

Information Management software

IBM Content Collector software: a groundbreaking solution for using, not just archiving, your information.



Highlights

- ***Enables you to take back control and unlock business value of content, while enforcing compliance and operational policies, and reducing total cost of ownership***
- ***Addresses storage issues by archiving e-mail and content for optimal space management***
- ***Helps you manage e-mail and content to meet legal obligations***
- ***Enables you to connect e-mail and disconnected content to other managed content***
- ***Allows you to manage e-mail and content as part of a business process***

Empowering you to take back control of your content

E-mail. File systems. Collaborative documents created in the Microsoft® SharePoint environment. Organizations today know that if they want to get true business value by managing this rapidly growing content, they need to do more than simply archive. They need to monitor, identify and collect virtually all types of content. Enhance content by tasking, filtering, transforming and more. And manage content as part of an enterprise content management (ECM) platform—not a silo.

They need to move beyond the limited business value of conventional e-mail archiving solutions—because when information lies buried in huge volumes of archived content or is stored in difficult-to-access silos, it's not building the business advantage it should.

IBM Content Collector software is the industry's first integrated, extensible, modular solution designed to collect, enhance and manage e-mail and other casually created, contributed and collected content. Content Collector can give you the power you need to take back control and unleash the value of your business content. Content Collector empowers you to better manage—and use—your business content as you enforce compliance and operational policies. All while reducing your total cost of ownership (TCO).

Meeting business needs requiring content management

A leader in content collection and archiving, this IBM solution is designed to deliver far more than conventional point products, which focus primarily on archiving e-mail. Instead, it focuses on four principal business needs:

- *To archive e-mail and content for storage space management*
- *To manage e-mail and content for legal obligations*
- *To connect e-mail and disconnected content to other managed content*
- *To manage e-mail and content as part of a business process*

Content Collector is a significant advance over point solutions for e-mail archiving that can't add or support all content types, provide limited and simplistic functionality, can't easily add users and environments, and can't scale to meet today's and tomorrow's needs for managing rapidly growing enterprise content.

Archive e-mail and content for storage space management

Overburdened storage can cause systems to slow, productivity to decrease and user frustration to rise. IT organizations have long looked for ways to free space by offloading this burden. Now they also need ways to better manage content. Content Collector has the management capabilities you need to reduce operational problems introduced by the growing amounts of content.

Information previously stored and managed in silos now can be managed together—because it resides together—lowering the cost of management and risk of loss or error that can occur when content is dispersed.

Manage e-mail and content for legal obligations

An intensifying legal and regulatory climate is making it more important than ever for you to collect and manage your business content. If you cannot locate and produce information quickly, you'll likely incur increased cost, risk and complexity in your operations—and you could face fines or other actions from regulatory bodies. Content Collector helps you comply with requirements for the production of authentic and trustworthy records.

Together with offerings such as IBM eDiscovery Manager, Content Collector enables you to produce a quick and cost-effective response to compliance requirements—even when your organization generates huge amounts of content—by helping you analyze, monitor, protect, control and report information in accordance with legal requirements.

Connect e-mail and disconnected content to other managed content

The volume of casually created, contributed and consumed content is growing exponentially, spurred by new technologies that create a wide variety of content types from different sources. Unfortunately, much of it is used only with other content of the same type or from the same source.

With Content Collector, you can control, protect and leverage disconnected content by managing file systems and collaborative content environments, enhancing content with advanced classification, connecting content for use with ECM services and extracting knowledge and insight buried in content—all using the same infrastructure.

Manage e-mail and content as part of a business process

Content can be the heart of business processes. Organizations use it to initiate service requests, respond to insurance claims, and otherwise play a vital role in actions and activities. But linking content with the related business process often is still a manual process—and a costly one. Content Collector can help you optimize business processes involving e-mail and other content by automating workflow steps, reconnecting content with workflow or active cases, automating response suggestion or routing of e-mail, and supervising and monitoring content for noncompliance.

Helping to reduce costs from deployment to administration

Content Collector can help you achieve a lower TCO and a higher return on your investment. Thanks to its single point of administration and advanced functionality enabled out of the box, Content Collector can virtually eliminate the need for custom integration.

