IBM
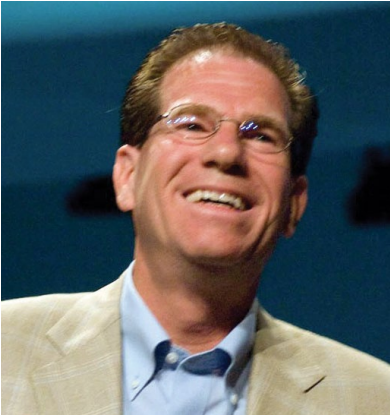
Enterprise Content Management **Forum**
@Information On Demand **2012**

October 21–25, 2012
Mandalay Bay | Las Vegas, Nevada

ibm.com/events/ecmforum

SAVE $300 USD
Register before August 31

Dear clients,

Enterprise content comes in one size: large. And with its volume, variety and velocity, content comes fast and in a wide variety of forms. The challenge is to identify the content that will provide the most value; prioritize the insights; offer stakeholders access to the content; facilitate security and compliance; manage it throughout its lifecycle; and last, but not least, effectively dispose of the content that has no value.

IBM Software provides enterprise content management (ECM) solutions that help organizations put content in motion to extract new and unexpected value. IBM Enterprise Content Management has identified five capabilities, or focus areas, that organizations typically rely on to address their information management goals: capture, activate, socialize, analyze and govern.

These focus areas will serve as central themes for the Enterprise Content Management Forum. In content presented across five core tracks, we will explore how we can help you put content in motion in your organization:

- **Document Imaging and Capture:** Successful companies need to capture, manage and share content and automate related processes. In these sessions, you will learn how, as unstructured content grows exponentially, you need proven ways to manage all forms of content across your enterprise.
- **Advanced Case Management:** In the IBM Advanced Case Management sessions, you will learn how to combine content and process management with advanced analytics, business rules, collaboration and social software to help drive more successful, optimized case outcomes.
- **Social Content Management:** Learn how IBM is providing companies with new capabilities to access, author and extend their content using office document management, social content and collaboration, and platform standardization and consolidation.
- **Content Analytics:** Learn how IBM Content Analytics software helps companies access, aggregate, analyze and visually explore large volumes of unstructured content to unlock new business insights.
- **Information Lifecycle Governance:** In these sessions, you will learn how regulatory requirements are constantly changing, leaving organizations with the ongoing challenge of retention and disposition of content.

In addition to the joining us for sessions in the Enterprise Content Management Forum, you will have the opportunity to explore many other areas meaningful to your business in general sessions at Information On Demand 2012. Get an up close look at IBM strategy. Talk with thought leaders. Meet with subject matter experts. Hear from clients who are solving the same challenges you face. In the EXPO at Information On Demand 2012, interact with our technology and the incredible range of solutions delivered by IBM Business Partners. Our goal is to ensure that there is something for everyone across this premier conference.

I hope you'll join us.

Sincerely,

Doug Hunt
Enterprise Content Management Business Leader
IBM Corporation

Doug Hunt

Outsmart. Outperform.

The Enterprise Content Management Forum gives you many ways to drive more value from your IBM solutions.

Improve Your Skills
Get deep technical education and exceptional strategic insight and analysis.

Learn What's New
Explore the latest advances in software and solutions from IBM Enterprise Content Management, IBM Business Analytics and IBM Information Management—including technical sessions, usability sandboxes and hands-on labs.

Dive Deeply
Choose from 700 technical education sessions, 110 hands-on labs and 300 client speakers, and gain access to usability sandboxes and so much more.

Explore Innovation
Find out what's possible in your industry. IBM's largest EXPO invites you to experience products, services and solutions in action.

Learn Best Practices
Hear from industry leaders who are leveraging information and applying analytics to realize and build competitive advantage in today's economic environment.

Experience Superior Networking
Meet one-on-one with industry experts, IBM executives and innovative IBM Business Partners. Network in a variety of interactive sessions and activities. Interact with peers, industry experts, IBM Business Partners and IBM executives who share your interests and challenges.

Take Action
Make an immediate impact on your organization with actionable next steps to improve business performance through business analytics and optimization.

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Week at a Glance

Sunday, October 21

7:30 a.m.–9:30 p.m.	Registration
6:00 p.m.–8:00 p.m.	Grand opening reception in the EXPO
8:00 p.m.–10:00 p.m.	Community receptions

"I would recommend the conference. There is a lot of good detail and technical knowledge you can gain. Also, hearing what is coming up from IBM in the ECM space is very useful."

— Andy Waterous, assistant vice president of content workflow services infrastructure, U.S. Bank

Monday, October 22

6:30 a.m.–7:00 p.m.	Registration
6:45 a.m.–7:45 a.m.	Breakfast
8:15 a.m.–9:45 a.m.	General session
10:15 a.m.–11:15 a.m.	Elective sessions
10:15 a.m.–11:15 a.m.	Keynote—Business Leadership
11:30 a.m.–12:30 p.m.	Elective sessions
11:30 a.m.–12:30 p.m.	Keynote—Information Management
12:30 p.m.–2:00 p.m. 12:45 p.m.–1:45 p.m.	Lunch Birds-of-a-feather lunches
12:30 p.m.–2:30 p.m.	EXPO
2:15 p.m.–3:15 p.m.	Elective sessions
2:15 p.m.–3:15 p.m.	Keynote—Enterprise Content Management
3:45 p.m.–4:45 p.m.	Elective sessions
3:45 p.m.–4:45 p.m.	Keynote—Business Analytics
5:00 p.m.–7:00 p.m.	EXPO reception

Tuesday, October 23

6:30 a.m.–7:00 p.m.	Registration
6:45 a.m.–7:45 a.m.	Breakfast
8:15 a.m.–9:30 a.m.	General session
10:00 a.m.–11:00 a.m. 11:15 a.m.–12:15 p.m.	Elective sessions
11:15 a.m.–12:15 p.m.	Keynote—Business Analytics
12:30 p.m.–2:00 p.m. 12:45 p.m.–1:45 p.m.	Lunch Birds-of-a-feather lunches
12:30 p.m.–2:30 p.m.	EXPO
1:45 p.m.–2:45 p.m.	Elective sessions
1:45 p.m.–2:45 p.m.	Keynote—Information Management
3:00 p.m.–4:00 p.m. 4:30 p.m.–5:45 p.m.	Elective sessions
5:00 p.m.–7:00 p.m.	EXPO reception
7:30 p.m.–10:30 p.m.	Evening networking event

Wednesday, October 24

6:30 a.m.–6:00 p.m.	Registration
7:45 a.m.–8:45 a.m.	Breakfast
9:00 a.m.–10:15 a.m.	General session
10:45 a.m.–11:45 a.m. Noon–1:00 p.m.	Elective sessions
Business Leadership Forum ends	
12:30 p.m.–3:30 p.m.	EXPO
1:00 p.m.–2:30 p.m. 1:15 p.m.–2:15 p.m.	Lunch Birds-of-a-feather lunches
2:30 p.m.–3:30 p.m. 3:45 p.m.–4:45 p.m. 5:00 p.m.–6:00 p.m.	Elective sessions

Thursday, October 25

6:30 a.m.–2:30 p.m.	Registration
7:00 a.m.–8:00 a.m.	Breakfast
8:15 a.m.–9:30 a.m. 10:00 a.m.–11:00 a.m. 11:30 a.m.–12:30 p.m.	Elective sessions
12:30 p.m.–2:00 p.m. 12:45 p.m.–1:45 p.m.	Lunch Lunch-and-learn event
2:00 p.m.–3:00 p.m. 3:30 p.m.–4:30 p.m.	Elective sessions

General Sessions

Explore a range of interesting topics and gain valuable insights from exciting guest speakers, including IBM executives, clients and industry experts. The tone for each day is set with compelling content on turning insight into action, diving into new technologies and leading change. You won't want to miss these sessions. These presentations set the stage for the Enterprise Content Management Forum.

Think Big

Monday, October 22
8:15 a.m.–9:45 a.m.

In the new era of computing, the use of analytics has evolved from an initiative to an imperative and from changing an organization to transforming entire industries. Getting there, however, requires focusing on the right strategies, investments and business outcomes, and Information On Demand 2012 is the right place to learn how you can "think big" to make a difference in your organization.

Start your week by hearing first-hand from business and IT leaders who are harnessing IBM Smarter Analytics for better insight and business outcomes. Learn how the latest innovations—such as big data, analytics, decision management and expert integrated systems—can help you align your organization around information, anticipate and shape business outcomes, act with confidence at the point of impact, and improve the economics of your IT investments.

Big Opportunities

Tuesday, October 23
8:15 a.m.–9:30 a.m.

Through thousands of engagements with clients across industries, it is clear that each industry has a distinct set of challenges and unique opportunities. In this session, you will hear how leading organizations are optimizing their business and IT investments using IBM Smarter Analytics solutions designed to address their unique industry imperatives in critical business processes across the C-suite.

Learn from IBM executives about the imperatives, solutions and capabilities that deliver game-changing results for a single department, an entire organization and those helping transform whole industries. Attend this session to understand the latest industry and C-suite studies that will help you discover your next big opportunity.

Big Future

Wednesday, October 24
9:00 a.m.–10:15 a.m.

Technology is rapidly changing the world and affecting the way we live and conduct business. Think of some of the daily things you do that just five years ago were not imaginable. In this new era of computing, the possibilities that lie ahead are endless, but succeeding in the future requires that you think differently today.

