **Notes:** Create notes directly in a folder or room with the web-based rich-text editor.
- **Contextual folders:** Capture and express the context of a folder’s hierarchy for navigation and in-line, end-user help.
- **Data tables:** Organize sets of information (such as issues, action items, or tasks) in flat file tables for context and simple navigation.

EMC Documentum eRoom

Web-based collaborative workspace for distributed teams. eRoom provides a rapidly deployed and easily adopted web-based collaborative workspace that enables distributed teams to work together more efficiently. Project teams around the world can accelerate and improve the development and delivery of products and services, optimize collaborative business processes, improve innovation, and streamline decision making.

eRoom is flexible and easily configurable, allowing users to customize and use their collaborative workspaces to support a wide range of business processes.

- **Easy to use:** Initiate projects quickly and work in a flexible, secure, and highly intuitive environment.
- **User-defined “dashboards”:** Gain immediate insight into the status of multiple projects and processes that span multiple eRooms with direct access to underlying data.
- **Integrated instant messaging (IM):** Stay aware of team member availability, speed team interactions, resolve issues, and notify users of project updates in real time and as scheduled via e-mail and IM.
- **Project planning and reporting:** Easily administer project report printing and formatting options. Use Gantt charts and planning features to track tasks and milestones.
- **Extensive search:** Leverage site-wide search capabilities for content, members, and workspaces.
- **Version control:** Allow users to engage in multi-topic, multi-threaded discussions and leverage contextual version control.
- **Desktop, office, and e-mail integration:** Integrate Microsoft Office and Microsoft Outlook synchronization of tasks and events, dragging and dropping items to and from your desktop.

EMC Documentum eRoom Enterprise

Highly flexible collaborative workspace. eRoom Enterprise provides a highly flexible collaborative work environment that enables knowledge workers to plan and execute a project as well as collaborate with extended enterprise teams. Along with native integration with the Documentum content management platform, eRoom Enterprise provides the best collaboration workspace for teams and full access to enterprise content and workflow processes.

- **Premium collaboration:** Use all the collaboration features found in Documentum eRoom.
- **Secure, reliable file management:** Prevent duplication or loss of control by automatically storing and managing files in the central enterprise repository, with file links to eRoom workspaces.
- **Easy synchronization:** Automatically synchronize content links in eRoom folders with content in repository folders regardless of which content server client is used.
- **Flexible business automation:** Route any eRoom object, such as a single database row, through a workflow or quickflow process, and automate the creation of an eRoom environment as part of a collaborative business process.
- **Extensive lifecycle functions:** Apply a lifecycle to any linked file and promote and demote files through a lifecycle.
- **Linked file control and indexing:** Subject linked files to access, edit, and version control within an eRoom and index them for keyword searches.
- **File properties management:** Allow users to view and edit properties on linked files, and include support for custom and mandatory properties.
- **Integrated web publishing and media file renditions:** Browse content servers, link files, display thumbnails, and access renditions on graphics files and other media types.

EMC Documentum eRoom.net

Online environment with less up-front investment. eRoom.net enables enterprise collaboration with partners and suppliers in a secure online environment with less up-front investment. eRoom.net is a hosted, web-based workspace that can be up and running in minutes, capable of being quickly tailored for a specific project, process, or business initiative.

- **Premium collaboration:** Use all the collaboration features found in Documentum eRoom.
- **Easy access to content or workspaces:** Initiate full-text searches for content regardless of its location within the site environment.
- **Seamless content transfer:** Copy, cut-and-paste, or drag-and-drop items (including database templates) from one eRoom to any other eRoom within the same community.
- **Enhanced security:** Leverage improved flexibility for group management, selected permission granting for tasks such as resetting passwords, and FIPS-140-compliant encryption algorithms.
- **Membership list management:** Easily add users to eRoom member lists, access control lists, and notification alerts through the tabbed, alphabetically-sorted interface.

EMC Documentum eRoom Real-Time Services

Web conference and eRoom integration. eRoom Real-Time Services integrates web conferencing with the Documentum eRoom digital workplace, providing tools for realtime meetings, presentations, and collaboration. Users can share applications, whiteboard sessions, desktops, live demonstrations, and one-to-many presentations. Distributed teams can work simultaneously on critical project deliverables and capture, index, and reuse the collective output of each session.

- **Simple-to-use interface:** Enter web conferences from an eRoom with just one click.
- **Enhanced meeting participation:** Participate in both on-demand meetings and event-based scheduled meetings. A dynamic roster list shows active meeting participants and meeting control can be easily shared.
- **Meeting records:** Save new versions of content from meetings directly into eRoom and capture snapshots of web conference meeting highlights and annotations into eRoom.
- **Convenient sharing and tools:** Share applications, desktops, whiteboard, and annotation tools during meetings.
- **Alerts:** Automatically receive alerts to participate in meetings.
- **Chat conversations:** Conduct public and private chat conversations within meetings and use an active chat indication alert for incoming chat messages.
- **Easy upload and delivery:** Leverage Microsoft PowerPoint slide show mode to easily upload and deliver presentations.
- **Non-eRoom participants:** Optionally invite additional individuals into the meeting who are not eRoom members via e-mail.

EMC Documentum eRoom Viewer for CAD Visualization

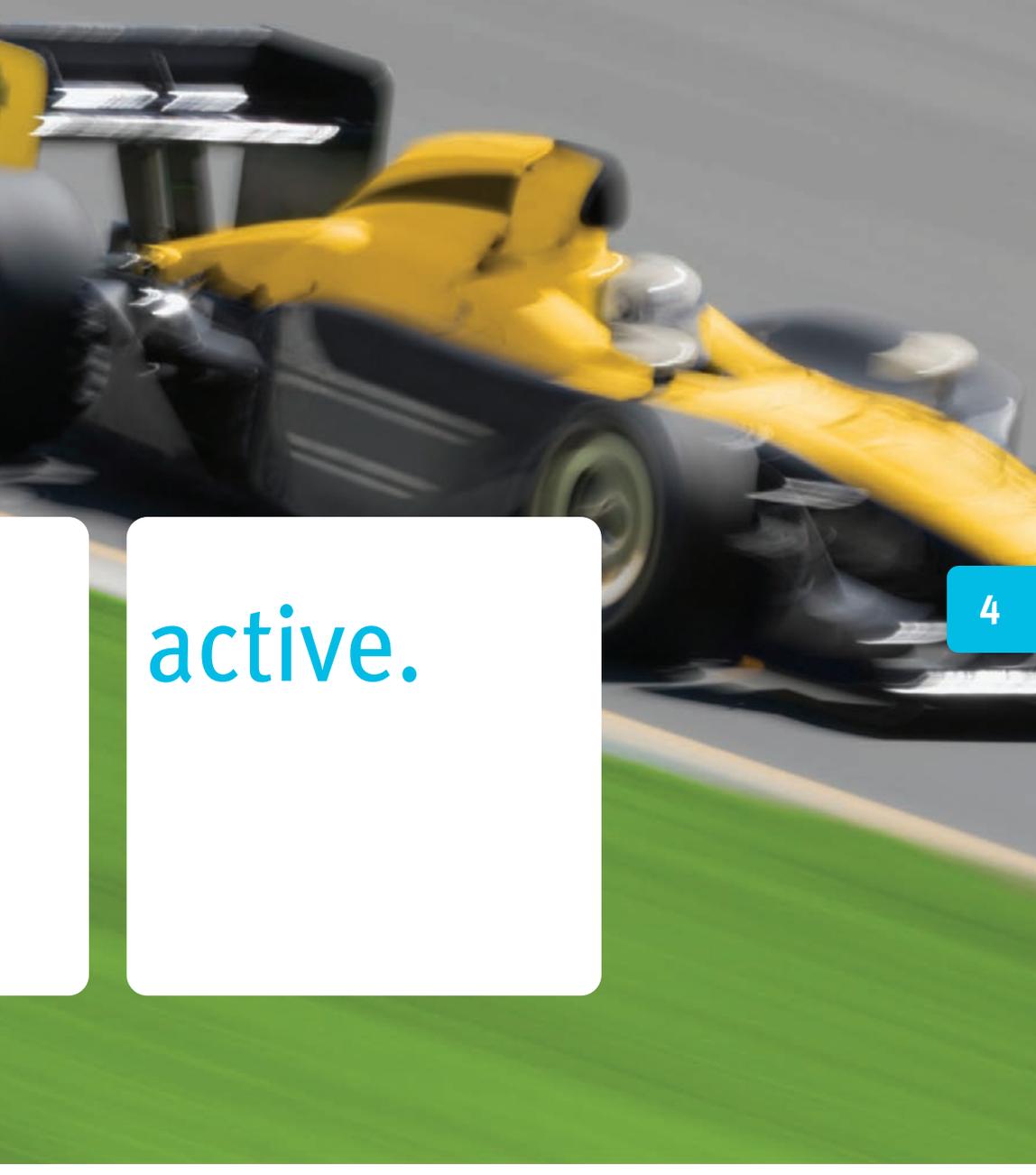
Leading-edge visualization and markup sharing: eRoom Viewer for CAD Visualization enables distributed product development teams to take advantage of leading-edge visualization and markup capabilities within an eRoom workplace by sharing and managing 2D/3D design prototypes in a secure, CAD-neutral environment. Teams leverage the requisite tools for sharing visual product designs assembled from multiple geometric sources, with support for over 200 file formats.

- **Contextual workspace:** Accelerate time to market by providing a contextual workspace for dispersed project teams focused on product design.
- **CAD data accessibility:** Increase visibility into new product development processes.
- **Realtime data delivery:** Reduce new product development costs by delivering relevant information to team members in real time.
- **Workplace protection:** Connect internal and external teams across organizational boundaries in a secure digital workplace.

EMC Documentum eRoom Viewer for Microsoft Project

Personalized views of project task lists from eRoom. eRoom Viewer for Microsoft Project improves overall project management by providing team members with the latest project task information. Team members can access personalized views of their Microsoft Project task lists directly within their eRoom workplaces. The server-side Microsoft Project file viewer eliminates the sharing of outdated task information among project teams, keeping them focused on hitting milestones and completing projects on time and on budget.

- **On-demand access:** Hit critical project milestones by providing on-demand access to Microsoft Project task data.
- **Gantt charts:** View tasks and relationships directly in the Documentum eRoom workplace.
- **Contextual workspace:** Capture all team interactions alongside project task data in a contextual workspace.
- **Personalized views:** Improve productivity by enabling each team member to personalize views of their task data.



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Transactional Content Management

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Transactional Content Management

Many organizations still depend on manual, paper-based processes (or transactions) to deliver services to customers, suppliers, and partners. These processes make information collection, gathering, and access slow, inefficient, and expensive. Moreover, workers find it difficult to view and access all the information and documents required to complete a transaction or process.

In a paper-based world, workers gather information for a transaction, assemble all material into a folder, and route the folder through complex, manual workflows. Each worker keeps the folder as long as necessary to complete a portion of the transaction and then passes it along to the next worker. The folder slowly makes its way through the process until all tasks are complete. It's time consuming and expensive—especially if any documents are lost or misplaced. And of course, compliance and regulatory concerns are greatly exacerbated by these manual processes and information silos.

Fortunately, there's a better way. EMC provides the most complete solution for streamlining content-rich transactional processes. The solution includes the industry's leading, most unified enterprise content management platform, along with enterprise-scale, production-level scanning and imaging, a complete business process suite, and capabilities for reports management and records management. With EMC transactional content management, you can completely transform your business processes with automation and control.

Capture

With a comprehensive suite of products for organizations large and small, EMC is the leading provider of document capture software and enterprise input management solutions. EMC Captiva products are designed to optimize the delivery of mission-critical information into an organization. They transform paper and electronic forms and documents into accurate, valuable data that can be stored and quickly accessed to speed daily operations, reduce costs, improve customer relations and meet ongoing compliance initiatives.

Captiva solutions range from off-the-shelf solutions that can be immediately deployed to customizable enterprise solutions that readily integrate with ECM, ERP and legacy systems, among others. Toolkits enable organizations to develop their own custom input management solutions. And Captiva solutions can readily scale from one department to an entire, global distributed enterprise. Most EMC Captiva customers boast a complete return on investment in as few as 12 months.