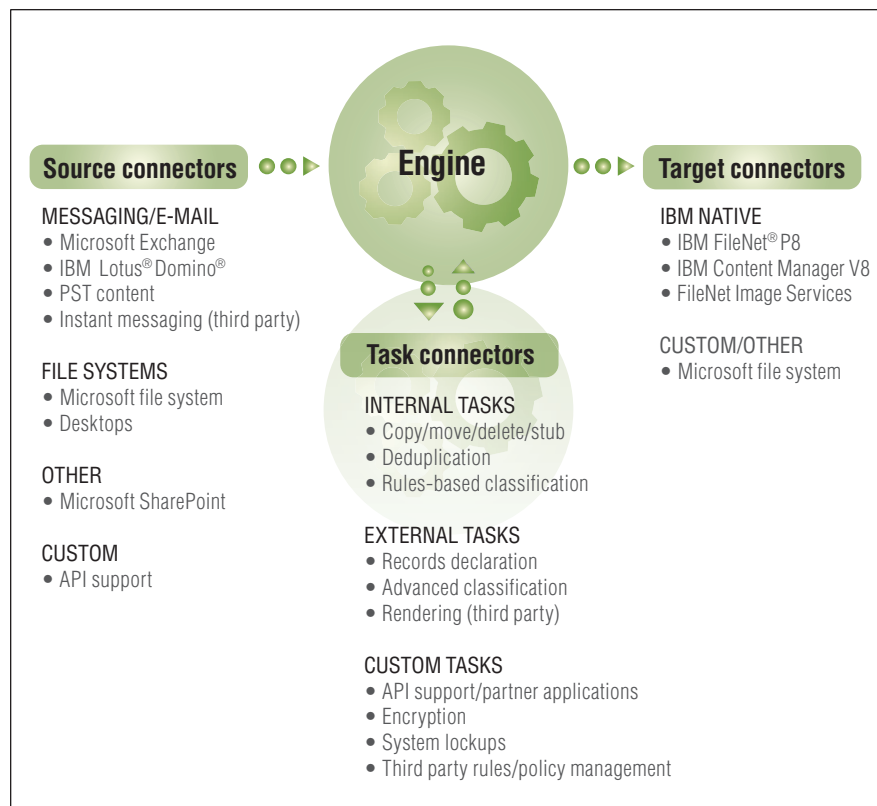
The traditional stepped model of system deployment results in increasing and repeated fixed costs to deploy each system, requires administration from each location and creates silos with their own integration costs. But implementing an ECM environment that includes Content Collector can mean only slight and gradual increases in costs due to incremental deployment. And your return on investment (ROI) can skyrocket when the efficiencies of automation, automated records classification and a more efficient and reliable eDiscovery solution are added to the ECM equation.

Using Content Collector to automatically archive content can help you decrease costs by reducing the time end users spend administering their own content.

And because Content Collector stores content in a single ECM repository, you have the ability to reduce the number of servers that support your archived content. Having one place for creating, managing and administering a single set of content-related rules and policies can improve operational efficiencies. Managing content with rules-based processing can reduce the time required for training, development and administration.

Giving you more capabilities than conventional solutions

Content Collector is the industry's first content collection and archiving solution based on a modular, extensible architecture designed to enable organizations to take back control and unlock business value of content. With this innovative IBM solution you get:



Content collection and archiving offerings from IBM feature a modular, extensible architecture that provides the flexibility to grow with your needs.

- **More than e-mail.** *In addition to e-mail, you can archive file systems, Microsoft SharePoint documents and more. Start by archiving and managing one source type and then adding others as the business requires, without expensive integration. Users can access additional content with a standard interface.*
- **More than archiving.** *Advanced classification and records management require no custom integration—and other capabilities that can task or transform formats are easily customizable. Users can incorporate advanced IBM classification technology; in fact, Content Collector supports multiple forms of classification, including rules-based and advanced contextual classification, and it allows multiple forms to be used singly or in combination.*

- **More than an isolated solution.** *Content Collector is part of an ECM platform that not only can fulfill e-mail and other archiving needs, it can embrace existing investments and extend to other solutions that need to access, manage or transform information. As such, ECM solutions from IBM offer a multifaceted approach. ECM capabilities can collect, enhance and manage content sources such as file systems, e-mail or messaging systems that are not scalable, lack security features, or do not support lockdown. They can provide federated control and remote policy management for ECM repositories. They also can extend content collection via paper capture, data and application archiving, and SAP archiving using additional ECM products in the IBM portfolio.*



Targeting capabilities to meet your organization's needs

Designed for both new ECM users and the IBM installed base, the capabilities of Content Collector are available in the following solution offerings:

- *IBM Content Collector for Email, Version 2.1 software*
- *IBM Content Collector for File Systems, Version 2.1 software*

Content Collector's modular, extensible architecture—powered by open application programming interfaces (APIs) that enable you to write connectors to additional content sources—means you can add, customize and extend capabilities at the pace that's right for your organization's evolving requirements.

And Content Collector integrates with advanced classification, records management, and eDiscovery search and analytics capabilities in your ECM environment to help optimize processes throughout the life cycle of compliant information management. It also integrates with IBM information infrastructure solutions designed to build the foundation you need to deliver improved service levels, reduce business risks and manage today's rapidly growing volumes of business information.

Why IBM?

IBM solutions for ECM enable the world's top organizations to make better decisions, faster, by managing unstructured content, optimizing business processes and helping to satisfy complex compliance requirements through an integrated information infrastructure. More than 13,000 global companies, organizations and governments rely on ECM solutions from IBM to improve performance and remain competitive through innovation.

In addition to Content Collector, the content management portfolio from IBM includes an array of solutions for managing unstructured content—including images, documents and rich media—as well as solutions for electronic forms and storage that can work together to help you activate and control your content.

For more information

To learn more about IBM Content Collector software, contact your IBM representative or IBM Business Partner, or visit:

ibm.com/software/ecm

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IBM Corporation
Software Group
3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
U.S.A.

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