In Wednesday's session, top technology thought leaders will discuss the exciting possibilities that lie ahead and how you can stay ahead of your competition by positioning yourself for success. With their insight, you'll begin to see opportunities instead of challenges and view the possibilities in a different way. You'll leave the session ready to return to your organization with a new vision for the future.

Keynote Session

Every day, across your organization, thousands of decisions are made that affect performance in subtle and obvious ways. This presentation sets the stage for your Enterprise Content Management Forum experience by giving you an understanding of what happens when every one of those decisions is driven by real insight and can easily be turned into actions that drive improved performance.

Smarter Content in Motion for Better Business Outcomes

Doug Hunt
Enterprise
Content
Management
Business Leader
IBM Corporation

Monday, October 22
2:15 p.m.–3:15 p.m.

Managing the volume, variety and velocity of information facing organizations every day represents a significant challenge. Doug Hunt, IBM Enterprise Content Management Business Leader, will discuss how to harness the information explosion and realize the full value of content. Capturing, activating, socializing, analyzing and governing content can help you improve outcomes and transform your business.

Hear how IBM clients are applying innovative best practices and IBM Business Partner expertise to meet competitive challenges, maximize efficiencies and leverage the right information at the right time. Successful companies are using collaborative and mobile tools to add better context. New analytics and case management capabilities improve fact-based decisions and outcomes, while defensible disposal of excess information can save enormous costs and reduce risk. In addition, you will get a strategic look into where IBM Enterprise Content Management is heading to help you work smarter to grow your industry-specific business with high-value solutions—today.

Take Advantage of Much More— Information On Demand 2012

A wide array of topics are covered across forums, hands-on labs and usability sandbox sessions:

Hands-On Lab Sessions

Get classroom-quality training—featuring interactive, hands-on exercises and workshops—led by our highly experienced professional instructors. Choose from unique three-hour sessions that cover a wide range of products.

Usability Sandbox Sessions

Use your experience with specific IBM Information Management products to help shape product direction. Usability experts will lead you through interactive sessions, including test-driving prototypes, small-group design review and feedback sessions, and opportunities to vote on and prioritize user requirements.

Business Analytics Forum

Gain the practical know-how you need to maximize the value of your business analytics deployments. Topics include business intelligence, financial analytics, reporting, governance, risk management, predictive analytics and analytic applications.

Information Management Forum

The Information Management Forum offers deep technical sessions for IBM information management products, including database, database tools, data warehousing, information governance, master data management, information integration tools and big data. Information Management Forum sessions will help you build technical skills across a wide array of IBM technologies, learn about new software products and releases, and get behind-the-scenes views of how others are solving their toughest information management and big data challenges.

Business Leadership Forum

The Business Leadership Forum is a curriculum for executives, managers and key decision makers. This comprehensive program offers you client case studies, panel discussions and solution overviews focused on business issues facing organizations today.

SmartSite

Access everything Information On Demand 2012 has to offer using SmartSite. Browse and select sessions, enroll in conference activities, build an agenda tailored to meet your needs, and connect with other attendees and speakers. This year, navigating SmartSite is even easier. New features give you quick access to the information you're looking for. Make time management easy while you're on-site. Use SmartSite to get conference details, news and other essentials. And remember, you can access SmartSite via a web browser or an Internet-enabled mobile device by visiting iodsmartsite.com. Native mobile apps will be available in early October. Navigating the conference has never been so simple.

Elective Sessions

The Enterprise Content Management Forum will give attendees deep insight into how new ECM solutions can add significant value across their organizations in several key areas including advanced case management, content analytics, document capture and imaging, information lifecycle governance, and social content management.

In these sessions, attendees can learn new technical and business skills that they can take back to their organizations to immediately improve efficiency and apply innovation. There are also many other activities including deep-dive sessions, hands-on labs and small group sessions with IBM subject matter experts to help extend the value of your ECM investment.

This is a preliminary list of sessions as of August 3, 2012.

Session details are subject to change, and a number of new sessions will be added. For up-to-date session information, including hands-on labs and usability sandboxes, visit ibm.com/events/ecmforum

EAC-1655
IBM Case Manager Theory and Practice: Planning, Tuning, Monitoring, and Troubleshooting

This session covers solution design, implementation and performance planning considerations for creating complex, real-world, high-scalability IBM Case Manager deployments. We will give an overview of the performance and scalability features of IBM Case Manager, demonstrating application design choices and trade-offs, planning for performance, tuning recommendations, and a methodology for building and maintaining high performance and scalability. The second half will present the practical lessons learned from a complex, real-world deployment, showing a complete infrastructure to meet business needs for several new and existing projects, including credit card management and credit card dispute processing, using the principles above.

Track: Advanced Case Management

EAC-1791
Decreasing Time to Value for Solutions with IBM Case Manager

IBM Case Manager is known as a platform for building solutions fast. But is this the truth? In this session, you will hear about a solution design workshop and proof of concept created in Germany for LHI Leasing, a financial services client, where a realistic, complex use case was built in three days.

Track: Advanced Case Management

EAC-1842
Improving Customer Communications with Dynamic Research Reporting and IBM Case Manager

IBM and Quark have teamed to provide an advanced IBM case management solution: dynamic research reporting, which facilitates the rapid creation of personalized research reports and delivers them to multiple channels. This helps financial services firms retain their competitive edge, drive more transactions and increase customer satisfaction. In this session, you will learn how you can use dynamic research reporting.

Track: Advanced Case Management

EAC-2250
Process Innovation with IBM Business Process Manager and IBM Case Manager

Workers require more insight, responsiveness and collaboration, driving the need for process innovation such as advanced case management. IBM's software portfolio offers solutions designed to address these requirements. This session will address two products in particular: IBM Business Process Manager and IBM Case Manager. When used together, these products can help clients optimize processes from process design and workflow management to case solution design and dynamic tasking.

Track: Advanced Case Management

EAC-2705

Using IBM Case Manager to Improve Underwriting and Claims Processing

A global insurer chose IBM Case Manager to improve the efficiency of key underwriting and claims applications. This session will review why the company chose Case Manager, the expected business results and implementation best practices.

Track: Advanced Case Management

EAC-2721

Making Healthcare Smarter: Evidence-Based Insights and Care Management

This session will provide an overview of an IBM Business Analytics and Optimization initiative. This initiative targets the occurrence of high-cost congestive heart failure readmissions by proactively identifying high-risk patients, dynamically building evidence-based care plans and effectively coordinating transitional care. In addition, you will learn how content predictive analytics, clinical decision analytics and care coordination work together to support this initiative.

Track: Advanced Case Management

EAC-2743

Building an IBM i2 and Case Manager Solution for Public Safety and Commercial Fraud

The integration of IBM i2® products and IBM Case Manager enables the sharing of intelligent data from different repositories, which can provide the valuable insights needed to manage cases in different areas. Cases can be solved faster and analysis reports and case information can be integrated further with products such as IBM Cognos® Business Intelligence software and IBM SPSS® Decision Management solutions to provide the visualization and analysis needed to take action. This session will introduce and illustrate how all this can be achieved from the architectural level of thinking and design.

Track: Advanced Case Management

EAC-2771

IBM Case Manager: What's New

IBM has continued to refine IBM Case Manager to address an even broader variety of case solution needs. In this session, learn the steps IBM has taken to improve Case Manager in areas such as solution design, data integration, tasking and content integration.

Track: Advanced Case Management

EAC-2785

NYC ACS: Process Simplification and Reengineering with IBM Case Manager

Learn how IBM helped NYC Administration for Children's Services (ACS) process stakeholders redefine and vastly improve existing processes with IBM Case Manager. NYC ACS saw the rapid transformation of an elaborate, manual, paper-based process into an automated, paperless solution during the iterative design, deploy, test and enhance cycles of a Case Manager pilot with IBM Software Services. Highlights include the critical role the key stakeholders had in enabling the implementation as well as the transformation of their business requirements into efficient, streamlined, traceable and auditable processes.

Track: Advanced Case Management

EAC-2786

IBM Case Manager and IBM Forms Deliver for Union Bank

After struggling with custom applications to support its personal and corporate customers, Union Bank found itself buried in paper and resorting to ink stamps on request forms to track work being accomplished. In this session, learn how Union Bank rapidly deployed two pilot applications with IBM Case Manager, IBM Forms and IBM ILOG® solutions (12 weeks each), and find out the best practices and lessons learned in delivering a rich and more productive application environment.

Track: Advanced Case Management

EAC-2998

Learn How the U.S. NRC Is Streamlining Complex Government Processes with IBM Case Manager

Learn how the U.S. Nuclear Regulatory Commission improved the speed, quality and transparency of its processes by developing a task-tracking and reporting system with IBM Case Manager and Vega Case Management Widgets. This session will review the key lessons learned during implementation. Detailed technical aspects of design, deployment and management of a complex Case Manager solution in a highly secure environment will be reviewed.

Track: Advanced Case Management

EAC-3161
New York Teachers' Retirement System Gets Smart with IBM Case Manager

The New York Teachers' Retirement System (NYTRS) administers a benefit plan that provides retirement, disability and death benefits to eligible public school teachers and administrators. The pension system consisted of numerous hard copies and payout management and contract negotiations, which constantly required new rules to manage workflow. Learn how IBM Case Manager, IBM ILOG and IBM FileNet® software supports online member service request transactions and risk-based quality control, shortening cycle times, improving service levels and mitigating risks for service processes.