4

Document capture

EMC Captiva InputAccel

Captiva InputAccel is an electronic data capture system that enables users to capture information from virtually any paper or electronic source, transform it into usable, business-ready content, and deliver it into a variety of back-end systems.

At the core of InputAccel is a server that governs all modules, client workloads, and workflow processes. The InputAccel Server drives the highest levels of productivity by identifying and bypassing bottlenecks in the workflow process. InputAccel is also completely scalable at the server level and can be expanded to include multiple servers working in unison to scale to meet any volume requirement. This server configuration also ensures that if one server goes offline, others will continue to operate, eliminating down time.

InputAccel is comprised of a variety of modules that:

- Enable distributed electronic data capture of structured, unstructured, and semi-structured documents from any scanner, fax machine, file system, or multi-function scan device within your organization.
- Clean scanned documents using tools that remove speckles, de-skew images, adjust page orientation, and more.
- Automatically identify each document scanned based on user-defined business rules, regardless of the number of pages each document contains.

- Leverage optical character recognition (OCR), intelligent character recognition (ICR), and optical mark reader (OMR) technologies to extract data.
- Validate data based upon user-defined business rules and other data sources.
- Enable users to deliver validated data in a wide range of formats—including XML, PDF, JPG, TIFF, ASCII, and more—to a variety of back-end systems including Documentum Content Server, Microsoft SharePoint, IBM Commonstore for SAP, eiStream, FileNet, IBM Content Manager, Hyland OnBase, Interwoven WorkSite, and OpenText Livelink.

InputAccel is already the solution for hundreds of globe-spanning companies, helping them collect and integrate external information into their systems. Many of these customers have realized a complete ROI on their InputAccel installations in addition to:

- A more effective method of coordinating, validating, and assimilating incoming documents.
- High-speed functionality in electronic data capture, processing, and integration.
- An improvement in the integrity of business-critical data by removing opportunities for error.

4

EMC Captiva Claim Pack

Captiva ClaimPack is an electronic claim processing system based on the award-winning Captiva FormWare platform. ClaimPack captures critical information from CMS-1500, UBs, and dental forms with a proven accuracy rate of up to 99%.

ClaimPack is a complete electronic claim processing solution that encompasses scanning, form ID, image enhancement, reject/repair, key verification, data validation functionalities, and OCR, ICR, and OMR capabilities. And ClaimPack is 100 percent scalable, able to process up to 250,000 claims per day with ease. Using ClaimPack, customers:

- **Speed processing:** By reducing time-consuming data entry, ClaimPack speeds the processing of business-critical information, allowing you to capture information faster.
- **Reduce costs:** ClaimPack allows you to obtain increased throughput from your existing data entry staff, or to reassign personnel to more productive areas.
- **Improve accuracy:** Every manual keystroke has the potential for error. By reducing keystrokes, ClaimPack minimizes errors. By incorporating and consistently applying your predefined business rules, ClaimPack ensures the accuracy and validity of all information captured.

Invoice processing

EMC Captiva InputAccel for Invoices

Captiva InputAccel for Invoices is a fully customizable, invoice-capture accounts payable system that transforms paper invoices into digital images from which invoice data is automatically extracted, validated, and exported into ERP, accounts payable, or other back-end systems.

- **Accelerate the accounts payable process:** By automating invoice capture, organizations can realize more work from fewer people for less money and accelerate the accounts payable process to avoid late fees.
- **Reduce cycle and retrieval times:** The InputAccel for Invoices system automatically extracts invoice data and captures and indexes invoice images. As a result of this accounts payable software, cycle times are reduced and invoice retrieval times can be shortened to seconds. By reducing cycle times, organizations have more flexibility over their cash management and can take advantage of early payment discounts, amounting to a significant cost savings.
- **Improve business relationships:** InputAccel for Invoices helps you improve business relationships by increasing responsiveness to vendor invoices.

Application monitoring

EMC Captiva Input Management Console

Captiva Input Management Console (IMC) content management software provides browser-based analysis, reporting, and trend results to actively monitor the overall performance not only of Captiva products (such as InputAccel, InputAccel for Invoices, eInput, and Digital Mailroom), but also the performance of enterprise content management solutions, such as EMC Documentum and IBM Content Manager.

Captiva IMC software provides crucial diagnostic information to identify and resolve problems quickly. The IMC dashboard offers accurate, realtime status of business applications, including document capture, content management, and document management environments, to help administrators monitor application service levels and performance trends.

Distributed capture

EMC Captiva eInput

Captiva eInput is a front-end distributed image capture software system that enables users to capture and submit scanned document images and electronic files from remote locations via a simple Internet connection.

eInput provides a web-based environment for document scanning, importing, and indexing. This enterprise-level image capture software solution is based on the technology behind InputAccel. eInput enables remote users to send images and index information without installing scan client applications, thereby minimizing deployment, support, and maintenance costs.

Within a browser, eInput allows users to:

- Control the scanner to acquire images or add documents from the file system
- View any page in the document and insert new pages or delete current pages
- Manage multiple documents by maintaining a list of sent and unsent documents
- Add index information to documents for later retrieval
- Perform database lookups to external data repositories and business applications for index validation

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Forms processing

EMC Captiva FormWare

Captiva FormWare automates data entry by identifying, extracting, and perfecting data from virtually any type of form and exports this data into back-end databases or systems including document management or content management systems. Typical forms processed using FormWare include insurance claims, invoices, credit applications, customer orders, and others in paper, electronic, or faxed formats. By using FormWare, customers:

- **Speed processing:** By reducing time-consuming data entry, FormWare automates data entry to speed the processing of business-critical information, allowing you to capture information faster.
- **Reduce costs:** FormWare allows you to obtain increased throughput from your existing data entry staff, or to reassign personnel to more productive areas.
- **Improve accuracy:** Every manual keystroke has the potential for error. By reducing keystrokes, FormWare reduces errors. By incorporating and consistently applying your predefined business rules, FormWare ensures the accuracy and validity of all information captured.

FormWare is comprised of a variety of modules that:

- Scan and import forms, images and electronic data streams.
- Clean scanned materials to ensure they are readable and can be automatically sorted. This process can include de-skewing and removing speckles, lines, backgrounds, borders, and other enhancements to improve document identification and data extraction.
- Identify forms automatically to avoid manual sorting prior to scanning batches of mixed forms and documents.
- Use OCR, ICR, and OMR to read and capture data whether the forms are in machine print, handprint, cursive or barcodes, without having to create a unique template for each type of form scanned.
- Automatically validate the accuracy of all data captured.
- Enable an operator to verify the accuracy of data on forms and correct data if necessary.
- Export data and images from XML, PDF, HTML, ASCII, and Microsoft Word to ODBC-compliant databases and many leading content management, storage, and retrieval applications.
- Enable browser-based remote forms processing.

The FormWare administration console provides system administrators with a detailed record of all unprocessed, in-process and completed work in addition to comprehensive reporting tools. Additional tools enable administrators to create and integrate business rules into FormWare and create and manage custom workflows.

FormWare and InputAccel. Combine FormWare with InputAccel to add the ability to capture, index, and export digitized documents to a content or information repository including those from EMC Documentum, IBM, and OpenText.

Healthcare processing

EMC Captiva ClaimsEditor

Captiva ClaimsEditor Professional and ClaimsEditor Online leverage the most advanced, comprehensive, clinical editing technology available to ensure that healthcare claims are properly coded and are in accordance with applicable state Medicare and other third-party payor rules and regulations. The unique editing, claims correction, reporting, and workflow management capabilities in ClaimsEditor products deliver significant cost and compliance advantages for both individual providers and provider organizations. Benefits include:

- **Reduced costs:** Substantially lower administrative costs associated with managing physician medical claim volumes, resulting in a rapid return on investment.
- **Compliance:** Improve regulatory compliance with government and payor guidelines and reduce audit risks.
- **Reduced payment delays:** Enhance revenue and accelerate cash flow.

EMC Captiva CodeLink

Captiva CodeLink provides healthcare service providers and medical claims coders with access to up-to-date coding information to enable them to process claims faster. CodeLink is available in two versions: Classic and Plus.

CodeLink Classic: Enables users to quickly and accurately access the entire listing of codes for HCPCS, CPT® coding and ICD 9 coding in addition to Linkage Libraries to cross reference relationships between CPT® and ICD-9-CM codes on a specialty-by-specialty basis. As a result, there are fewer coding errors and claim processing times are reduced.

CodeLink Plus: Caters to practices that handle Medicare claims. CodeLink Plus includes all the features of CodeLink in addition to Medicare rules and regulations, which are provided on a code-by-code basis. Additionally, CodeLink Plus users can retrieve Medicare's National Correct Coding Policy and Medicare fees by carrier and ZIP code, which means fewer Medicare denials, improved reimbursements, and lower audit liability.

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EMC Captiva FirstPass

Designed for healthcare plans and payor organizations, Captiva FirstPass provides browser-based healthcare claim processing support and editing capabilities, enabling technical and clinical edits prior to submission to a claims management system. These edits include code accuracy checks, appropriate use of modifiers, validation of patient gender and age, and identification of code fragmentation, utilization violations, diagnosis/procedure relationships, and much more.

By applying these edits to healthcare claims prior to entering a system, FirstPass ensures that errors are eliminated before they can disrupt the system and adversely affect provider relationships. If an error is identified, FirstPass will generate an error notification and allow providers to use a web-based portal to correct claims online.

FirstPass benefits include:

- **Streamlined adjudication processes:** Process more claims faster using FirstPass features that auto-adjudicate claims.
- **Increase in data accuracy:** Review claims for errors and ensure accuracy prior to the claims submissions process.
- **Increase in customer satisfaction:** Process customers claims more quickly, enabling valued staff to spend more time addressing customer needs and less time correcting simple claims errors.

EMC Captiva UCR Databases and Knowledge Products

Captiva offers more than 80 medical record coding, fee, and regulatory data products that provide healthcare payors and providers with immediate access to accurate medical coding online and fee information needed to operate in an increasingly regulated and competitive healthcare environment. Captiva Knowledge Products enable healthcare organizations to:

- Ensure compliance with payor rules and guidelines.
- Increase operating efficiencies.
- Optimize reimbursements.
- Develop complex editing and review systems.

Fee Data: UCR Databases. Insurance companies, employer groups, healthcare organizations, and administrators rely on Captiva UCR Databases to ensure that their fees are usual, reasonable, and customary (UCR). With Captiva UCR data, organizations realize improved compliance with Medicare rules and guidelines, increased operating efficiencies, optimized reimbursement amounts, and faster turnaround times. As a result, they also are able to better serve their customers by using only timely and accurate information in addressing healthcare costs.

Captiva UCR Databases were developed over several years by a team of fee experts and mathematicians and were constructed using hundreds of millions of actual submitted charges evenly distributed throughout the United States. To ensure accuracy, charge data was obtained from a variety of sources including third-party payors, clearinghouses, practice management system vendors, billing services, universities, medical practices, hospitals, and the Centers for Medicare and Medicaid Services (CMS). In addition to these sources, a database of more than 600 million submitted charges was utilized for reference.

Seamless integration is available with almost every claim system, with medical record layouts that are similar to existing products.

Databases currently available for Captiva UCR include the following: Medical, Dental, Anesthesia, CMS Healthcare Common Procedure Coding System (HCPCS), and Outpatient Facility. Additionally, more than 60 data and fee products are available for integration or reference purposes.

Additional fee data. In addition to its Medicare Fee Data and UCR Databases, Captiva offers a wide array of other fee databases.

Intelligent document recognition

EMC Captiva Dispatcher

Captiva Dispatcher allows businesses to handle the vast amount of incoming information they receive on a daily basis in a fast and efficient manner. Dispatcher delivers a unique combination of intelligent classification and recognition technologies that enable companies to streamline their information flow.

- **Automatic classification:** Quickly and easily identify documents using a combination of text- and image-based analysis technologies to classify documents types. Dispatcher performs most classification without any user intervention.
- **Full-page image-based analysis:** Identify documents by analyzing their format. Full-page image-based analysis is the fastest way to classify recurrent documents, particularly those formatted internally.
- **Text-based analysis:** Identify documents based on content using keywords from a database of existing words and phrases.
- **Precision anchors:** Zoom in on a document's graphical zones to differentiate between similar documents using a logo or other graphic indicator.
- **Text matching:** Automatically classify a high percentage of unstructured documents based on sample documents and without any business knowledge.
- **Automatic separation of handwritten documents:** Identify handwritten pages automatically and route these documents to the appropriate department for processing.
- **Advanced data-extraction capabilities:** Use pre-defined business rules and a sophisticated recognition engine to perform free-form capture of critical business data with extraordinary accuracy.
- **Extract data from tables:** Automatically detect tables and intelligently extract data from individual rows or cells.

Business process management

Documentum Process Suite delivers a complete, integrated business process management solution to analyze, orchestrate, and optimize the broadest range of enterprise processes involving people, systems, content, and data. With Documentum Process Suite, your organization will realize greater operational efficiencies and employee productivity, while simultaneously gaining a better understanding of business performance in order to improve processes over time.

Production environment

EMC Documentum TaskSpace

Purpose-built user interface for transactional processes. TaskSpace provides a customizable, easy-to-use interface, allowing users to quickly access, retrieve, and utilize documents within high-volume transactional workflow. This purpose-built user interface—a key component of EMC’s solution for transactional content management (TCM)—is easily configured for specific job functions or tasks. TaskSpace helps organizations accelerate the deployment and adoption of EMC transactional-based business applications, such as loan-origination processing, accounts-payable management, claims processing, and case management.

- **Rapid adoption:** Simplify knowledge worker tasks through a streamlined user interface for transactional processing.
- **Access to all documents:** Optimize document access and increase communication between knowledge workers when you use TaskSpace.
- **Quick task completion:** Easily access all the information and documents you need to complete tasks.
- **Graphical user interface (GUI) tools:** Decrease inefficiencies in the development and deployment of user interfaces.
- **Rapid deployment:** Eliminate barriers involved in building transaction-based solutions.
- **Resource maximization:** Leverage limited information technology (IT) resources for training, development, deployment, customization, and integration.
- **Unified interface:** Integrate imaging, business process management, and content management capabilities into a single user interface.

EMC Documentum Process Engine

Execution, monitoring, and management of business processes. Process Engine carries out the execution, orchestration, and management of business processes. It automatically evaluates business rules and assigns process tasks to the correct system, group, or individual at the appropriate time. Users interact with Documentum Process Engine through a set of interfaces that control and provide context for tasks, work lists, escalations, and notifications.

- **Work queue management:** Manage high volumes of work efficiently through configurable management policies, including distribution, sharing, rework, priority escalation, and alerts.
- **Alias sets:** Automatically select, delegate, or extend an activity at process runtime to the appropriate performer.
- **Activity timer notification and escalation:** Send and receive notifications automatically about activity initiation, deadlines, and completion status.
- **Native support of XML as process data:** Evaluate native XML, convert it into Web Service requests, and “chunk” it into multiple objects routed in different workflows.
- **Audit data generation:** Track business process and integration activity, event messages, and events that are indispensable for process tuning, business activity monitoring, and compliance.
- **J2EE architecture:** Scale to tens of thousands of concurrent users and millions of process tasks on a daily basis, with the ability to configure for failover and redundancy.
- **Integration with business process management:** Execute business processes that take full advantage of rules engines, reporting tools, external processes and applications, and the full range of Documentum content services.

EMC Documentum Process Integrator

Universal integration service. Process Integrator works with Documentum Process Engine and Documentum Content Server to deliver a universal integration service. You gain integration of Documentum process, content, and repository services with external processes through a service-oriented architecture (SOA) implementation.

- **Message services:** Communicate with external systems—enterprise applications, enterprise application integration (EAI) frameworks, message brokers, and data sources—or even individuals through automated e-mail capabilities, allowing Documentum processes to interact with other processes, applications, partners and customers.
- **Listeners and message handlers:** Start a business process; invoke workflow, lifecycle, and transformation from external applications; or complete an activity within Documentum Process Engine.
- **Standards-based tools:** Speed and simplify process integration through support of industry standards including XML, web services, JMS, J2EE, SMTP, and HTTP/S.

EMC Documentum Business Activity Monitor

Realtime process performance information. Business Activity Monitor provides users with alerts, dashboards, and reports on process execution data that is pulled directly from Documentum Process Engine. This tool tracks defined key performance indicators (KPIs), reporting on process performance and providing alerts on conditions that fall outside designated thresholds.

- **Realtime alerts:** Receive KPI alerts by e-mail with links to detailed information available in the Business Activity Monitor graphical dashboard, or use alerts as process triggers that invoke remediation actions or sub-processes.
- **Operational dashboards:** Combine and configure process alerts, performance status information, and reports for each user within a portal framework. Dashboards allow users to easily access information on process performance both at an aggregate level and for individual process instances.
- **Business performance reports:** Choose from over 50 standard reports or create custom, user-defined reports through a report building interface.
- **Round-trip process optimization:** Use performance information to refine and improve processes, as well as input data into Documentum Process Simulator for performance comparisons against previous usage scenarios.

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Design environment

EMC Documentum Process Analyzer

Discovery, design, and analysis of business processes. Process Analyzer allows business-level users to easily design processes running within and outside of the Documentum platform. This graphical tool allows users to define processes and to associate metadata information for activities and tasks within a process.

- **Data-driven process modeling:** Create process models as data—rather than just graphical representations of a process—so that they become valuable information assets for analysis and reuse within a collaborative design environment.
- **Automated process validation:** Ensure completeness and accuracy of process models as well as consistency of definitions and attributes across all your processes.
- **Dynamically generated process maps:** View processes in multiple dimensions including swim-lane and drill-down representations.
- **Reuse of process data elements:** Quickly design processes by combining subsets of existing processes.
- **Advanced reporting functionality:** Easily analyze business processes and the relationships between processes with an easy-to-use drag-and-drop report building interface.

- **Transform Visio diagrams:** Use existing process diagrams created in Microsoft Visio and have them interpreted, mapped, and imported into Process Analyzer.
- **Import or export with business process management applications:** Import process models from a number of other business process management and process modeling applications with optional business process management connectors.
- **Multiple user modes:** Use in stand-alone or multi-user, client-server environments that allow for collaborative process design by storing process data in a single database.

EMC Documentum Process Simulator

Processes performance simulation and testing environment. Process Simulator allows users to run process models designed in Documentum Process Analyzer through simulated usage scenarios. You can get information on process performance under different scenarios, compare performance between current state and revised versions of a process, and find bottlenecks and resource constraints.

- **Direct integration with Documentum Process Analyzer:** Define usage parameters and run processes through simulations without needing to recreate or manually import process models.
- **Side-by-side comparisons:** See how your current process performs against a revised version of the process or run multiple what-if scenarios to assess the impact of different loads on a process.
- **Data-driven simulation:** Run simulation on any attribute associated with a process, analyzing process flow constraints, running simulations on cost, resource requirements, and utilization rates, and even performing statistical analyses.

EMC Documentum Process Navigator

Process analysis and information through a browser-based interface. Process Navigator is a web browser-based client that enables process stakeholders throughout the enterprise to view and analyze process models designed with Documentum Process Analyzer. People involved in process design can collaborate with those directly involved in using and managing business processes, generating process maps, multidimensional process views, reports, and analyses, as needed.

- **Browser-based user interface:** Easily yet securely access business processes through a web browser with an add-on installation to the Documentum Process Analyzer server.
- **Dynamic process analysis:** Dynamically generate views, reports, and analyses based on the most current information in the process database.
- **Personalized configuration:** Define a personalized set of reports and views in a My View window, gaining quick access to analyses and reports that are used on an ongoing basis.

EMC Documentum Process Builder

Easy implementation and deployment of business processes. Process Builder allows technical staff to easily implement process models and deploy them for execution in Documentum Process Engine. This graphical tool uses a set of pre-defined palettes for various business processes as well as templates for activities such as automated tasks, user-handled tasks, and integrations with external systems.

- **Simple dialog boxes and drag-and-drop assembly:** Easily associate process implementation definitions for activities and tasks within complex business processes.
- **Activity templates and palettes:** Graphically design, configure, and implement processes, collaborative workspaces, and integrations with external systems without custom coding.
- **Content and data management configuration:** Implement the full range of Documentum content services—such as transformations, lifecycle changes and retention policies—within business processes. In addition, enable Documentum processes to read and write data through the creation of structured data types and by graphically mapping the transfer of data parameters between Documentum and external data sources.
- **Forms integration:** Link e-form layout elements with process data, enabling interaction with workflows, business processes, and repository objects.

EMC Documentum Process Connectors

Application integration with Documentum Process Suite. Process Connectors enable integration of best-in-class applications—rules engines, simulation environments, and auditing, analytics, and reporting tools—with Documentum business process management products such as Documentum Process Engine, Process Builder, and Process Analyzer.

- **Process management and modeling integrations:** Import and export process models with business process management and modeling applications including BEA WebLogic Integration (WLI) and BEA AquaLogic BPM Suite, Tibco Staffware Process Suite, Microsoft BizTalk and Microsoft Visio, IDS Scheer ARIS, and business process execution language (BPEL)—compliant business process management applications.
- **Business rules system integration with Corticon Business Rules Management and ILOG JRules:** Aggregate, manage, and automate complex business rules across the organization, executing them as automated steps in business processes.
- **Reporting integration with Cognos ReportNet:** View overall conditions of business activities, analyzing and auditing processes through aggregated reports by process, activity, and user.

EMC Documentum Forms Builder

User interface creation for process workflow and data capture. Forms Builder helps you quickly build a user interface for workflow activities that occur within a business process. Based on the Documentum Web Development component framework, Forms Builder allows you to design TaskSpace and e-forms interfaces using an easy-to-use graphical configuration tool that does not require manual programming.

- **Ease of use:** Provide a streamlined and efficient user experience by designing TaskSpace interfaces and Documentum Forms for specific activities and user types.
- **Dynamic UI:** Leverage AJAX technology to incorporate rules-based intelligence into the interface client, enabling inputs to be dynamically validated and updated without querying the server environment.
- **Data for process-routing decisions:** Allow Documentum users to initiate workflows and business processes as well as interact with running business processes.
- **Graphical design environment:** Easily create interfaces that permit users to interact with workflows, business processes, and repository objects.

EMC Documentum Process Services for SAP®

Process tools for SAP® content and transactional content management applications. Process Services for SAP integrates with Documentum Process Suite to enable powerful SAP content and transactional content management applications. Business analysts are able to construct and deploy complex applications integrated with SAP, using powerful SAP activity templates. Wide-ranging applications, such as plant maintenance, procurement, claims processing, and mortgage loan origination are more easily deployed and managed.

- **Powerful SAP integration functions:** Chain together functions such as content linking, process integration, and data exchange and validation for complex applications.
- **Streamlined operational applications:** Delegate document or content management functionality to Documentum, enabling SAP users to easily access managed content from within an SAP application.
- **Customization for SAP applications:** Create, deploy, and manage customized SAP applications that take advantage of business process management capabilities.
- **Complete SAP process lifecycle:** Leverage Documentum products such as Process Monitor, Process Analyzer, Process Simulator, and Process Navigator to analyze, deploy, execute, monitor, and redeploy a complete SAP process lifecycle.

ApplicationXtender: TCM for the midsize organization

The EMC Documentum ApplicationXtender family allows you to quickly capture, organize, and deliver fixed-content images, documents, reports, and other business-critical information. Built on a central repository, ApplicationXtender can perform high-speed image capture and storage. You'll quickly access information from either a desktop interface or a browser, enabling greater control over business documents, enhancing the quality of decisions, increasing customer service levels, and improving employee productivity.

EMC Documentum ApplicationXtender

Storage, organization, and management of business-critical information.

ApplicationXtender electronically stores, organizes, and manages documents, files, and other business-critical information, and provides fast, security-controlled access to information from Microsoft Windows or web-based clients. ApplicationXtender integrates document imaging, report management, workflow, and document management services—within an easy-to-use Windows/.NET-optimized system.