Track: Advanced Case Management

EAC-3481
Get More Value from IBM Content Manager 8 solutions with IBM Case Manager

This session will provide an overview of how IBM Content Manager 8 has been integrated with IBM Case Manager. You will learn how Case Manager can be used to rapidly develop new case management solutions with content from Content Manager 8 and how Case Manager can be added to existing Content Manager 8 server configurations.

Track: Advanced Case Management

EAC-3499
Model-Based Solution Building with IBM Case Manager

IBM Case Manager is more than an enterprise content management specialty; it is a framework that supports design, development and deployment of complex, content-oriented solutions. Targeting a customer situation successfully with such a framework requires a solution model that can be used for component selection, build versus buy decisions and service offerings. This session will demonstrate how a large German travel company uses model-driven architecture to create a solution model for an advanced case management project (complaint management) and how enhancing this model leads to real Case Manager 5.1 assets, which can be developed into productive solution elements.

Track: Advanced Case Management

EAC-3842
Packaging, Exporting and Importing Your IBM Case Manager Solutions

You've spent weeks building your solution, and now you need to move it to another environment or perhaps reset your target object store (TOS). How do you ensure that your solution package includes all the necessary objects (Case Manager assets and non-Case Manager assets)? In this session, learn how to identify what objects need to be saved, how to package your solution for export and how to import it into another environment. Also, come hear guidelines for using IBM FileNet Deployment Manager to export and import non-Case Manager assets.

Track: Advanced Case Management

EAC-4116
Advanced Case Analytics for Care Coordination

Care coordination solutions offer the opportunity to combine patient-centric analytics with advanced case management to improve care and deliver better outcomes for patients. Clinical text analytics and patient risk analysis are among the technologies now being applied to care management solutions. This session will review the next generation of care coordination analytics, focusing on the areas of population analytics and care process analytics and including the use of risk stratification analytics for care selection, mining care processes and best practices out of patient records, care plan improvement models, and care progression and medication monitoring analytics.

Track: Advanced Case Management

EAC-4126

IBM Case Manager: Incident Report Management for Energy and Utilities

In this session, you will learn about a solution developed by TriTek Solutions using IBM Case Manager. This solution enables root cause investigation of incidents in the energy and utilities industry. Built in collaboration with Con Edison, an energy provider in the New York City metro area, this solution provides improved analysis, root case determination, and tracking of remediation for incidents with significant internal and customer impact. In this session, we will describe this solution, do a demonstration, and walk through key technical and architectural elements of the solution.

Track: Advanced Case Management

EAC-4127

IBM i2 and IBM Case Manager for Fraud Investigators: Automating Vendor Risk Management

Effectively managing vendor populations is a critical need for organizations in many industries. At this session, IBM Business Partner Information Management Consultants (IMC) will present how it integrated IBM i2 analytics and IBM Case Manager into its risk discovery solution to create a comprehensive vendor risk management offering. IMC will provide an overview and demo of the solution and discuss how i2 technology was integrated to improve the effectiveness of vendor risk discovery. IMC will also discuss how IBM Case Manager was integrated to support the gathering of evidence and preparation of the case.

Track: Advanced Case Management

ECA-1600

IBM Content and Predictive Analytics for Healthcare Research Scenarios

IBM Content and Predictive Analytics for Healthcare can benefit almost everyone in healthcare. In this session, the focus will be healthcare researchers. The features of IBM Content Analytics and SPSS software that are primarily targeted to research and discovery and how researchers can use them will be highlighted.

Track: Content Analytics

ECA-1854

Automatic Content Classification for Image-Based Content

In this session, you will learn how IBM Content Classification helped a mortgage servicing organization reduce paper document scanning and processing costs, reduce loan servicing customer service costs, and process millions of scanned pages per month.

Track: Content Analytics

ECA-1856

How to Integrate IBM Content Classification Technology with Enterprise Content Management

Faced with an explosion of content, organizations are increasingly striving to harness it with specialized applications. Because of its advanced technology, IBM Content Classification can enable workers to focus on higher value activities by consistently and accurately automating content-centric categorization decisions. Come to this session to find out how Content Classification can be integrated with the IBM enterprise content management product portfolio to provide automated, content-sensitive classification that makes the most of your enterprise content management investment.

Track: Content Analytics

ECA-1860

What's New in IBM Content Analytics with Enterprise Search: A Product Update

With IBM Content Analytics with Enterprise Search, an industry-leading enterprise search solution is combined with an advanced content analytics solution in one platform designed to help organizations achieve the most value from their information repositories. Join this session to hear what's new with Content Analytics with Enterprise Search and see a live demonstration.

Track: Content Analytics

ECA-1864

IBM Content Analytics with Enterprise Search: The Formula for Findability

Companies have invested in numerous technologies to manage and control enterprise information, and the tactical and widespread nature of these investments has left silos and redundancies in its wake. Finding the information you need when you need it can be a predicament for all organizations and workers. How many times have you searched, over and over, and still come up short? IBM Content Analytics with Enterprise Search provides knowledge-driven, semantic search capabilities for greater accuracy, business context and accelerated time to knowledge. Come to this session and find out how IBM clients have moved beyond embedded and federated search to true enterprise search.

Track: Content Analytics

ECA-1865

What Every Business Needs to Know about Content Analytics

Increasingly, your workers are being challenged to develop business insight from unstructured enterprise content to help retain customers, reduce fraud and address new marketplace opportunities. IBM Content Analytics with Enterprise Search is a platform that optimizes decision making by finding, assessing and deriving insight from unstructured enterprise content. Come see a demonstration of Content Analytics that will show you how your workers can use its hands-on visualization and exploratory tools to organize and understand their data.

Track: Content Analytics

ECA-1868

IBM Content Analytics Meets Big Data

In this session, learn how IBM Content Analytics can be used to analyze knowledge extracted from your textual content alongside traditional structured data as part of business intelligence and data warehousing applications. You will discover how the IBM Content Analytics product can analyze and extract information from documents, comment and note fields, emails, websites, and other text-based content sources. Several real-world scenarios will be presented to demonstrate the discovery process that can unleash the power locked within your data and give you new insight.

Track: Content Analytics

ECA-1913

IBM Content Analytics Drives Enhanced Biomedical Informatics

In 2008, BJC Healthcare, a national leader in biomedical research and patient care, established Biomedical Informatics (BMI) Home, which consolidated all of its disjointed, noninteroperable and cleansed patient and research data into a single data warehouse. The untapped sources of information not available to the BMI Home were clinical notes and various diagnostic reports, all stored in unstructured form. Come to this session and hear BJC Healthcare Natural Language Processing Modeler Lynn Latham walk through the BJC Healthcare process of development, testing and deploying IBM Content Analytics natural language processing models and explain their success.

Track: Content Analytics

ECA-2015

IBM Content Analytics: Public Safety Agencies Connecting the Dots

With the advent of social media sites and new, innovative private initiatives, public safety agencies find traditional methods of investigation and access to data obsolete. The Internet has become a haven for criminals to defraud or plot to harm individuals and to communicate with their associates, often without detection until after the incident or event occurs. Public safety agencies are looking for new and innovative ways to use IBM's intelligence solutions for the future safety of their citizens. Join our panel for a discussion about how IBM products are being used to help agencies develop a preventive methodology to protect their constituents.

Track: Content Analytics

ECA-2020

Using IBM Content Analytics in Insurance for Profitable Underwriting: Examples, Tips and Techniques

Hear about Chartis Insurance's success with IBM Content Analytics. This session will cover key business challenges, drivers and strategies for using content analytics. You will learn how text analytics and text mining solutions combined with business intelligence help with underwriting decisions and identify frequency trends before they become severity trends. This session also includes insights derived from a client installation as well as tips, techniques, best practices and lessons learned.

Track: Content Analytics

ECA-2022

Future Analytics Platform for Law Enforcement and Public Safety

The emergence of social media has created opportunities and challenges for public safety agencies as the volumes of data available to agencies continue to increase and deep text analytics has matured. This session will examine the future of content analytics for public safety applications. It includes new architectural models that enable greater levels of inference and iteration than current solutions. In addition, you will learn how advanced capabilities for data ingestion with IBM Content Analytics and IBM i2 Intelligence Analysis Platform software can help law enforcement gain broader insights on threats and respond more efficiently.

Track: Content Analytics

ECA-2185

Security First Unlocks Social Media to Master Compliance Requirements and Analytics to Gain a Competitive Edge

Oceanus SocialView enables marketing departments and advisers at financial, insurance, and other services organizations to use social media (such as Facebook, Twitter and LinkedIn) to earn more business and gain customer loyalty while still remaining compliant with regulatory requirements, particularly the new regulations that the Financial Industry Regulatory Authority (FINRA) and the U.S. Securities and Exchange Commission (SEC) released in 2010 as well as security requirements and corporate policy mandates. SocialView logs social networking interactions and archives them for compliance review. Additionally, outbound correspondence is audited prior to its ever leaving the company, avoiding potential issues with message content. SocialView also supports compliance with electronic discovery standards.

Track: Content Analytics

ECA-2281

Reducing Patient Readmissions with IBM Content and Predictive Analytics for Healthcare at Seton Healthcare Family

In this session, you will learn how Seton Healthcare Family and IBM are unlocking clinical insights to reduce congestive heart failure readmissions. Heart failure affects an estimated 5 million people in the United States, and more than 50 percent of these patients require readmission within six months of treatment. Reversing this trend requires health systems to make information accessible in new ways. Seton, the leading provider of healthcare services in Central Texas, is using IBM Content and Predictive Analytics for Healthcare software to uncover clinical and operational insights trapped in unstructured data such as physician notes, discharge summaries and echocardiogram reports.