- **Rapid deployment:** Install and configure ApplicationXtender in less than 24 hours, making it an ideal solution for mid-sized organizations.
- **Support for virtually any type of information:** Ingest and capture paper-based information, audio/video files, and system-generated files such as reports, spreadsheets, images, computer-aided design (CAD) drawings.
- **Comprehensive file management:** Process and update information, taking advantage of annotations, redaction, check-in/check-out, version control, and full-text indexing.
- **Integration with third-party business applications:** Tie the ApplicationXtender repository to existing business applications, enabling users to leverage existing interfaces.
- **Internet/intranet access to content:** Enable remote access by employees or partners and facilitate electronic bill presentment or electronic cataloging without having to install client software.
- **Robust, flexible security:** Grant application and document-level privileges through native ApplicationXtender security, Microsoft Windows NT–based security, or LDAP directory services.

EMC Documentum ApplicationXtender Image Capture

Fast, efficient batch-scanning. ApplicationXtender Image Capture provides high-volume document capture and batch-scanning capabilities.

- **Flexible configuration:** Rapidly deploy ApplicationXtender Image Capture to meet the needs of any production environment.
- **Full-featured batch-scan and index:** Perform all major batch-scan and index functions including input, import, index, and output processing.
- **Multiple workstations:** Simultaneously index information from the same batch on multiple workstations so that users can quickly index and import scanned images into ApplicationXtender.

EMC Captiva QuickScan Pro for ApplicationXtender

Advanced desktop capture capabilities. Captiva QuickScan Pro is an out-of-the-box document scanner software and imaging solution that provides all the necessary capabilities for high-speed scanning, image enhancement, OCR, viewing, annotation, printing, and storing images for both black-and-white and color pages.

- **Perfect for small and medium businesses:** Provide an easy-to-use capture and storage solution for organizations without large IT infrastructures.
- **Same-day implementation:** Get up and running quickly with a solution to capture paper, automate the indexing process, and store digital copies in a central repository.
- **Designed to be easy to use:** Take advantage of point-and-click interfaces and support for Microsoft Windows Server 2003 and Microsoft .NET framework.

EMC Documentum ApplicationXtender Media Distribution

Efficient content distribution on CDs. ApplicationXtender Media Distribution enables companies to collect, index, and place content on CDs for distribution to third parties that may not have ApplicationXtender. You gain capabilities to distribute content for ApplicationXtender and import content from CDs back into ApplicationXtender for reuse.

- **Simple, intuitive extraction wizard:** Pre-master, index, and burn ApplicationXtender content to CDs with read-only-memory (CD-ROM), using simple point-and-click interfaces.
- **Multiple CD-ROM support:** Span multiple CDs to facilitate the placement of large amounts of ApplicationXtender information onto more than one CD-ROM.
- **Viewer included on CD-ROM:** Search and view ApplicationXtender information with the ApplicationXtender Media Distribution viewer, or search for and view information with the standard ApplicationXtender desktop client or web client.
- **Reintegration wizard:** Index and integrate information from a CD-ROM back into an ApplicationXtender repository.

EMC Documentum ApplicationXtender Reports Management

Electronic presentation of business information. ApplicationXtender Reports Management facilitates the electronic presentation of statements, bills, explanations of benefits (EOBs), and other business information. You can automatically capture and ingest business reports, print streams, and other computer-generated output.

- **Automatic report indexing:** Process, index, and store reports within ApplicationXtender as they are produced.
- **Support for test reports and advanced print streams:** Ensure that advanced formatting is not lost during processing by supporting AFP, Metacode, PCL, and PDF print streams, and traditional text formats including ASCII and EBCDIC.
- **Dynamic print streams:** Co-mingle print streams (such as alternating cover letters with statements) and leverage dynamic formatting within print streams (such as placing company logos on statements).
- **High-fidelity electronic presentation of reports:** Display electronic reports in exactly the same formatting as their paper versions, enabling customer service representatives to quickly help customers with questions and print, e-mail, or fax originals.
- **System monitoring:** Audit system use and performance and confirm job completion.

EMC Documentum ApplicationXtender Workflow

Automated information and document flow throughout the organization.

ApplicationXtender Workflow automates the flow of information and documents throughout your organization, making your business more effective and responsive. Participants can collaborate on work with easy access to workflows (via desktop or web clients) as well as to visual process maps that define how work gets done.

- **Powerful decision support:** Monitor, administer, control, and track performance metrics for all your process management applications.
- **Ease of use and flexibility:** Rapidly design, analyze, and develop automated business processes, easily changing the process should your business needs change.
- **Customizable data entry:** Develop custom data entry screens using standard development tools to support your business objectives.
- **Collaborative work management:** Share work and receive comments without changing the process or routing.
- **Automated routing of information:** Trigger the next step of a workflow process.

EMC Documentum Records Manager for ApplicationXtender

Records management and retention administration. Records Manager for ApplicationXtender enables organizations to implement procedures for storage, retrieval, dissemination, protection, preservation, and destruction of recorded information associated with business operations.

- **Pre-defined retention rules:** Eliminate additional work steps by automatically filing documents as records according to pre-defined retention rules.
- **Information accessibility:** Quickly find information that's needed to meet litigation and regulatory scrutiny requirements.
- **Information disposal upon lifecycle completion:** Retire or move information to another type of storage when retention periods expire.

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EMC Documentum ApplicationXtender Integration Module

Unsurpassed image-enabling technology. ApplicationXtender Integration Module (AXIM) delivers image-enabling technology that allows virtually any business application to be easily and seamlessly integrated with the ApplicationXtender content management solution without programming.

- **Maximized investments in existing applications:** Knowledge workers can retrieve business documents and information from the ApplicationXtender repository without leaving their desktop business systems.
- **Plug and play:** Basic desktop users can set up AXIM to function with their business applications, including Microsoft Office products, mainframe terminal emulators, and browser-based applications.

EMC Documentum ApplicationXtender Web Access

Document management with a standard web browser. ApplicationXtender Web Access provides an efficient, inexpensive browser client for Documentum ApplicationXtender. It enables users to retrieve, view, and manage documents using a standard Web browser.

- **Internet/intranet access to content:** Enable remote access by employees or partners and facilitate electronic bill presentment or electronic cataloging without having to install client software.
- **Web infrastructure standards:** Leverage commercially available browsers such as Netscape or Microsoft Internet Explorer.
- **Comprehensive content display:** Search and view information using a full range of display and processing functionality such as wildcard and range searches, annotations, redaction, and thumbnails.
- **Robust, flexible security:** Grant application and document-level privileges through ApplicationXtender security models including native ApplicationXtender security, Microsoft Windows NT–based security, or LDAP directory services.



aware.

5

Interactive Content Management

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Interactive Content Management

In the last decade, the Web has evolved from a publishing medium into a venue where people meet, collaborate, and conduct business. Today people expect to receive communications that inform, involve, and entertain them. Businesses know that to engage their audience they must produce company communications that incorporate interactive content such as images, audio, video, web pages, blogs, wikis, and Flash animation. Interactive content is revenue driven. It encourages customers to buy, partners to sell, and employees to more effectively represent their company's products and services.

To create, manage, and deliver interactive communications across multiple channels requires interactive content management solutions that utilize powerful digital asset management and web content management technologies. EMC delivers content management solutions that make it easier for organizations to work with interactive content and streamline creative processes for applications including marketing collateral production, publications, website management, and video production.

EMC solutions provide:

- **Universal access:** Easily store, search, access, modify, and repurpose assets.
- **Multiple-channel publishing:** Publish where needed—Web, mobile, or print.
- **Marketing automation:** Streamline processes with creative workflows and approvals.

EMC interactive content management solutions help your company significantly optimize communication processes and increase revenue, with technologies to meet any communications challenge.

Web content management

The EMC Documentum web content management solution manages the content, underlying structure, and publishing process for websites and portals. Documentum simplifies a global web presence and helps corporations focus on their key business objectives. It empowers knowledge workers to create compelling content and sites that drive a superior customer experience. And it allows marketing and IT to work together to define standards, lower operations costs, and tame web sprawl through a consolidated infrastructure.

EMC Documentum Web Publisher

Simplified web publishing. Web Publisher empowers both business and IT users to design, create, and manage global websites and portals. Authoring tools offer nontechnical users the ability to edit content and layout in the context of the web page, add content through fill-in-the-blank forms, publish using portlets, or leverage common desktop applications. Power users have advanced capabilities to manage multi-site environments, navigation, site structure, workflows, users and roles, and delivery to highly available and distributed web servers.

- **Simplified tools:** Empower nontechnical business users to create, manage, and publish web content with easy-to-use tools that require no special training.
- **Web publishing portlets:** Allow users to participate in web publishing processes without leaving their familiar portal environments or learning a new application; options include three out-of-the-box portlets that are also fully customizable: My Web Publisher, Submit Content, and Published Content.
- **Rich media management:** Use digital asset management capabilities within the web publishing tools to edit and manage rich media assets such as images and video.
- **Multilingual management:** Establish a global presence by incorporating advanced, multilingual management capabilities.
- **XML management:** Use the power of XML with native XML management capabilities by easily separating content from layout and dynamically assembling sites based on your business logic.
- **Web content workflows and lifecycles:** Manage the web publishing process from creation to approval to archiving through lifecycles that automatically promote content to the correct stage.

- **Collaboration and business process support:** Provide teams with collaboration beyond standard workflows, leveraging embedded collaboration services or extended workflows to integrate external systems.
- **Integration with standard tools:** Maximize resources with seamless integration of authoring tools such as Microsoft Office, Adobe Creative Suite, and JustSystems XMetaL.
- **Rapid website deployment:** Delegate the deployment of new sites; utilize site wizard capabilities to copy and create new sites with a few steps from reusable templates, roles, and publishing processes.

EMC Documentum Web Publisher Page Builder

Website creation with a revolutionary editor. Web Publisher Page Builder provides a revolutionary approach that allows nontechnical business users to employ the “what you see is what you get” (WYSIWYG) editor to create content, layout, and page display. Built on Documentum Web Publisher, Web Publisher Page Builder is fully unified with the Documentum enterprise content management platform. Business users now have closer alignment with their customers, and IT department can remove web development bottlenecks while lowering development costs and maintaining a high degree of control.

- **WYSIWYG website creation:** Rapidly design web pages that show exactly how live content and layout will display on the site.
- **Component-based websites:** Manage and build web pages from reusable static or dynamic components with no coding in a secure, manageable way.
- **Site view and edit:** Browse websites and select content or layout, accessing an editor to make modifications when you use Web Publisher Page Builder.
- **Site wizard:** Create and manage new sites with easy-to-use wizards that guide you through processes for defining templates, content, navigation, and users or rules.
- **Adobe Dreamweaver template support:** Use Dreamweaver (or other preferred design tool) to create templates and import them into Web Publisher Page Builder.
- **XML management:** Use the XML storage format while hiding complexity including schema validation, efficient parsing-processing, and rendering to multiple markup languages.

EMC Documentum Web Publisher Portlet Builder

Simplified portlet creation and publishing. Web Publisher Portlet Builder empowers nontechnical users to easily create, administer, and deploy portlets without requiring complex developer tools or knowledge. Through a series of simple wizard-directed interfaces, users can select portlet templates, create content, and manage deployment to multiple portals. Web Publisher Portlet Builder provides an embedded rich-text editor and wizards to link to content within the Documentum repository or to any external source such as an RSS news feed. You can set entitlement on the portlet and underlying content and even deploy a business process that aggregates and processes content from various sources.

- **Sample portlets:** Get started quickly with prebuilt sample portlets that include header, footer, and rich-text sections that make it easy to compose and communicate important information.
- **User-extensible templates:** Easily modify and deploy out-of-the-box or custom-built templates.
- **Editing tool:** Take advantage of the embedded WYSIWYG editing tool, which hides the complexity of creating HTML content.
- **Automatic content generation:** Select from various content sources (including the Documentum repository) through a wizard-like interface that facilitates the automatic update of information on an ongoing basis.
- **Content aggregation:** Use various content services such as RSS, RDF, or web services to gather and aggregate content into a single portlet.
- **Authentication services:** Set authentication services such as LDAP-based entitlement for portlets and content through a wizard-like interface.
- **Automatic publishing to portal server:** Easily administer the publishing process including defining portal server targets, scheduling the frequency of publishing, and setting permissions.
- **JSR 168-generated portlets:** Leverage the JSR 168 standard for building portlets, facilitating deployment to JSR 168-compliant portals.