Track: Content Analytics

EIC-1633

Best Practices for Implementing IBM Datacap Taskmaster Medical Claims

In this session, the premier IBM Datacap Taskmaster for medical claims expert, who has more than 13 years of experience, walks through best practices for making the most of your investment, from planning to development, implementation and postproduction. This detailed explanation of IBM Datacap Taskmaster for medical claims will include advanced topics such as adding custom validations, lookups, document and batch routing techniques, Health Insurance Portability and Accountability Act (HIPAA)–compliant 837 electronic data interchange (EDI) export settings, common implementation pitfalls, and other management tools.

Track: Document Imaging and Capture

EIC-1635

Implementing IBM Datacap Taskmaster for Accounts Payable Technology

In this session, the lead Datacap Taskmaster architect from IBM Software Services will walk through how to successfully implement accounts payable technology (APT) to realize significant savings and virtually eliminate labor-intensive purchase order (PO) handling and data entry. Topics will include how APT identifies each PO by pattern matching, keyword and rules-based data location with no template setup required; how APT learns new vendor layouts on the fly as well as advanced validations—database lookups, math calculations and checksums—to help ensure accurate data; and advanced features such as line-item capture, multiple-page POs and advanced reporting, real-time monitoring, and other management tools.

Track: Document Imaging and Capture

EIC-1636

Custom Actions in IBM Datacap Taskmaster

Custom actions in IBM Datacap Taskmaster help you customize your data capture application to meet the specific needs of your enterprise. This session is an introduction to creating custom actions for developing solutions. An IBM Software Services experienced engineer will provide details about the development environment the action library structure and will share best practices and technical considerations when writing a custom action from scratch. Topics covered will include supported programming languages, exception handling, debugging techniques, web service and database calls, third-party integration and other programming tricks and shortcuts.

Track: Document Imaging and Capture

EIC-1637

Best Practices for Converting Existing Data Capture Solutions to IBM Datacap Taskmaster

Ready to use the power and flexibility of IBM Datacap Taskmaster with the investment you've already made in your existing data capture solution? Join an experienced IBM Software Services engineer in this session that examines, in detail, the process of converting an existing or older solution to Datacap Taskmaster. Topics will include best practices, tips and tricks that can greatly reduce effort and expense, and how to increase your return on investment (ROI) and optimize the value of your new Datacap Taskmaster solution.

Track: Document Imaging and Capture

EIC-1744
Your Content Is Captured and Managed, but Can You Share It? Secrets to Efficient Output Revealed

Capturing, indexing and declaring content with IBM FileNet P8 software is a major milestone in content management. But what about when it comes time to share the content? Sharing output from an enterprise content management system is critical for organizations so they can more securely and logically use information they have. However, sharing, delivering and outputting the content is often an afterthought. For many, this task is also difficult to achieve efficiently and seamlessly. This session tackles these challenges and reveals secrets to efficient output.

Track: Document Imaging and Capture

EIC-1955
The Need for a More Powerful Capture Solution: The Implementation of IBM Datacap at Baptist Health

Capturing and managing critical data (43,000 pages a day, 14.5 million pages a year) for a large, growing health system is a big task. Baptist Health South Florida found the answer with a document capture and enterprise content management solution from CGI, IBM and ibml. Faced with data volumes that were expected to rise as a result of expansion, Baptist Health knew it needed to implement a new capture solution that would integrate with its ECM solution, CGI Sovera HIM. In this session, learn how, with medical record data more readily available, Baptist Health improved its coding turnaround time and the role their IBM Datacap solution played in decreasing capture time from 24 to 4 hours.

Track: Document Imaging and Capture

EIC-2192
Hungarian Census with IBM Datacap

In this session, learn why, after competing with a large number of solutions and vendors, IBM Datacap was selected to process the 6,000,000 A3 pages of the Hungarian census.

Track: Document Imaging and Capture

EIC-2285
Planning and Sizing for Your IBM Content Manager OnDemand 8.5 Environment

Did you know that there is a new IBM System z® planning and sizing toolset that can help you provide sizing results for IBM Content Manager OnDemand 8.5 environments? This session will demonstrate the abilities of this sizing tool and show how it can help you analyze your requirements and project the resources needed for your new Content Manager OnDemand applications. Various levels of sizing are available, depending on the state of your applications, your system software configuration and your ability to produce, collect and submit actual performance data. Learn what level is right for you.

Track: Document Imaging and Capture

EIC-2330
Update on IBM Datacap Taskmaster Capture

Learn about the new features and enhancements provided by the latest release of IBM Datacap Taskmaster Capture. This session will cover updates for the user interface, globalization and manageability.

Track: Document Imaging and Capture

EIC-2867
Case Study: A European Mobile Provider Benefits from Using the IBM FileNet Platform as a Shared Service

A Croatian mobile telecommunications operator has combined IBM FileNet Image Services and FileNet P8 software to provide a service to sister companies that supports the sales and contract process. IBM FileNet Capture software provides the service of storing and processing sales contracts, and documents received from multiple sales points in three countries are being processed and stored in one office. In this session, learn how applications in the FileNet Image Services and FileNet P8 platform are making it possible for business users to make smarter and faster decisions at the places where sales are being conducted.

Track: Document Imaging and Capture

EIC-3273

Best Practices for Implementing Digital Check Compensation with IBM Enterprise Content Management Solutions

In 2011, the Brazilian Federation of Banks (FEBRABAN) began a national implementation of compensation check imaging. This new procedure reduced the time for payment of compensation checks, which formerly could take days to complete. In this session, learn how IBM enterprise content management solutions help capture checks, submit them to the Bank of Brazil for consolidation and return them to their home bank for signature verification, accuracy and background check. In addition, presenters will share the best practices for the implementation and the lessons learned.

Track: Document Imaging and Capture

EIC-3378

Daeja ViewONE Pro adds Document Viewing, Annotation, Redaction and More to Your Imaging Application

Daeja Image Systems provides document imaging and content management systems with a leading solution for document and image viewing, annotation, redaction and streaming. Daeja ViewONE is packaged with IBM FileNet Content Manager and IBM Production Imaging Edition software. Learn how this marketplace-leading solution can transform your document management.

Track: Document Imaging and Capture

EIC-3429

IBM Datacap Taskmaster 8.1: New Capabilities

The latest release of IBM Datacap Taskmaster has many new features that broaden its utility and usability. In this session, you will hear all the technical details of this release and how you can use them in your organization.

Track: Document Imaging and Capture

EIC-3495

Accelerate Document Processing with IBM Production Imaging Edition

This session will provide an overview of IBM Production Imaging Edition, a comprehensive solution for document imaging and capture. Learn how the combined capabilities of this application can address production imaging requirements and drive return on investment.

Track: Document Imaging and Capture

EIC-3542

Digital Delivery Integration with an IBM Content Manager OnDemand Archive: Best Practices and Tools to Help

IBM Content Manager OnDemand is a valuable tool. However, with the move to digital output from multiple channels, Content Manager OnDemand users sometimes hit obstacles. One such barrier is representing archived documents electronically to customers in ways that standard Content Manager OnDemand capabilities do not provide. The Content Manager OnDemand Web Enablement Kit Java application programming interface (API) can be used to tailor your display of documents, but it can take a large, concerted effort. This can create a real problem for solution and output managers. What if there were a way to bypass these roadblocks that saved time and money? In this session, you will hear best practices and tools to help you overcome these digital delivery obstacles.

Track: Document Imaging and Capture

EIC-3636

Migrating Your IBM FileNet Image Services Applications and Content to IBM FileNet Content Manager

Come to this session to learn about strategies, tools and methods for migrating your IBM FileNet Image Services content and applications to FileNet P8 Content Manager software. Find out about the latest IBM FileNet Content Federation Services for FileNet Image Services functionality and other products, along with IBM Lab Services tools that can assist. Review typical scenarios and approaches that enable your users and applications to interoperate between the two products and discover how you can eventually transition operations from FileNet Image Services software to FileNet P8 Content Manager software in the least disruptive way for your business.

Track: Document Imaging and Capture

EIC 4128

Innovative Application Processing by Standard Chartered Bank

This is one of the first systems of its kind developed for application processing. It provides flexibility to capture data for snippets by various users across the globe and also has control mechanisms built in for security purposes.

Track: Document Imaging and Capture

ELG-2844

Improving Information Economics with Defensible Disposal at BNY Mellon

Learn from Allen Cohen, CIO and Managing Director at BNY Mellon, how defensible disposal is changing information economics at the bank. Cohen will share how the program helps eliminate waste, save money, optimize information management and deliver more value to customers.

Track: Information Lifecycle Governance

ELG-2895

Improving Information Economics with Defensible Disposal

Learn from Deidre Paknad, the leader of the IBM Information Lifecycle Governance business and founder of the Compliance, Governance and Oversight Council (CGOC), about how your organization can improve information economics with defensible disposal.

Track: Information Lifecycle Governance

ELG-2916

Calculating Cost and Risk Reduction Opportunity with Defensible Disposal

In this session, learn how to calculate the fully-loaded cost of information and the price of not establishing defensible disposal processes in your enterprise. This session will cover frameworks for cost and risk reduction with a defensible disposal program.