EMC Documentum Site Delivery Services

Ease of multi-channel publishing. Site Delivery Services enables you to distribute accurate, reliable, and timely content from an Documentum repository to web farms and servers around the world. Site Delivery Services combines Documentum Site Caching Services and Documentum Site Deployment Services, two architectural components that work together as part of the Documentum web content management solution.

- **High-speed, synchronized delivery:** Ensure consistency of information at every server and at every site around the world.
- **Fulltime safeguards:** Protect against damaging or costly errors with realtime monitoring, automatic self-repair, and content version roll-back.
- **Byte-level differencing and SSL encryption:** Ensure secure and rapid content deployment.
- **Broad server support:** Deliver content with industry-leading application, personalization, and commerce servers, including BEA WebLogic, IBM WebSphere, ATG Commerce, and any J2EE-compliant platform.

Digital asset management

Product images, streaming video, audio clips, logos, flash animation, PowerPoint presentations, web pages—today digital assets are ubiquitous. They're used by companies in all industries to promote products and services, educate employees, attract customers, and establish global brand recognition. Rich media represents a significant intellectual and monetary investment for a company but it typically resides in silos and is not properly leveraged for its full value. A Documentum digital asset management solution allows organizations to manage all their content, rich media, and traditional documents through one interface. It provides extended capabilities such as content transformations to effectively manage rich media in addition to providing the complete set of enterprise content management capabilities offered by Documentum.

EMC Documentum Authoring Integration Services

Support for popular file-access protocols. Authoring Integration Services provides standards-based integration between the Documentum repository and the authoring tools used to create and edit content. Authoring Integration Services supports the most popular file access protocols so that getting content into and out of the Documentum repository is easier, requiring minimal user training.

- **FTP services:** Integrate the Documentum repository with any web authoring tool, such as Adobe Dreamweaver and HomeSite, that supports file transfer protocol (FTP).
- **WebDAV services:** Create and manage Documentum folders and content with Microsoft WebFolders and Apple Mac OS/X DAVLib.
- **File share services:** Access the Documentum repository just like a shared network drive in PC and Macintosh environments with certified page layout tools such as QuarkXPress and Adobe InDesign.
- **Platform compatibility:** Work in either PC or Macintosh environments and leverage page layout tools such as QuarkXPress and Adobe InDesign.

EMC Documentum Content Transformation Services

Converting content for multi-purpose use and multi-channel publishing. Content Transformation Services is a suite of products, each of which focuses on a specific set of content formats but uses a common, robust framework. When combined, they offer you the ability to transform common desktop documents and rich media formats. The result is more efficient and standardized content transformation and analysis for content across the entire organization. The Content Transformation Services suite includes the following products:

- **Documentum Media Transformation Services:** Support rich media such as photographs, presentations, and graphics with content attribution, thumbnails, storyboard support, and renditions management.
- **Documentum Audio Video Transformation Services:** Enhance support for audio and video features such as streaming and advanced video details.
- **Documentum Medical Imaging Transformation Services:** Add support for the Digital Imaging and Communications in Medicine (DICOM) medical image format.

EMC Documentum Digital Asset Manager

Comprehensive digital asset management capabilities. Digital Asset Manager exposes a set of powerful transformations and enhanced content previews, enabling companies to fully leverage the value of their digital assets. With Digital Asset Manager, users can take advantage of the complete set of content management capabilities offered by the Documentum platform. Digital Asset Manager enables organizations to manage all their content through a single web-based interface.

- **Thumbnail/loupe display:** View the contents of any folder or the results of any search via thumbnails and a magnified inline preview.
- **Active preview:** Examine contents of multipage documents page by page with an optimized web-based document preview and storyboard navigation interface.
- **File transformation:** Easily create and modify profiles to automatically transform and repurpose asset content.
- **Collections:** Create and manage, share, download, or transform content into specific formats, simplifying work on content related to a particular task or project.
- **Collaboration support:** Collaborate on and manage your activity details alongside your rich media using rooms, discussion threads, contextual folders, and notes.
- **Microsoft PowerPoint assembly:** Search and review entire PowerPoint presentations or individual slides without having to download and open them on your desktop.
- **Rendition and relation browsing:** Navigate to all renditions associated with any particular asset such as a low-resolution or web-ready version of a file.
- **Intellectual property rights management:** Capture and communicate intellectual property rights associated with one or more assets and extend this framework to third-party rights tools.

EMC Documentum Learning Services

Creation, management, and reuse of learning materials. Learning Services makes it easier to create, manage, and reuse learning materials. Users gain interoperability with Learning Management Systems (LMS) and with learning content authoring tools through support for Shareable Content Object Reference Model (SCORM) and Package Exchange Notification Services (PENS).

- **Secure, robust repository:** Deliver a broad range of training content from one location with versioning, security, and user-based permissions that enable the appropriate control of all learning content.
- **Custom workflows:** Easily create and use workflows to track, review, and approve course materials.
- **Support for eLearning content standards:** Leverage the SCORM standard with Documentum, allowing learning content creators and subject matter experts to store and manage content in the Documentum repository.
- **Detailed SCORM metadata handling:** Automatically associate SCORM metadata with learning content stored in the Documentum repository, allowing users to quickly search for and repurpose learning materials.
- **LMS integrations:** Quickly publish content to a PENS-compliant LMS and maintain its entire publishing history with Documentum.

Editorial publishing

Documentum software provides a complete tool set to create, manage, deliver, and archive all your content—regardless of source or format. We provide a single, robust platform that supports content re-use and multi-channel publishing. With Documentum Content Services for WoodWing we've extended those capabilities to traditional publishers.

EMC Documentum Content Services for WoodWing

Editorial production and multi-channel publishing. Content Services for WoodWing integrates Documentum with authoring tools used for creating book and magazine publications. As a result, publishers can leverage the Documentum enterprise content management platform to support their publishing workflows, making it easier to reuse content in new channels such as the Web or wireless devices, ultimately opening up new revenue streams.

- **Integrated workflows:** Manage publishing workflow tasks directly within Adobe InDesign and InCopy via WoodWing Smart Connection Enterprise.
- **Extensible workflows:** Leverage workflows that extend beyond authoring tools to external contributors like freelance writers and artists.
- **Content access:** Conveniently check in, check out, and apply version control to content in Documentum directly within Adobe InDesign or InCopy via WoodWing Smart Connection Enterprise.
- **Publishing components:** Plan and organize publication production efforts using a simple-to-use web-based interface.
- **Role-based performer types:** Easily model user resources based on roles they perform, thus providing maximum flexibility when assigning workflow tasks.
- **Templates and placeholders:** Assign performers and associate just-in-time workflows through layout, article templates, and performer groups.
- **Metadata support:** Maintain context around any publishing component for easy retrieval and tracking.
- **Enhanced previews:** Improve productivity by leveraging the Documentum platform's digital asset management capabilities to easily preview and work with images contained in publications.
- **Multi-channel publishing:** Establish a content development process that takes into account the need to disseminate work to multiple channels by leveraging the Documentum platform's XML and web content management features.



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Archiving

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Archiving

IT is under pressure to lower costs and minimize compliance risks while organizations struggle with several challenges resulting from rising volumes of structured and unstructured archived data.

For one thing, the costs of audits, probes, and lawsuits are skyrocketing as organizations attempt to comply with regulatory and eDiscovery requirements. The risk of non-compliance is increasing, however, because as IT works to keep up with information volumes, information is not being retained or disposed of in a consistent manner throughout the organization. And because IT is burdened by inefficient approaches to managing information, it struggles to find the time to implement new approaches, which could make content more accessible and reusable.

EMC helps address these challenges with solutions to cost-effectively preserve content for long-term retention and archival. Our archiving products provide consistent enforcement of retention, security, and rights management policies. We offer both application-specific archive products (such as for e-mail or images) and an integrated content archiving platform to help you comply with regulatory and eDiscovery requirements, reduce costs, and improve access to all content types.

E-mail archiving

E-mail is a quick, efficient means of communication and nearly every organization relies on e-mail for critical business communication. But increases in volumes of e-mail coupled with the growing average size of e-mail messages are increasing storage requirements and making it difficult to manage. Moreover, evolving discovery and regulatory recordkeeping requirements and the ever-present possibility of litigation make managing e-mail a necessity. The bottom line is a proactive e-mail management approach is required to meet operational challenges and mitigate risk. An EMC e-mail archiving solution can deliver this—without sacrificing the expected end user client experience.

EMC EmailXtender

EmailXtender products deliver e-mail archiving capabilities to help organizations of all sizes improve the operational efficiency of their messaging environments, reduce the cost and risk of legal discovery, and automate e-mail retention and disposal policies to meet regulatory and corporate governance requirements. EmailXtender works with all major messaging environments including Microsoft Exchange and IBM Lotus Notes/Domino as well as instant messaging; EmailXtender can store all of these formats in the same centralized archive.

EMC EmailXtender for IBM Lotus Notes/Domino

Proactive, automated e-mail management. EmailXtender for IBM Lotus Notes/Domino helps organizations improve operational efficiency and reduce the administrative costs of their Lotus Notes/Domino environments. Consistent message capture and automated retention policies ensure that messages are stored in a centralized, tamper-proof archive. The de-duplicated, full-text indexed archive enables quick, efficient, and precise search results, helping to reduce the time and costs of legal discovery. Coupled with EMC Centera, EmailXtender for IBM Lotus Notes/Domino offers a cost-effective, tamper-proof solution for long-term e-mail retention.

- **Flexible, automated business policies:** Determine what messages should be archived and for how long, based on flexible archiving and retention policies.
- **Centrally managed, full-text indexed archive:** Reduce management overhead with a centralized e-mail archive, eliminating redundant messages and accelerating search results.
- **Proactively managed mail file size:** Decrease storage requirements for your production environment, and supply users with a virtually “infinite” mail file.

- **Seamless user experience:** Provide users with uninterrupted access to content whether they are online or offline, without any change to their Lotus Notes client experiences.
- **User-directed archiving:** Enable users to classify important e-mails for retention and make them easily viewable through a native Notes client interface.
- **Auditing and reporting:** Monitor the effectiveness of archiving operations and produce reports of archive activities in the event of an audit.

EMC EmailXtender for Microsoft Exchange

Proactive, automated e-mail management. EmailXtender for Microsoft Exchange helps organizations improve operational efficiency and reduce the administrative costs of their Exchange environments. Consistent message capture and automated retention policies ensure that messages are stored in a centralized, tamper-proof archive. The de-duplicated, full-text indexed archive enables quick, efficient, and precise search results, helping reduce the time and costs of legal discovery. Coupled with EMC Centera, EmailXtender for Microsoft Exchange offers a cost-effective, tamper-proof solution for long-term e-mail retention.

- **Flexible, automated business policies:** Determine which messages should be archived and for how long, based on flexible archiving and retention policies.
- **Centrally managed, full-text indexed archive:** Reduce management overhead with a centralized e-mail archive, eliminating redundant messages and accelerating search results.
- **Proactively managed mailbox size:** Decrease storage requirements for your production Exchange environment and supply users with a virtually “infinite” mailbox.
- **Seamless user experience:** Provide users with uninterrupted access to content whether they are online or offline without any change to their Microsoft Outlook client experiences.
- **Intelligent .PST migration:** Automatically find and archive existing .PST files into the centralized archive and restrict the ability to create new files.
- **User-directed archiving:** Enable users to classify important e-mails for long-term retention and make them easily viewable through a native Outlook client interface.
- **Auditing and reporting:** Monitor the effectiveness of archiving operations and produce reports of archive activities in the event of an audit.

EMC EmailXtender Archive Edition

Improved messaging operations. EmailXtender Archive Edition is designed to help organizations manage the storage requirement of their messaging environment. It helps you proactively manage mailbox size in order to improve operational efficiency. EmailXtender Archive Edition supports Microsoft Exchange and IBM Lotus Notes/Domino environments.

- **Centrally managed, full-text indexed archive:** Reduce management overhead with a centralized e-mail archive, eliminating redundant messages and accelerating search results.
- **Proactively managed mailbox size:** Decrease storage requirements for your production messaging environment and supply users with virtually “infinite” mailboxes.
- **Seamless user experience:** Provide users with uninterrupted access to content whether they are online or offline without any change to their client experiences.

EMC EmailXtender User Cache

Support for offline access. EmailXtender User Cache is an add-on module that enhances the storage management functionality of EmailXtender Archive Edition and EmailXtender in Microsoft Exchange environments. EmailXtender User Cache provides a local cache to ensure that archived content is accessible whether users are online or offline; automatic synchronization with the central archive ensures that messages are managed by corporate retention policies. User Cache also supports remote users on slower networks and helps to minimize network traffic.

- **Transparent access:** Ensure messages and attachments are accessible whether users are online or offline.
- **Seamless Microsoft Outlook experience:** Preserve full Outlook functionality, providing a seamless user experience.
- **Reduced network bandwidth:** Lessen network traffic and the load on the archive server by accessing content from the local cache first, and improve performance for users on slower network connections.
- **Consistent retention policies:** Enforce retention policies between the centralized archive and local cache with automated synchronization.

EMC EmailXaminer

Electronic communications monitoring. EmailXaminer is an add-on for EmailXtender in either Microsoft Exchange or IBM Lotus Notes/Domino environments. It provides e-mail content monitoring and supervision to enable compliance with corporate e-mail policies and NASD Rules 3010 and 3110. By monitoring employee communications, supervisors can improve productivity and reduce liability.

- **Flexible business policies:** Review communications using random sampling, lexicon matching, or a combination of the two.
- **Comprehensive reporting:** Provide proof of compliance, adhere to corporate policies, and determine the effectiveness of both policies and reviewers.
- **Supervisory reporting and auditing:** Meet the NASD Rule 3010 requirement to keep auditable records of supervisory reviews.
- **Easy-to-use reviewer interface:** Quickly select a message, navigate through the message preview display, and code the message appropriately.

SAP® archiving and content management

EMC offers a complete portfolio of SAP integration products, ranging from SAP archiving and archive viewing, to content management for SAP Business Suite applications and SAP Portal applications. Based on the same content repository and technology platform, companies can deploy individual SAP solutions incrementally, and then expand as more complex use cases emerge. For example, a company may deploy an SAP archiving solution to improve storage TCO and compliance, and then decide later to deploy an invoice processing solution for SAP accounts payable to increase process efficiency.

A single, expandable portfolio of SAP integration products allows companies to maximize their SAP investment, while managing the cost and staging of their SAP archiving and content management solutions.

EMC Documentum Archive Services for SAP®

Comprehensive archiving and compliance for SAP IT. Archive Services for SAP provides scalable, secure archiving services for complex SAP information technology infrastructures. Companies can use Archive Services for SAP to support high-capacity scenarios that require the appropriate archiving of business documents, Archive Development Kit (ADK) files, and printlist reports. Tight integration with EMC storage products, particularly EMC Centera, enables hardware-based retention and content authenticity. In addition, EMC ViewPoint for SAP allows users to view archived SAP transactions alongside online transactions.

- **SAP ArchiveLink®-certified:** Easily comply with SAP archiving requirements for improved system performance.
- **Highly scalable services:** Scale archiving to accommodate varying sizes and differing archive objects, files, reports, and documents.
- **Tight SAP integration:** Gain comprehensive SAP viewing and archiving capabilities when you use Archive Services for SAP in conjunction with ViewPoint for SAP.
- **Java-based, multiplatform support:** Rely on a secure, dependable platform that supports both Microsoft Windows and UNIX.
- **Additional SAP functionality:** Enable document management for SAP applications, portals, and SAP NetWeaver® applications when you use Archive Services for SAP together with other Documentum products.

EMC ViewPoint for SAP®

Seamless access to archived business transactions. ViewPoint for SAP provides seamless, transparent access to archived business transactions that reside in SAP Archive Development Kit files. ViewPoint for SAP complements SAP ADK to provide transparent viewing of both production and archived data via native SAP user interfaces. With ViewPoint for SAP, you gain operational continuity while at the same time enabling your business to be more aggressive with your SAP archiving strategy, knowing that transactional data is readily accessible.

- **Database performance relief:** Deploy more aggressive data archiving strategies with ViewPoint for SAP.
- **Reduced cost and complexity:** Enable better application management by facilitating access to both “live” and archived transactions.
- **Easy viewing:** Use your native SAP user interfaces to view all SAP transactions.
- **Server- and database-compatible:** Leverage support for SAP environments on any platform.
- **Tight integration:** Enable enterprise archiving capabilities for all SAP data components such as transactions, reports, printlists, documents, and other SAP-generated business documents when you use ViewPoint for SAP together with Documentum Archive Services for SAP.

EMC Documentum External Viewing Services for SAP®

Intelligent access to archived SAP objects. External Viewing Services for SAP enables SAP and non-SAP users to intelligently browse, search, and view archived reports such as printlists, business documents, and other files along with their descriptive properties. In addition, business users can easily view content that has been archived with EMC Archive Services for SAP.

- **Unified document access:** Use archived content such as SAP-generated documents alongside other content like scanned images to streamline business processes such as invoice processing.
- **Intelligently classify archived objects:** Ensure that archived content is tagged with descriptive data including SAP customer, vendor, and material master data.
- **Quick access:** Access SAP reports and business documents with any client application for support and analysis, auditing, or customer, employee, and vendor self-service.
- **Printlist merging:** Rendition SAP printlists into PDF, HTML, and ASCII formats as well as merge printlists.
- **Extensible use:** Use external viewing services with other Documentum-enabled client applications including Documentum Webtop, Microsoft Office, and AutoCAD.

EMC Documentum Content Services for SAP®

Electronic content management for SAP R/3® and SAP NetWeaver applications.

Content Services for SAP allows you to complete tasks faster and more efficiently by managing important business documents and content within the context of SAP applications, using transactions, records, and workflows.

- **Content and document access in business context:** Modify and administer all content related to a business process, such as procurement, plant maintenance, materials management, sales, and delivery.
- **Automated linking:** Automatically link documents and content to specific SAP business objects—for example, linking scanned vendor invoices to SAP vendor records.
- **Integrated Documentum and SAP workflows:** Utilize Documentum workflows for document approval and routing while initiating SAP workflows for specific business processes.
- **Advanced content management:** Leverage advanced content management solutions for document imaging, contracts, customer cases, and engineering change control alongside SAP applications.
- **Integration with other Documentum SAP products:** Access archived SAP reports and business documents and use with SAP portal applications such as customer, employee, and vendor self-service.

EMC Documentum Content Services for SAP® Portal

Management of Documentum content in the SAP portal. Content Services for SAP Portal accesses Documentum content from various SAP portal views. Users can manually browse or search, view, and edit content. They can also default to a specific folder location or use a custom portal view. A Documentum repository manager enables users to manage content for self-service use cases. Portal iViews enable more powerful Documentum functionality.

- **Content displayed in portal context:** Default to targeted views of documents (for example, benefits, change of status, payroll, and so on).
- **Flexible TREX™ search engine:** Conduct ad hoc browsing, searching, and retrieval of Documentum content.
- **Useful library services:** Create and easily interact with existing content using features such as view, edit, copy, move, rename, edit, delete, and send-to.
- **Manage custom Documentum attributes:** Custom Documentum attributes can be preserved and managed from within the SAP Portal.
- **Powerful iViews for content management:** Search for related Documentum content, using DQL queries. Manually link content with SAP business objects.

Integrated archiving for reports, imaging, SharePoint, and other content

Integrated content archiving products from EMC allow you to archive various types of information—reports, images, SharePoint and SAP content, etc.—using a unified software platform and consistent policies for retention and storage management. You'll be positioned to lower operational costs, improve productivity, reduce regulatory and eDiscovery risks, and simplify backup and recovery. You can also reap the benefits of a unified archiving approach that allows users to eliminate traditional archive silos while enabling valuable information to be accessed and leveraged throughout your organization.

Report archiving

EMC Documentum Archive Services for Reports

Active archiving and management for reports and application output. With Archive Services for Reports, all your enterprise reports can be dynamically captured, converted to industry-standard PDF, assigned relevant attributes, and made available for quick, efficient retrieval and viewing. This software is designed to provide active archiving and relevant applications to a wide range of fixed content including reports, application output, transactions, and e-mail.

- **Content unification and integration:** Securely retrieve and deliver reports throughout the enterprise and across the Web using the unified Documentum content management platform.
- **Migration utilities:** Convert terabytes of previously archived reports (including proprietary formats) to PDF, enabling archive migration and legacy system retirement.
- **Compliant preservation:** Normalize heterogeneous report formats to PDF, ensuring compliance and preserving accessibility.
- **Dynamic report distribution:** Provide automatic and secure delivery of individual business documents to partners, employees and customers using policy-driven, multi-channel distribution.
- **Report mining:** Leverage immediately accessible and finely grained views of data while eliminating the overhead of traditional database offloading solutions.

- **Effective retention:** Introduce stronger compliance through the ability to enforce retention policies and lifecycle management at the individual document level.
- **Dynamically assigned content management:** Dynamically assign active archive and content management functionality during the report ingestion process; services including workflow, security, and lifecycles increase report value.
- **Scalable, cross-platform processing:** Leverage open standards to process terabytes of content with seamless customer interoperability on Microsoft Windows, AIX, HP-UX, and Sun Solaris.

Image archiving

EMC Documentum Archive Services for Imaging

Secure, scalable archiving of documents. Archive Services for Imaging offers secure, scalable archiving of paper-based information, converting it to electronic images. Organizations can take advantage of tiered storage and automated, policy-based information management to eliminate overhead, improve storage efficiency, guarantee integrity, and ensure content authenticity.

- **Comprehensive input management:** Lower operating costs by automating manual entry tasks and reducing handling costs. Improve data quality by avoiding manual data entry errors and expensive exception processing.
- **Unified archiving services:** Eliminate costly silos and quickly find the information you need, promoting lower total cost of ownership (TCO), better system performance, tighter security, improved responsiveness, and reduced risk.
- **Optional EMC Centera storage:** Improve storage efficiency by ensuring that identical objects are only stored once. Guarantee integrity and absolute assurance of content authenticity.
- **Additional capacity and optional products:** Provide comprehensive management of all archived content by adding image capacity and other capabilities—such as records management, encryption, business process management, and collaboration—without disruption.

SharePoint archiving

EMC Documentum Archive Services for SharePoint

Centralized control, retention, and reuse of Microsoft SharePoint content. Archive Services for SharePoint migrates content created in Microsoft Office SharePoint Server 2007 to the Documentum repository, providing an enterprise infrastructure for centralized control of SharePoint content. Organizations can consolidate fixed content in a corporate repository for records retention or reuse it with other applications as well as preserve it for compliance or litigation purposes. Archiving increases performance of the SharePoint environment and lowers storage costs by offloading SharePoint servers.

- **Automated transfer:** Migrate content transparently, providing corporate control without the need for user training.
- **Retention management of SharePoint content:** Preserve SharePoint documents according to corporate retention policies to meet regulatory, corporate governance, or legal discovery requirements.
- **Flexible, policy-based archiving:** Capture content based on events such as check-in/check-out or metadata values to meet application or compliance requirements.
- **Shortcuts or links:** Archive documents while leaving links in SharePoint, providing transparent access to users as well as organizational control over content.
- **Flexible transfer methods:** Transfer documents via *copy*, *move*, or *move with shortcut* to meet application requirements.
- **Retention of document properties or metadata:** Map document properties—from SharePoint columns to Documentum doctype metadata—to ensure that important information about a file is archived.

For information about the complementary product, **Documentum Content Services for SharePoint**, see page 33 under “Knowledge Worker Applications.”

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Product Glossary

This glossary contains a short description of EMC content management and archiving software products, most of which are described in greater detail in other sections. All EMC content management and archiving software products are available as individual components that can be assembled to meet your specific deployment needs.

EMC Captiva ClaimPack

Captures critical information from HCFA, UB92, and dental forms with a proven accuracy rate of up to 99 percent. ClaimPack is a complete, scalable electronic claim processing solution encompassing scanning, form ID, image enhancement, reject/repair, key verification, data validation functionalities and OCR, ICR, and OMR capabilities; it can process 1,000 to 250,000 claims per day with ease.