Track: Information Lifecycle Governance

ELG-2923

Realize Cost Savings by Getting Decommissioned Applications and Servers off the Floor and out the Door

You've disposed of the data; now realize the savings. This session will cover strategies and tactics for decommissioning applications and servers and realizing the cost savings.

Track: Information Lifecycle Governance

ELG-2929

Establishing a Defensible Disposal Leadership Organization and Implementation Plan for Success

In this session, learn from IBM and IBM clients how to remove barriers, establish a leadership organization and produce early wins with a defensible disposal program.

Track: Information Lifecycle Governance

ELG-2937

Measuring the Maturity of the 16 CGOC Governance Processes to enable disposal

This session will cover the 16 CGOC governance processes for IT, legal, records, privacy and the business for enabling defensible disposal. Learn how you can benchmark your current practices, understand where your processes need to mature and achieve critical success factors in the change process.

Track: Information Lifecycle Governance

ELG-2944

Client Examples for the Change Management and Improvement Goals Required to Enable Defensible Disposal

In this session, learn how IBM clients use CGOC governance models and tools to assess process maturity, set improvement goals, measure performance, and determine the tooling and capacity required for a defensible disposal program.

Track: Information Lifecycle Governance

ELG-2951

How Privacy Policies Affect Information Governance and Disposal

In this session, find out how IBM solutions for managing privacy laws and redacting information (structured and unstructured) help organizations comply with regulations in a corporate environment of big data, bigger marketing and social media.

Track: Information Lifecycle Governance

ELG-2957

Automating Hold, Retention, Archiving and Disposal Policies for Information

In this session, learn how IBM clients use defensible disposal solutions to apply legal holds to information automatically, establish an executable retention schedule for information, archive and retain information based on its value, and defensibly dispose of valueless information.

Track: Information Lifecycle Governance

ELG-2968

Examples of Good Hold and Collection Practices between Legal and IT and Understanding the Risks When Broken

In this session, learn how legal and IT can effectively communicate to put holds on systems, why good communication is so important and what happens when stakeholders are not aligned.

Track: Information Lifecycle Governance

ELG-2976

Modernizing Records Information Management: Taxonomy Refresh, Departmental Inventories and Disposing of Data

In this session, find out how IBM clients are using the IBM Records and Retention Management solution to refresh their information taxonomy and laws globally, inventory departmental information practices to express business value and manage the disposition process.

Track: Information Lifecycle Governance

ELG-2990

The Next Generation of Records and Retention Management Updates

Join this new release showcase to learn about the latest features and capabilities in the IBM Records and Retention Management solution.

Track: Information Lifecycle Governance

ELG-3000

Applying Hold, Retention and Disposition Instructions to Structured Data

In this session, learn how hold, retention and disposition instructions are applied to structured data.

Track: Information Lifecycle Governance

ELG-3008

Archiving and Deduplicating Email, Files and Social Content

In this session, learn how to archive email, files and social content based on business value. You will also find out how to deduplicate and compress data to reduce storage space.

Track: Information Lifecycle Governance

ELG-3020

The Next Generation of Value-Based Archiving

In this new release showcase, you will learn about new social business archiving and solutions for SAP, get an update on cloud-based solutions, and find out how a unified approach to value-based archiving can lower infrastructure costs considerably.

Track: Information Lifecycle Governance

ELG-3028

The Next Generation of Electronic Discovery Process Management and Cost Forecasting

This new release showcase highlights the latest features and capabilities in the IBM eDiscovery solution and provides upgrade planning recommendations.

Track: Information Lifecycle Governance

ELG-3035

IBM Policy Federation Framework for Syndicating Legal Hold, Retention and Disposition Instructions

In this session, learn how the IBM Policy Federation Framework syndicates legal holds and retention and disposition instructions to disparate data sources.

Track: Information Lifecycle Governance

ELG-3037

IBM Cognos Governance Reporting

In this new release showcase, find out about new IBM Cognos reporting capabilities, see a demonstration of combined information cost and risk reporting, and learn how to use Cognos Business Intelligence software to develop your own key metric dashboards.
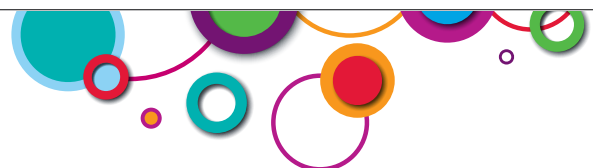
Track: Information Lifecycle Governance

ELG-3044

Defensible Disposal in Complex Information Environments

This session will cover the IBM information lifecycle governance defensible disposal architecture and how to deploy the solution in your environment.

Track: Information Lifecycle Governance

ESC-1857
Getting Beyond Good Enough with Microsoft SharePoint

In this session, you will learn how you can get beyond "good enough" with Microsoft SharePoint software. Using field and customer observations, you will identify real business needs that cannot be addressed by SharePoint alone and learn the value of using IBM social business solutions with SharePoint.

Track: Social Content Management

ESC-1989
Integrating IBM Content Navigator into Your Environment

IBM Content Navigator is an exciting, new client application designed for easier access to and to work with IBM enterprise content management platforms, and it includes a wealth of customization options that can help organizations more easily integrate Content Navigator into their existing application environments. This session takes a closer look at how the user interface can be easily customized with administration controls and explores the various extension points that can enable you to add capabilities to your solution.

Track: Social Content Management

ESC-2156
Mobilizing Tejon Ranch with Smart Devices and Social Collaboration

Tejon Ranch is moving into a new era. In this session, learn how, with the deployment of IBM business process management, advanced case management and social collaboration on smartphones and tablets solutions, Tejon will have the tools to engage with customers, vendors and employees just about any time it needs to. The future vision of the ranch is to provide people with interconnectivity that goes beyond connecting computers and smart devices to using all technology available to improve efficiency, solve problems and create opportunities.

Track: Social Content Management

ESC-2296
Real Mobile Enterprise Content Management and Workflow with IBM FileNet P8 and Content Manager 8

In this session, learn how MobileWorkdesk, jointly developed by IBM Business Partner WeWebU with Zia Consulting, provides a mobile solution for customers using IBM FileNet P8 or Content Manager 8 software. Optimized for financial services, healthcare and other organizations with transactional content management needs, the product is designed to run on the iPad and iPhone and extends enterprise content management with mobile access to personalized content, interactive workflows, approval processes and more. The joint presentation by WeWebU and Zia Consulting will include use cases and a demo.

Track: Social Content Management

ESC-2303
Introduction to Living Social

Are you intimidated by social software? Are you looking for a place to start? Are you wondering how can IBM help your business become more social? If so, this is the session for you. It will cover social software, how to manage your persona online and how IBM software can help you become more social and increase the visibility of your brand.

Track: Social Content Management

ESC-2313
The Power of Social Media, Text and Predictive Analytics

Social media data and the unbound growth of user-generated content found in networks, communities, blogs, forums and comments on the web provide a great source of relevant information. The insights from social media when paired up with enterprise data lead to analytical models that can optimize business outcomes. In this session, learn how enterprise content and social media analytics can reveal useful insights and provide the means to generate predictive models that lead to better business results.

Track: Social Content Management

ESC-2442

Introducing IBM Docs: Socially Enabled Office Productivity

For years, the increasingly costly and inefficient status quo in office productivity went unchallenged. Now your organization needs to rethink how office productivity solutions can better support your workforce. This session introduces IBM Docs, socially enabled web editors for word processing, spreadsheet and presentation documents. Come see how IBM Docs takes advantage of social business and content management platforms from IBM to better support team-based document creation and review. In addition, you can view a demonstration of its collaborative authoring capabilities and learn about key integration opportunities with the IBM enterprise content management portfolio and mobile user support.

Track: Social Content Management

ESC-2479

Living Social: How Do You Ensure Governance, Compliance and Electronic Discovery?

Enterprise social software and external social media create challenges from corporate governance to regulatory compliance and electronic discovery. Whether its social content moderation, surveillance, legal holds and archiving activities or enforcing acceptable use policies and preventing data leaks, the risks you've addressed for years in an email and instant messaging environment are just as real for IBM Connections, Microsoft SharePoint, Facebook and Twitter. This session will review how Actiance and IBM work together to provide a comprehensive suite of compliance and archiving capabilities that help social businesses extend their information governance policies into collaboration tools for internal and external use.

Track: Social Content Management

ESC-2534

Social Business with IBM Enterprise Content Management

This session will cover how IBM social content management can be used to replace the shared network drive incorporated into bigger business processes and extended to portals, wikis and blogs.

Track: Social Content Management

ESC-3313

Take Enterprise Content Management Social with IBM Connections

IBM Connections Content Edition brings the power of social software to enterprise content management. In this session, you'll learn how to get started with social document management using IBM FileNet P8 and IBM Connections software. You'll see the latest features and get a primer on how to provide your users with an engaging social experience for enterprise content management. You'll see detailed demonstrations of how to configure document libraries in Connections with FileNet document classes and IBM Content Manager item types and how to expose your existing content to a social community in Connections.

Track: Social Content Management

ESC-3492

Using IBM FileNet Content Manager 8 to Reduce the Cost of Managing Email, Files, SAP and SharePoint Content

This session will detail how you can use IBM FileNet Content Manager 8 software to manage social content and how FileNet Content Manager 8 services, such as hierarchical storage management and replication, can be used to reduce costs.

Track: Social Content Management

ESC-3606

Social Enterprise Content Management: Current and Future

This session will cover IBM's existing social enterprise content management capabilities and where IBM is headed next, including ECM repositories, ECM user interfaces and ECM with other IBM solutions, such as IBM Connections.

Track: Social Content Management

ESC-3691

It's Not Just About the Conversations and Topics: What Does the Future Hold for Social Content?

Today, a great deal of content is presented in a variety of social forums on mobile devices, the desktop and the web, and businesses need to exploit that content while ensuring proper governance. Context is key to bringing relevance, intelligence and insight to content. Teams, communities and social elements woven into analytics, governance, imaging and content, and case management are what social content management is all about. Join this session for a compelling conversation about how you can take your business to a whole new level: a social business level.

Track: Social Content Management

ESC-3692
PepsiCo: Driving Worldwide Productivity with Social Content and Collaboration

Join this session for a conversation about how PepsiCo, with help from IBM, is using a next-generation social content user experience to help drive productivity in all facets of its business.

Track: Social Content Management

ESC-3697
Good Ideas Can Come from Anyone: The TD Bank Social Business Story

In this session, you will learn how TD Bank and IBM embedded social media and content into the core of the banks business processes with the goals of improving customer care and service and gaining business insight with an engaging social content user experience.

Track: Social Content Management

EGN-1007
Critical Success Factors for Migration to IBM FileNet P8 5.1 from FileNet P8 4.0

This session will provide an overview of how one client planned and organized its FileNet P8 5.1 upgrade project. It will detail the scope, approach, success factors and results. Take this opportunity to learn from a client that has successfully completed the upgrade while minimizing the effect on its business community. Presenters will also share lessons learned from multiple clients that can help you prepare for an upcoming upgrade project.

Track: General

EGN-1223
Successful IBM FileNet P8 and SharePoint 2010 Integration Supports Business Transformation at BC Hydro

This session is an overview of BC Hydro's enterprise content management implementation based on the IBM FileNet platform. It will explain BC Hydro's approach to using FileNet P8 software and SharePoint together while FileNet software remains the source of authoritative information and will describe how BC Hydro successfully integrated FileNet P8 software and SharePoint 2010 to deliver the PPM Workspace solution that supports project and portfolio management. You will also learn about the integration of PPM Workspace with existing FileNet software-based repositories and records management applications.

Track: General

EGN-1235
IBM SmartCloud Archive: How It Can Benefit Your Company

The IBM SmartCloud™ Archive solution is a new, pay-as-you-go private cloud solution that offers IBM enterprise content management as a service. Archival of enterprise records, such as insurance claims, credit card statements, HR files, mortgage applications, invoices, medical files and other media is supported by industry standards or custom taxonomies, records and retention management. In this session, learn how existing IBM enterprise content management applications were reengineered for the cloud and how additional components such as a self-service administration portal or cloud batch loader were developed for this multitenant private cloud service. You will also see a live demo.

Track: General

EGN-1237
Enabling Innovation and Interoperability with Content Management Interoperability Services

This is the year of Content Management Interoperability Services (CMIS) application and solution development. The fundamental promise of CMIS interoperability being realized today. This session will showcase the interoperability between multiple CMIS desktop and mobile products, including new applications from IBM and SAP interacting with CMIS products from several other enterprise content management server and client vendors. You will also learn how to take off-the-shelf CMIS components from different vendors and snap them together to present compelling solutions.

Track: General

EGN-1416
Migration from IBM FileNet Image Services to FileNet P8 5.x: A Client Experience

With the help of IBM Lab Services, Thrivent Financial is undergoing a migration of 170 million documents and 350 million pages of TIF images. The documents are moving from an IBM FileNet Image Services system to a FileNet P8 5.x system. In this session, learn how Thrivent has used the opportunity to build a new content model on FileNet P8 5.x software that will help improve the speed of content retrieval, enforce complex document security using security proxies, implement document indexing workflows and also implement enterprise records control over the migrated content. The migration effort will also convert the TIF images to PDF files to facilitate regulatory compliance for long-term storage of documents.

Track: General

EGN-1587

Deploying IBM Enterprise Content Management into the Amazon Cloud: An Exploration

This session will share lessons learned when deploying IBM enterprise content management components into Amazon Web Services (AWS) cloud environment. You will also take a detailed look at virtual images, storage provisioning, scaling, multiple data center coordination and dynamic load balancing.

Track: General

EGN-1631

Deploying Applications to Production with IBM FileNet Deployment Manager 5: A Client's Experience

This session will share how Good Samaritans used IBM FileNet Deployment Manager 5 software to deploy business applications based on FileNet 5.0 software to production. You will hear what worked well and what was learned in the process.

Track: General

EGN-1735

IBM Content Navigator: The Enterprise Content Management User Experience for the Future

IBM Content Navigator is an exciting ECM user experience designed to provide easier access to and work with IBM enterprise content management platforms. In this session, learn how it can accelerate the deployment of solutions for ECM, including IBM FileNet Content Manager, IBM Content Manager and IBM Content Manager OnDemand repositories. You will also see how the solution enables access to third-party repositories, corporate websites and Internet sources to provide a rich information portal for conventional and mobile users.

Track: General

EGN-1736

Information Rights Management for IBM FileNet Content Manager

Content is protected when it's stored in an IBM FileNet Content Manager repository, but what about when it is outside the repository, such as in an email or copied to another user? Now there's a solution that protects content from being viewed, edited and printed even when it's been transferred outside FileNet Content Manager software. In this session, you will learn about FileSecure, a solution from IBM Business Partner Seclore, which can help you handle information rights management.

Track: General

EGN-1737

IBM Content Manager OnDemand for Smarter Commerce: Product Update

Learn about the exciting, new capabilities and the security, performance and usability enhancements recently introduced in IBM Content Manager OnDemand. Managing enterprise report data is critical to reducing costs, increasing customer satisfaction and increasing user productivity, and these new Content Manager OnDemand capabilities and enhancements can help by providing fast access to essential report and print content required by smarter commerce applications from IBM. In this session, discover why Content Manager OnDemand is an ideal bill presentment and service confirmation solution for smarter commerce.

Track: General

EGN-1758

Full-Text Search Enablement in IBM Content Manager OnDemand

The latest release of IBM Content Manager OnDemand, one of the industry's leading high-volume content repositories, includes an Apache Lucene–based full-text index engine so users can search statements and reports without affecting the performance and scalability for which Content Manager OnDemand is known. In this session, you will learn about the architecture, implementation and use of full-text search with Content Manager OnDemand.

Track: General

EGN-1779

Learn how Suncorp Group Manages Its CoE to Optimize Its Banking and Insurance Divisions

Suncorp is a unique, diversified financial services group and a leader in general insurance, banking, life insurance and wealth management. It operates in Australia and New Zealand and has more than 16,000 employees and more than seven million customers. In 2009, Suncorp embarked on a centre of excellence (CoE) approach and has consolidated its applications onto a single platform. This platform is now being used for rapidly developing applications and rolling them out to disparate business functions across the group, including loan origination, process life insurance underwriting, customer service, procurement for managing contracts, accounts payable and HR records. It is behind other line-of-business (LOB) applications across the group.

Track: General

EGN-1812
Enterprise FileNet on System z: Myth or Reality?

IBM's investment in FileNet software has transformed the product's enterprise capabilities. Is FileNet software ready to for true enterprise-class deployment? Key topics presented are defining enterprise service models: appliance offering, managed offering, hosted offering or cloud offering; designing for multitenancy: providing flexibility and isolation for applications; scaling up and out: taking advantage of System z technology and database design for growth, high availability and recovery; and what remains: closing the gaps in the portfolio.

Track: General

EGN-1815
Real-World Customization of IBM Content Navigator with IBM Content Manager

Unleash the power that IBM Content Navigator offers. Content Navigator is a next-generation enterprise content management client from IBM. Based on the latest Web 2.0 technologies, Content Navigator offers numerous customization possibilities. Although its standard deployment can address the needs of many, there are occasions where customization is valuable. In this session, IBM Software Services specialists show how you can tailor the Content Navigator interface to address your needs.

Track: General

EGN-1850
Scottsdale Insurance Company Upgrades to IBM FileNet P8 5.x with Planning and Guardian Services

Scottsdale Insurance Company (SIC) had six IBM FileNet P8 3.5.x environments and two custom applications and wanted to transition everything to new IBM FileNet P8 5.x environments on new hardware. In this session, learn how SIC planned its upgrade and used IBM Enterprise Content Management Guardian Assistance services to assist with its transition, minimizing risks and costs.

Track: General

EGN-2207
Compelling SAP Enterprise Content Management Solutions From xft and IBM

In this session, you will learn about enterprise content management solutions for SAP environments that have been jointly developed by xft GmbH and IBM. Business documents, emails, scanned documents and automatically generated SAP reports are integrated with SAP business process management applications as well as scalable and high-performance IBM capture and content management solutions. Hear about the advantages of the interaction between the various solutions and integration from xft with IBM Content Collector for SAP Applications and IBM Datacap Taskmaster. See demonstrations, and learn about the benefits of integrated HR file management, accounts payable, SAP product lifecycle management, email and office applications.

Track: General

EGN-2439
IBM Content Manager 8 as a Single Platform for Enterprise Business Applications at the Federal Bureau of Prisons

In this session, the Federal Bureau of Prisons offers its successful experience implementing a case management framework solely based on IBM Content Manager 8. It explores the Bureau's approach based on a current in-house solution that avoids complexity with a solid foundation of application building blocks and content management. Enterprisewide applications cross a large spectrum of diverse business problems from litigation to finance and procurement to investigation to correspondence management. The session will also discuss exciting and significant business process reengineering discoveries that emerged from the common application design and common repositories of documents and data.