EMC Captiva ClaimsEditor

Ensures that healthcare claims are properly coded and are in accordance with applicable state Medicare and other third-party payer rules and regulations. ClaimsEditor Professional and ClaimsEditor Online have unique editing, claims correction, reporting, and workflow management capabilities that deliver significant cost and compliance advantages for both individual providers and provider organizations.

EMC Captiva CodeLink

Provides healthcare service providers and medical claims coders with access to up-to-date coding information to enable them to process claims faster and with fewer coding errors. CodeLink is available in two versions: CodeLink Classic enables users to quickly and accurately access the entire listing of codes for HCPCS, CPT® coding and ICD 9 coding in addition to Linkage Libraries. CodeLink Plus includes all the features of CodeLink Classic, in addition to Medicare rules and regulations, which are provided on a code-by-code basis.

EMC Captiva Dispatcher

Delivers a unique combination of intelligent classification and recognition technologies that enable companies to streamline their information flow. Dispatcher allows businesses to handle the vast amount of incoming information they receive on a daily basis in a fast and efficient manner.

EMC Captiva eInput

Enables users to capture and submit scanned document images and electronic files from remote locations via a simple Internet connection. eInput is an enterprise-level solution that enables remote users to send images and index information without installing scan client applications, thereby minimizing deployment, support, and maintenance costs.

EMC Captiva FirstPass

Provides browser-based health care claim processing support and editing capabilities that include technical and clinical edits prior to submission to a claims management system. By applying these edits to healthcare claims prior to entering a system, FirstPass ensures that errors are eliminated before they can disrupt the system and adversely affect provider relationships.

EMC Captiva FormWare

Automates data entry by identifying, extracting, and perfecting data from virtually any type of form, and exports this data into back-end databases or systems including document or content management systems. FormWare speeds processing, reduces costs, and ensures the accuracy and validity of all information captured.

EMC Captiva InputAccel

Provides high-speed functionality to help organizations collect and integrate external information into their systems, improving the integrity of business-critical data by removing opportunities for error. InputAccel enables users to capture information from virtually any paper or electronic source, transform it into usable, business-ready content, and deliver it into a variety of back-end systems.

EMC Captiva InputAccel for Invoices

Transforms paper invoices into digital images from which invoice data is automatically extracted, validated, and exported into ERP, accounts payable, or other back-end systems. InputAccel for Invoices automates invoice capture so organizations can accelerate the accounts payable process, reduce cycle and retrieval times, and improve business relationships.

EMC Captiva Input Management Console

Provides browser-based analysis, reporting, and trend results to actively monitor the overall performance not only of EMC Captiva products (such as InputAccel, InputAccel for Invoices, eInput, and Digital Mailroom), but also of enterprise content management solutions such as EMC Documentum and IBM Content Manager. Input Management Console provides crucial diagnostic information to identify and resolve problems quickly.

EMC Captiva QuickScan Pro for ApplicationXtender

Provides all the necessary capabilities for high-speed scanning, image enhancement, OCR, viewing, annotation, printing, and storing images for both black-and-white and color pages. QuickScan Pro is the EMC Captiva out-of-the-box document scanner software and imaging solution that gives you advanced desktop capture capabilities.

EMC Captiva UCR Databases and Knowledge Products

Provide healthcare payers and providers with immediate access to accurate, current medical coding online and fee information. Captiva UCR Databases and Knowledge Products enable healthcare organizations to ensure compliance with payer rules and guidelines, increase operating efficiencies, optimize reimbursements, and use timely and accurate fee information to address healthcare costs.

EMC DatabaseXtender

Provides intelligent policy-based data movement from overburdened Oracle production databases across tiered storage environments. You can increase database performance, management, and operational efficiencies, lower TCO, and improve corporate compliance—while gaining continuous, transparent access to your data.

EMC Documentum Administrator

A powerful web-based tool that removes the complexity of maintaining global, distributed Documentum deployments. Documentum Administrator supports standard web browsers, giving system administrators on any desktop platform a window into all components of a distributed application environment.

EMC Documentum ApplicationXtender

Electronically stores, organizes, and manages documents, files, and other business-critical information, and provides fast, security-controlled access to information from Microsoft Windows or web-based clients. ApplicationXtender integrates document imaging, report management, workflow, and document management services within an easy-to-use Windows/.NET-optimized system.

EMC Documentum ApplicationXtender Image Capture

Provides high-volume document capture and batch-scanning capabilities. Image Capture offers flexible configuration, full-featured batch-scan and index, and multiple workstations so end users can quickly index and import scanned images into ApplicationXtender.

EMC Documentum ApplicationXtender Integration Module

Delivers unsurpassed image-enabling technology. ApplicationXtender Integration Module allows virtually any business application to be easily and seamlessly integrated with the ApplicationXtender content management solution without programming, so you can maximize your investments in existing applications.

EMC Documentum ApplicationXtender Media Distribution

Enables companies to collect, index, and place content on CDs for distribution to third parties that may not have ApplicationXtender. ApplicationXtender Media Distribution gives you capabilities to distribute content for ApplicationXtender and import content from CDs back into ApplicationXtender for reuse.

EMC Documentum ApplicationXtender Reports Management

Facilitates the electronic presentation of statements, bills, explanations of benefits, and other business information. ApplicationXtender Reports Management enables you to automatically capture and ingest business reports, print streams, and other computer-generated output.

EMC Documentum ApplicationXtender Web Access

Provides an efficient, inexpensive browser client for ApplicationXtender. You will be able to retrieve, view, and manage documents using a standard web browser.

EMC Documentum ApplicationXtender Workflow

Automates the flow of information and documents throughout your organization, making your business more effective and responsive. ApplicationXtender Workflow enables participants to collaborate on work with easy access to workflows (via desktop or web clients) and to visual process maps that define how work gets done.

EMC Documentum Archive Services for Imaging

Offers secure, scalable archiving of paper-based information, converting it to electronic images. Archive Services for Imaging enables organizations to take advantage of tiered storage and automated, policy-based information management to eliminate overhead, improve storage efficiency, guarantee integrity, and ensure content authenticity.

EMC Documentum Archive Services for Reports

Provides active archiving and management for reports, application output, transactions, and e-mail. Archive Services for Reports dynamically captures enterprise reports, converts them to PDF, assigns relevant attributes, and links them to enterprise processes to dramatically improve operational efficiency.

EMC Documentum Archive Services for SAP®

Provides scalable, secure archiving services for complex SAP information technology (IT) infrastructures. Archive Services for SAP helps support high-capacity scenarios that require the appropriate archiving of business documents, Archive Development Kit (ADK) files, and print list reports.

EMC Documentum Archive Services for SharePoint

Migrates content created in Microsoft Office SharePoint Server 2007 to the Documentum repository, providing an enterprise infrastructure for centralized control of SharePoint content. Archive Services for SharePoint enables organizations to consolidate fixed content in a corporate repository for records retention or reuse with other applications, or to preserve it for compliance or litigation purposes.

EMC Documentum Authoring Integration Services

Provides standards-based integration between the Documentum repository and the authoring tools used to create and edit content. Authoring Integration Services supports some of the most popular file access protocols so that getting content into and out of the Documentum repository is easier and requires minimal end user training.

EMC Documentum Branch Office Caching Services

Speeds the resolution of branch office performance issues caused by network latency. Branch Office Caching Services helps you easily place content caches close to end users in branch offices or other remote locations that typically have limited infrastructure and no on-site administrators.

EMC Documentum Business Activity Monitor

Provides users with alerts, dashboards, and reports on process execution data that is pulled directly from Documentum Process Engine. Business Activity Monitor tracks defined key performance indicators, reporting on process performance and providing alerts on conditions that fall outside of designated thresholds.

EMC Documentum Client for Outlook

Provides organized e-mail and documents in shared folders for easier navigation and content management. Client for Outlook blends the convenience of the Microsoft Outlook interface with the power of content management from EMC for management of e-mail and documents.

EMC Documentum Collaboration Services

Transforms any Documentum Web Development Kit-based client into a collaborative environment. Collaboration Services is a universal client extension that allows teams to work securely and collaboratively within web applications that use the Documentum platform's open architecture.

EMC Documentum Compliance Manager

Automates the sharing and management of controlled content for organizations in the life sciences, manufacturing, utilities, government, high technology, and financial services sectors. With Compliance Manager, you can create, review, approve, and distribute content within an audited, tightly managed environment.

EMC Documentum Composer

Provides a unified development platform for assembling, configuring, and deploying Documentum applications. Based on the Eclipse Integrated Development Environment, Composer enables developers to assemble applications from components they develop or reuse from others, reducing the time and cost to build vertical applications.

EMC Documentum Content Distribution Services

Help companies control the flow and distribution of trusted content to customers, partners, and other organizations. Content Distribution Services distribute content in a controlled, consistent, reliable, and cost-efficient way by replacing expensive processes (such as mailing hardcopy documents) and eliminating unreliable approaches (such as requiring manual downloads).

EMC Documentum Content Intelligence Services

Automates and controls the organization of enterprise content based on powerful classification technology. Content Intelligence Services eliminates your organization's content clutter and helps you find content via category navigation or search improved by rules-based indexing.

EMC Documentum Content Management Portlets

Provides core capabilities for creating, locating, viewing, revising, and managing all types of content within a portal interface. Content Management Portlets help users participate in fundamental, content-based business processes without leaving their familiar portal environments or learning a new application.

EMC Documentum Content Server

Governs the Documentum content repository and enables a rich set of content management services for controlling both content and processes throughout distributed enterprises. Content Server helps organizations store, manage, and deploy all types of content including HTML and XML, graphics, multimedia, other types of rich media, and traditional documents created with desktop applications.

EMC Documentum Content Server OEM Edition

A special version of Documentum Content Server, tailored to the needs of original equipment manufacturers (OEMs) that build applications leveraging the Documentum content platform. Using Content Server OEM Edition as an embedded repository and content platform significantly lowers R&D costs for building content-based applications.

EMC Documentum Content Services for EMC Centera

Provides seamless integration between Documentum and Centera products, empowering Centera users to store documents online with a guarantee of immutability and authenticity. Users can automate business policies, protect intellectual property, and secure any type of content asset in trusted, scalable, and cost-effective content storage.

EMC Documentum Content Services for SAP

Manages important business documents and content within the context of SAP applications, using transactions, records, and workflows. Content Services for SAP provides electronic content management so you can complete tasks faster and more efficiently.

EMC Documentum Content Services for SAP Portal

Accesses Documentum content from various SAP portal views so users can manually browse or search, view, and edit content, or default to a specific folder location or use a custom portal view. Content Services for SAP Portal gives users a variety of ways to more effectively manage Documentum content in the SAP portal.

EMC Documentum Content Services for SharePoint

Allows access to Documentum Content Server through the Microsoft Office SharePoint Server 2007 interface. Content Services for SharePoint enables users to browse the Documentum repository, store documents, search for content, and participate in cross-organization business processes that span applications.

EMC Documentum Content Services for WoodWing

Allows publishers to leverage the Documentum enterprise content management platform in their editorial production processes. Content Services for WoodWing enables publishers to rely on the Documentum platform to support their publishing workflows, then leverage the same platform to reuse content in new channels such as the Web or wireless devices, ultimately opening up new revenue streams.

EMC Documentum Content Storage Services

Allows users to define and automate content storage policies, enabling policy-based information lifecycle management and providing the greatest flexibility in meeting enterprise needs. Content Storage Services facilitates policy-based content storage based on all of the rich information and services provided by the Documentum enterprise content management platform.

EMC Documentum Content Transformation Services

Automates and simplifies the content transformation and attribution process and makes content easier to preview and manage. Products in the Content Transformation Services suite provide more efficient and standardized content transformation and analysis for content across the entire organization.

EMC Documentum Digital Asset Manager

Enables companies to fully leverage the value of their digital assets by exposing a set of powerful transformations and enhanced content previews. Digital Asset Manager enables organizations to take advantage of the complete set of content management capabilities offered by the Documentum platform so they can manage all their content through one web-based interface.

EMC Documentum Discovery Manager

Allows users to globally access the desktop, the Web, and the enterprise with a single query. Discovery Manager automatically and dynamically groups information results by topic, saves queries and workflow results, and migrates content so users can easily find, organize, and take action on all internal and external sources.