Track: General

EGN-2497
IBM Enterprise Content Management Product Strategy

In this session, IBM Vice Presidents Ken Bisconti and John Murphy will share the product strategy and direction for IBM enterprise content management solutions. Learn what IBM has on tap for document imaging and capture, advanced case management, social content management, content analytics and information lifecycle governance.

Track: General

EGN-2602
CIGNA's Search for a Content Management Interoperability Services Standards-Based User Experience

In a multiplatform enterprise content management environment, CMIS is key to CIGNA's goal for faster, more affordable and better solutions. For that, a reusable CMIS front end for commodity use cases with minimal customization is an essential requirement. In this session, you will hear how CIGNA investigated open source and commercial tools versus in-house development options, what it found, and the criteria it used to select its option.

Track: General

EGN-2755
The New IBM Content Manager OnDemand Distribution Facility: What Is It All About?

The OnDemand Distribution Facility is the report distribution feature for IBM Content Manager OnDemand for IBM z/OS® platforms. It provides an easy way to automatically group reports and portions of reports together and distribute them to multiple users. This session will provide information about the concepts used throughout OnDemand Distribution Facility, how version 8.5 is different from version 8.4, why it is useful and how it works with IBM Content Manager. To help you learn the concepts and tasks involved with the new version, there will be a scenario that shows how to model your distributions.

Track: General

EGN-2950
Taking Enterprise Content Management to the Next Level in a Service-Oriented Architecture

IBM clients use IBM content management systems to load, search and retrieve a variety of content. In this session, learn how 10 client applications were integrated with a service infrastructure so ingestion applications can use batch loading and a common client and backend and downstream applications can search and read. You will also hear about a workbasket listener that monitors for specific triggers and then processes content by notifying the appropriate line-of-business applications. As a result, agents and customers can load 350,000 documents, search 300,000 and retrieve 275,000 monthly.

Track: General

EGN-3036
IBM Content Manager OnDemand at Emdeon: Going Way Beyond Traditional Report Management

This session will share Emdeon's experience and present examples of how to broaden traditional IBM Content Manager OnDemand reporting by applying a much wider set of data and increasing the ways it can be used. Emdeon went way beyond the conventional approach to archiving documents by expanding the formats and data types to include BMP, DATA, GIF, JPG, Line, PDF, TIF, TXT, XCL and XML along with compressed and blob files. These documents can now be archived for up to 10 years and are accessible to multiple users 24x7. You will also hear how customers retrieve these documents using security-rich, custom web services.

Track: General

EGN-3087
What's New for the IBM FileNet Platform

Come to this session to learn about the latest developments for the IBM FileNet platform. Learn about the new capabilities that can help you manage your enterprise content and grow to address your increasingly demanding production imaging, collaborative and social business requirements.

Track: General

EGN-3100
What's New for the IBM Content Manager Platform

Come to this session to learn about the latest developments for the IBM Content Manager platform. Learn about the new capabilities in the portfolio of products from IBM Enterprise Content Management that can help you manage your enterprise content and grow to address your increasingly demanding business requirements.

Track: General

EGN-3134
What's New in IBM Enterprise Content Management Products

In this session, you will learn about the latest and greatest developments for the products and solutions offered by IBM Enterprise Content Management. Come hear what we have been working on: new and cool user interfaces, enhanced server capabilities, specific solutions for industries and more. You will also have an opportunity to interact with IBM product managers and ask them questions

Track: General

EGN-3242

The Smart Approach to Managing Enterprise Content from Microsoft Office and SharePoint

Many corporations are struggling with the challenges of managing data growth and governance in a rapidly growing Microsoft SharePoint environment. This session features real-world scenarios that demonstrate how to introduce coherence and enterprise manageability with solutions from IBM Enterprise Content Management.

Track: General

EGN-3468

On Demand—z/OS, AIX and Windows—Oh My! The Benefits of Operating in Multiplatform Environments

The Principal Financial Group has a long history with IBM Content Manager OnDemand. The session will discuss Principal's production instances of Content Manager OnDemand in a mixed platform, highly available environment. The configuration consists of a multi–logical partition (LPAR), sysplex-distributed IBM Content Manager OnDemand for z/OS library server alongside an IBM Content Manager OnDemand for Multiplatforms clustered object server on IBM AIX® software. The primary drivers for the cross-platform configuration are to provide a cost-effective, robust solution to the SEC requirement for Write Once Read Many (WORM)–compliant storage. In addition Principal runs a small Content Manager OnDemand for Multiplatforms Windows load server for archival of distributed job outputs to its z/OS load server.

Track: General

EGN-3531

Enhance Your IBM FileNet P8 Implementation with Microsoft SharePoint and Cloud Integration

This session will explain how the EntropySoft Content Hub can facilitate the movement of data between external applications and those built on IBM FileNet P8 software. You will learn how content from more than 40 external systems, such as Microsoft SharePoint, OpenText Livelink (now part of the OpenText ECM Suite) and EMC Documentum can be included in your IBM FileNet, IBM Enterprise Records and IBM advanced case management solutions. You'll also learn how FileNet P8 software can be integrated with cloud-based applications, such as Box and Salesforce.com, and SharePoint-based solutions for searching data stored in FileNet P8 software.

Track: General

EGN-3549

IBM FileNet Content Manager 8 High Availability and Disaster Recovery Best Practices

This session will outline approaches for achieving cost-optimized high availability and disaster recovery with IBM FileNet Content Manager 8 software.

Track: General

EGN-3600

Mobile Devices and Enterprise Content Management

This session will cover the latest in IBM's support for enterprise content management solutions on mobile devices. Topics will include the overall IBM strategy, the app offered by IBM Enterprise Content Management that is designed to run on iOS, IBM Business Partners in this support, and solution development.

Track: General

EGN-3860

Improving Outcomes with Patient-Centered Analytics and Care Planning

This session will showcase the IBM solution accelerator for improving outcomes using patient-centered analytics and care planning.

Track: General

Hands-On Lab Sessions

EAC-1123

Extending Your Case Management Solution Using IBM Case Manager

IBM Case Manager provides a strong platform for building case-based solutions. In this lab, learn how you can build a solution from scratch or start with a predefined solution template and extend it with capabilities from related products.

Track: Advanced Case Management

EAC-2872

How to Develop Custom Widgets for IBM Case Manager Applications: Learn Hands On

Widgets play an important role in creating case management solutions with IBM Case Manager. Widgets are portable, reusable components that are used in Case Pages to manage content and process work items. Join this hands-on lab to understand step-by-step procedures for building your own custom widgets using Dojo, JavaScript and IBM iWidget technology. This lab will also show how a custom widget can query case data using Case Representational State Transfer (REST) services.

Track: Advanced Case Management

EAC-3206

Learn How IBM Forms Can Add Dynamic Capabilities to IBM Case Manager

This session will provide a basic introduction to IBM Forms Designer. You will get a chance to follow step-by-step instructions to build a wizard-driven form with dynamic tables and show and hide capabilities in IBM Forms. Then you will be guided through how that form can be presented in the IBM Case Manager Case Form widget. Finally, you will learn how IBM Forms can be used to capture data from anonymous users in Case Manager, for example, a website accessible on a tablet and including digital signature support.

Track: Advanced Case Management

ECA-1691

IBM Content and Predictive Analytics Workshop

In this lab, you will start with a data set and go through a modeling exercise for both content and predictive analytics. The data will be related to the healthcare industry, but the principles can be applied in any sector.

Track: Content Analytics

ECA-3463

Hands-On Lab with IBM Content Analytics with Enterprise Search 3.0

Learn how to use IBM Content Analytics to delve into your enterprise content and unlock valuable business insights. This lab will show you how to turn huge volumes of unstructured data into information you can use. You will learn how to use IBM Content Analytics with Enterprise Search and its advanced text mining application to mine the unstructured data in your content management systems and the rest of your enterprise. In addition, the session will demonstrate how to interpret the results of your discovery process using Content Analytics tools.

Track: Content Analytics

ECA-3488

Automating Content Decisions Using IBM Classification Technologies

In this lab, you will learn how to use classification technology to automate decisions about content organization and enterprise compliance initiatives. The technology highlighted will be IBM Content Classification combined with products such as IBM Content Collector, IBM Enterprise Records Manager and IBM FileNet Content Manager software. You can see how content-sensitive classification can automate such decisions as declaring records and assigning content to a records-management file plan along with email, document classification and content filtering. In addition, you will see how advanced content classification can cut the costs of your archiving project, provide a clear return on investment and make your content easier to find.

Track: Content Analytics

EIC-1524

Capturing Handwritten Data with IBM Datacap Taskmaster Capture

This hands-on lab will demonstrate how IBM Datacap Taskmaster Capture with Parascript FieldScript can read handwritten data from scanned paper documents. In the lab, you will configure the system to read handwriting, including unconstrained words, and then use the system to process documents similar to account applications, order forms, prescriptions and correspondence.

Track: Document Imaging and Capture

EIC-1525

Document Scanning and Capture: Quick and Easy Setup with IBM Datacap

Learn how rich capture applications can be quickly configured with the new capabilities of IBM Datacap Taskmaster Capture. In this lab, you will configure the system to use optical character recognition (OCR), intelligent character recognition (ICR), barcode recognition and key entry to capture data from scanned, faxed or electronic documents.