EMC Documentum ECI Adapters

Manage the complexity behind the query and source by sending user queries to various sources where metadata is normalized and results are gathered, filtered, and presented. ECI adapters provide access to hundreds of enterprise information sources including the desktop, Web, enterprise applications, and databases.

EMC Documentum ECI Multilingual Services

Provides comprehension translation aid to Documentum ECI Services, using either general purpose or industry-specific dictionaries, and by default provides support for major European languages. ECI Multilingual Services allows users to formulate search queries in their preferred languages and to perform on-the-fly translations.

EMC Documentum ECI Services

Manages federated searches through a query broker and source adapters. Enterprise Content Integration Services provides advanced search capabilities when combined with various end-user clients such as Documentum Discovery Manager and Documentum Webtop, or deployed within a portal with Documentum ECI Portlet.

EMC Documentum ECI Services Portlet

Provides a single point of access to content in other repositories, databases, your desktop, and websites inside and outside the firewall. ECI Services Portlet enables users to participate in fundamental, search, and discovery processes without leaving their familiar portal environments or learning a new application.

EMC Documentum Enterprise Content Services

Provide deployable services encompassing all Documentum functionality for full participation in enterprise Service Oriented Architectures. Enterprise Content Services enable developers with no Documentum experience to build ECM applications quickly and easily.

EMC Documentum eRoom

Provides a rapidly deployed and easily adopted web-based collaborative workspace that enables distributed teams to work together more efficiently. eRoom enables project teams around the world to accelerate and improve the development and delivery of products and services, optimize collaborative business processes, improve innovation, and streamline decision-making.

EMC Documentum eRoom Enterprise

Provides a highly flexible collaborative work environment that enables knowledge workers to plan and execute a project as well as collaborate with extended enterprise teams. Along with native integration with the Documentum content management platform, eRoom Enterprise provides the best collaboration workspace for teams and full access to enterprise content and workflow processes.

EMC Documentum eRoom.net

Enables enterprise collaboration with partners and suppliers in a secure online environment with less up-front investment. eRoom.net is a hosted, web-based workspace that can be up and running in minutes, capable of being quickly tailored for a specific project, process, or business initiative.

EMC Documentum eRoom Real-Time Services

Integrates web conferencing with Documentum eRoom and provides tools for realtime meetings, presentations, and collaboration. eRoom Real Time Services allows users to share applications, whiteboard sessions, desktops, live demonstrations, and one-to-many presentations.

EMC Documentum eRoom Viewer for CAD Visualization

Enables distributed product development teams to take advantage of leading-edge visualization and markup capabilities within an eRoom workplace by sharing and managing 2D/3D design prototypes in a secure, CAD-neutral environment. eRoom Viewer for CAD Visualization helps teams leverage tools for sharing visual product designs assembled from multiple geometric sources, with support for over 200 file formats.

EMC Documentum eRoom Viewer for Microsoft Project

Enables team members to access personalized views of their Microsoft Project task lists directly within their eRoom workplaces. eRoom Viewer for Microsoft Project improves overall project management by providing team members with the latest project task information.

EMC Documentum External Viewing Services for SAP

Provides intelligent access to archived SAP objects. External Viewing Services for SAP enables SAP and non-SAP users to intelligently browse, search, and view archived reports such as printlists, business documents, and other files along with their descriptive properties. In addition, business users can easily view content that has been archived with EMC Archive Services for SAP.

EMC Documentum Forms Builder

Helps you quickly build a user interface for workflow activities that occur within a business process. Easy-to-use Forms Builder is based on the Documentum web development component framework and allows you to design Documentum TaskSpace and e-forms interfaces using an easy-to-use graphical configuration tool that does not require manual programming.

EMC Documentum Information Rights Manager

Provides digital rights management for content regardless of where it resides. Information Rights Manager protects and controls rights on documents and e-mail messages through their entire lifecycle, even when they are outside the repository and the firewall.

EMC Documentum Learning Services

Delivers interoperability with Learning Management Systems (LMS) and learning content authoring tools through support for the shareable content object reference model (SCORM) and package exchange notification services (PENS). Learning Services makes it easier to create, manage, and reuse learning materials.

EMC Documentum PDF Annotation Services

Integrates the review and commenting capabilities of Adobe Acrobat and Adobe Portable Document Format (PDF) into the Documentum platform. PDF Annotation Services streamlines the review, markup, and approval process, dramatically improving decision-making while shortening review cycles.

EMC Documentum Print Control Services

Manages the print process for controlled documents, allowing companies to audit printing, restrict printing to authorized users, and record this information. Print Control Services helps you meet the most stringent regulatory requirements for recording the printer, recipient, and reason for printing any document.

EMC Documentum Process Analyzer

Allows business-level users to easily design processes running within and outside of the Documentum platform. Process Analyzer is a graphical tool that allows users to define processes and to associate metadata information for activities and tasks within a process.

EMC Documentum Process Builder

Allows technical staff to easily implement process models and deploy them for execution in Documentum Process Engine. Process Builder is a graphical tool that uses a set of pre-defined palettes for various business processes as well as templates for activities such as automated tasks, user-handled tasks, and integrations with external systems.

EMC Documentum Process Connectors

Enable integration of best-in-class applications—rules engines, simulation environments, and auditing, analytics, and reporting tools—with Documentum business process management products such as Documentum Process Engine, Process Builder, and Process Analyzer.

EMC Documentum Process Engine

Carries out the execution, orchestration, and management of business processes. Process Engine helps streamline business processes by automatically evaluating business rules and assigning process tasks to the correct system, group, or individual at the appropriate time.

EMC Documentum Process Integration Package for Visio

Brings together Microsoft Office Visio and Documentum Business Process Analyzer. You can transform static process diagrams into data-driven process models for use in process analysis, simulation, and execution.

EMC Documentum Process Integrator

Works with Documentum Process Engine and Documentum Content Server to deliver a universal integration service. Process Integrator enables integration of Documentum process, content, and repository services with external processes through a service-oriented architecture implementation.

EMC Documentum Process Navigator

Enables process stakeholders throughout the enterprise to view and analyze process models designed with Documentum Process Analyzer. Process Navigator helps people involved in process design collaborate with those directly involved in using and managing business processes, generating process maps, multidimensional process views, reports, and analyses as needed.

EMC Documentum Process Simulator

Allows users to run process models designed in Documentum Process Analyzer through simulated usage scenarios. Process Simulator helps you get information on process performance under different scenarios, compare performance between current state and revised versions of a process, and find bottlenecks and resource constraints.

EMC Documentum Process Services for SAP

Process Services for SAP integrates with the Documentum Process Suite to allow companies to construct and deploy complex applications integrated with SAP, using SAP activity templates. Process Services for SAP enables wide-ranging applications such as plant maintenance, procurement, claims processing, and mortgage loan origination to be more easily deployed and managed.

EMC Documentum Records Manager

Makes it easy to control the entire lifecycle of corporate records—creation, safeguard, access, and destruction of records—according to a broad range of system-enforced policies. Records Manager helps companies comply with the recordkeeping requirements of regulations and leverage uniform policies across all formats.

EMC Documentum Records Manager for ApplicationXtender

Enables organizations to implement procedures for storage, retrieval, dissemination, protection, preservation, and destruction of recorded information associated with business operations. Records Manager for ApplicationXtender automatically files documents according to pre-defined work rules, and helps you quickly find information and dispose of information upon lifecycle completion.

EMC Documentum Reporting Services

Embeds Crystal Reports runtime into out-of-the-box reports, giving users reporting capabilities to better understand their Documentum content. Reporting Services helps administrators understand the type, size, and usage of content, and lets business users view workflow status or lifecycle states of documents.

EMC Documentum Retention Policy Services

Automates the retention and disposition of content in compliance with regulations, legal stipulations, internal corporate mandates, and best practices. Retention Policy Services allows you to implement the specific functionality you require, whether added to any supported Documentum environment, or as part of the fully certified Documentum Records Manager solution.

EMC Documentum Site Delivery Services

Combines Documentum Site Caching Services and Documentum Site Deployment Services, two architectural components that work together as part of the Documentum web content management solution. Site Delivery Services enables you to distribute accurate, reliable, and timely content from a Documentum repository to web farms and servers around the world.

EMC Documentum Submissions Manage for eCTD

Helps create, manage, assemble, track, and deliver controlled content submissions such as new drug applications (NDAs) to government regulatory agencies. Targeted for life sciences, pharmaceutical, and biotechnology firms, Submissions Manager is designed specifically to support the regulatory submissions process around the Electronic Common Technical Document (eCTD) standard.

EMC Documentum TaskSpace

Provides an easy-to-use interface that allows users to quickly access, retrieve, and utilize documents for high-volume transactions. TaskSpace helps organizations accelerate the deployment and adoption of EMC transactional-based business applications, such as loan-origination processing, accounts-payable management, claims processing, and case management.

EMC Documentum Trusted Content Services

Provides advanced controls for even the most security-sensitive environment. Trusted Content Services provides security controls over how content is protected when at rest, how access is authorized under complex, dynamic conditions, and how data loss is prevented.

EMC Documentum Web Publisher

Delivers simplified web publishing for both non-technical users and power users. Web Publisher empowers non-technical users with simplified authoring tools to create, manage, and publish web content, while power users can take advantage of advanced capabilities to manage multi-site environments.

EMC Documentum Web Publisher Page Builder

Provides a revolutionary approach that allows non-technical business users to use the “what you see is what you get” (WYSIWYG) editor to create content, layout, and page display. Web Publisher Page Builder enables business users to have closer alignment with their customers, while the information technology department can remove web development bottlenecks and lower development costs.

EMC Documentum Web Publisher Portlet Builder

Simplifies portlet creation and publishing through a series of wizard-directed interfaces. Web Publisher Portlet Builder empowers non-technical users to easily create, administer, and deploy portlets without requiring complex developer tools or knowledge.

EMC Documentum Webtop

Allows users to access the Documentum repository and content management services within a standard browser. Webtop is an easy-to-use interface ideal for users who prefer the point-and-click navigational ease of a web interface, particularly when content is accessed from remote locations across the Internet.

EMC EmailXaminer

Provides e-mail content monitoring and supervision to enable compliance with corporate e-mail policies and NASD Rules 3010 and 3110. EmailXaminer is an add-on for EmailXtender that enables supervisors to monitor employee communications, improving productivity and reducing liability.

EMC EmailXtender

Provides e-mail archiving functionality to enable organizations to lower costs, mitigate risk, and enable compliance with regulatory or corporate governance requirements. EmailXtender supports all the major messaging environments and instant messaging, enabling customers to consolidate all of their electronic communications into a single, centrally managed archive.

EMC EmailXtender Archive Edition

Helps organizations manage the storage requirement of their messaging environment. EmailXtender Archive Edition is an entry-level e-mail archiving solution that supports Microsoft Exchange and IBM Lotus Notes/Domino environments to help proactively manage mailbox size, improving operational efficiency.

EMC EmailXtender for IBM Lotus Notes/Domino

Captures messages in their native format and stores in a centralized, full-text indexed archive. EmailXtender for IBM Lotus Notes/Domino enables users to quickly find and retrieve relevant messages, helping to reduce the time and costs of legal discovery. It also helps organizations improve operational efficiency and proactively manage growth of their Lotus Notes/Domino environments.

EMC EmailXtender for Microsoft Exchange

Captures messages in their native format and stores in a centralized, full-text indexed archive. EmailXtender for Microsoft Exchange enables users to quickly find and retrieve relevant messages, helping to reduce the time and costs of legal discovery. It also helps organizations improve operational efficiency and proactively manage growth of their Exchange environments.

EMC EmailXtender User Cache

Enhances the storage management functionality of EmailXtender Archive Edition and EmailXtender in Microsoft Exchange environments. EmailXtender User Cache provides a local cache to ensure that archived content is accessible whether users are online or offline. It also helps companies accelerate their storage management policies, it supports remote users on slower networks, and it helps minimize network traffic.

EMC ViewPoint for SAP

Provides seamless, transparent access to archived business transactions that reside in SAP Archive Development Kit (ADK) files. ViewPoint for SAP complements SAP ADK to provide transparent viewing of both production and archived data via native SAP user interfaces so businesses can be more aggressive with their SAP archiving strategy, knowing that transactional data is readily accessible.

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