Track: Document Imaging and Capture

EIC-3172

Hands-On Lab: A Walk-through of IBM Datacap Taskmaster 8.1

If you are wondering what it takes to create capture applications using IBM Datacap Taskmaster, then attend this session to find out. You will explore the modules of a capture application, the document hierarchy, zones, creating custom applications and the tools available. Spend time to understand what IBM Datacap Taskmaster Capture offers, and carry out lab exercises using the latest release.

Track: Document Imaging and Capture

ELG-3256

Overview of Implementing the IBM Defensible Disposal Solution

This lab will provide hands-on experience with the IBM defensible disposal solution. You will get an opportunity to explore how to use the solution to facilitate compliance with legal and regulatory duties, instrument retention, holds, and disposal policy execution for defensively disposing of unnecessary data. This lab will cover the usage and integration of a portfolio of IBM products, including Atlas, IBM InfoSphere® Optim™, FileNet and other applications.

Track: Information Lifecycle Governance

ELG-3315

Implementing the IBM Defensible Disposal Solution: The IT Perspective

This lab will give IT professionals a chance to get hands-on experience with the IBM defensible disposal solution and explore IBM's portfolio of information lifecycle governance products. It will cover data source catalog management, execution of preservation and collection plans, publication of retention policies, and making decisions based on governance dashboards. You will gain a deep understanding of the integration of products including Atlas, InfoSphere Optim, FileNet and other applications.

Track: Information Lifecycle Governance

ELG-3340

Upgrading IBM Atlas

This lab will give you hands-on experience and an understanding of considerations for the Atlas upgrade process. It will demonstrate changes and new features in the latest Atlas version.

Track: Information Lifecycle Governance

ESC-1377

IBM Social Content Management Offerings: A Detailed Technical Lab

IBM provides a comprehensive suite of tools related to social content management. This lab will provide a technical orientation to social content management, content archiving, application integration and enterprise content management in the context of an integrated solution. You will learn how to configure social content management products to provide a personalized interface, and you will hear about the features and functions that many organizations find necessary.

Track: Social Content Management

ESC-1381

Migrate Your SharePoint Content to IBM FileNet P8 or FileNet Content Manager 8

Many SharePoint users have grown comfortable working in the Microsoft SharePoint user interface. This lab will provide, in detail, the options for rules-based migration of content from SharePoint to IBM FileNet P8 or IBM FileNet Content Manager 8 software. In addition, you will learn how to provide access to the migrated content from the SharePoint user interface and other popular productivity applications.

Track: Social Content Management

ESC-2298

Customizing and Extending IBM Content Navigator

IBM Content Navigator is an exciting new client application for easier access to and work with IBM Enterprise Content Management platforms. Content Navigator is also designed to be a robust application development framework for building custom applications that span a variety of enterprise content management systems. In this hands-on lab, you will get a closer look at the various extension points and APIs available and explore such topics as integrating third-party products, adding custom viewers and creating custom layouts. The lab will also cover how to integrate Content Navigator components into other application containers such as IBM WebSphere® Portal or Microsoft SharePoint software.

Track: Social Content Management

EGN-1239

Building Highly Compatible Content Management Interoperability Services Applications with Apache Chemistry

In the little more than two years since Apache Chemistry became a top-level Apache project, numerous applications have sprung up that make use of this powerful set of libraries. Now it's possible to build cross-vendor compatible enterprise content management applications and servers with off-the-shelf, open source APIs and tools. This session includes an introductory lecture on the open source libraries available today followed by a lab where you can build a generic data and metadata import facility using the Apache Chemistry libraries, Java (OpenCMIS) technology, Python (cmislib) or .NET (DotCMIS). The resulting code will be tested against the latest CMIS repositories from IBM, SAP and Alfresco.

Track: General

EGN-2005

Best Practices and Recommendations for Migrating and Upgrading IBM FileNet P8 from 4.5.x to 5.x

Come learn and experience how clients are migrating and upgrading their IBM FileNet P8 environments from 4.5.x to 5.x and to new hardware. This hands-on lab provides best practices and recommendations for planning and preparing existing IBM FileNet P8 environments for migration or upgrade to new hardware. In the lab, you will complete the necessary steps for migrating or upgrading, transitioning the index from IBM Content Search Engine to IBM Content Search Services and validating and testing the solution after the migration or upgrade.

Track: General

EGN-2533

IBM Content Navigator Hands-On Lab

IBM Content Navigator is an exciting, new client application designed for easier access to and to work with IBM enterprise content management platforms. In this hands-on lab, you will get a closer look at the user experience. You will find out how easy it can be to work with content managed in an ECM repository. You will be guided through productivity-enhancing capabilities, such as self-provisioning, document authoring, finding content with search and browse interfaces, viewing and annotating images, and managing work items. No experience is necessary, although having used a current or previous ECM user interface will be an asset.

Track: General

Usability Sandbox Sessions

EAC-1947
IBM Case Manager Usability Roundtable

Come to this small group feedback session to discuss usability in case management systems. This session is intended for people with current or future needs for case management applications. Your feedback might influence our future product directions. To participate, you will need experience with IBM Case Manager, IBM enterprise content management or IBM business process management products. This session can be taken together with or independently from the other IBM Case Manager usability sandbox sessions. You will be asked to sign a nondisclosure agreement to participate in this session.

Track: Advanced Case Management

EAC-1948
IBM Case Manager Case Builder Tool Feedback Session

Come to this small group feedback session to help influence the future of the Case Builder tool in IBM Case Manager. This session is intended for people with current or future needs for case management applications. To participate, you do not need experience with IBM Case Manager, IBM enterprise content management or IBM business process management products. This session can be taken together with or independently from the other IBM Case Manager usability sandbox sessions. You will be asked to sign a nondisclosure agreement to participate in this session.

Track: Advanced Case Management

EAC-1949
IBM Case Manager Client for Caseworkers Feedback Session

Come to this small group feedback session to help influence the future of the IBM Case Manager client user interface, with a focus on the caseworker role. This session is intended for people with current or future needs for case management applications. Your feedback might influence our future product directions. To participate, you do not need experience with IBM Case Manager, IBM enterprise content management or IBM business process management products. This session can be taken together with or independently from the other IBM Case Manager usability sandbox sessions. You will be asked to sign a nondisclosure agreement to participate in this session.

Track: Advanced Case Management

ECA-1119
Beyond Watson: IBM Content Analytics Today

OK, Watson is really cool. But, it's been a year. What has happened in the meantime? Where is IBM going with Watson and content analytics in the future? What kinds of solutions is IBM Content Analytics helping clients deliver, and how do they work with other solutions? In this session, you can participate in hands-on exploration of IBM Content Analytics with a focus on new features and contribute your ideas for future releases. Prior experience is not required. You will be required to sign a nondisclosure agreement to participate.

Track: Content Analytics

ECA-1762
IBM Content and Predictive Analytics for Healthcare

Come and hear about IBM's strategy for smarter healthcare. With IBM Content and Predictive Analytics for Healthcare solutions, providers can tackle some of the most important problems facing the healthcare industry today, from reducing operational costs to improving the consistency and availability of data vital to patient care. Integration with IBM Watson tooling broadens this solution to include clinical journal and other healthcare authoritative resources. This session is intended for people with current or future needs for content and predictive analytics in a healthcare solution. You will be required to sign a nondisclosure agreement to participate.

Track: Content Analytics

ECA-1883
IBM Content Classification: The Key to Organizing Your Content

IBM Content Classification categorizes and organizes content by combining multiple methods of context-sensitive analysis. But what does this really mean for your business? How can automatic classification help you access, use and analyze content? How can it support compliance? Participate in a hands-on exploration of this product's user interfaces with a focus on new features, and contribute your ideas for future releases. Prior experience is not required. You will be required to sign a nondisclosure agreement to participate.

Track: Content Analytics

ELG-3232

Using IBM Content Collector, Atlas, IBM Records Manager, and Electronic Discovery for Information Lifecycle Governance

In this session, explore upcoming releases of individual IBM information lifecycle governance products and contribute your ideas for improving the usability of these solutions. IBM information lifecycle governance products and solutions help you gather and then govern electronically stored information (ESI) to satisfy business goals, regulations and litigation. Your participation can directly influence the design and direction of our products. Prior experience is not required. You will be required to sign a nondisclosure agreement to participate.

Track: Information Lifecycle Governance

ELG-3245

IBM Information Lifecycle Governance Solution: Defensible Disposal

Defensible disposal enables a business to contribute its knowledge to what data can be disposed of and then enables IT to defensibly dispose of it. In this session, you'll explore how the IBM information lifecycle governance solution handles the defensible disposal of data and contribute your ideas for improvement. Your participation can directly influence the design and direction of our products. Prior experience is not required. You will be required to sign a nondisclosure agreement to participate.

Track: Information Lifecycle Governance

ESC-2075

IBM Content Navigator Client for iPad: Usability Sandbox Session

In this interactive session, you will see the IBM Content Navigator client for iPad in action. You will be able to interact with the app and share your thoughts about its function and performance that could be reflected in future releases. This session is intended for people with current and future needs for mobile access to IBM content management repositories. No prior experience is needed with IBM enterprise content management products. This session can be taken with or independently from other IBM Content Navigator usability sandbox sessions. You will be asked to sign a nondisclosure agreement to participate in this session.

Track: Social Content Management

ESC-2077

IBM Content Navigator for IBM Enterprise Content Management Client: Usability Sandbox Session

In this interactive session, you will have the opportunity to share your thoughts about IBM Content Navigator, the new IBM ECM web client for IBM FileNet Content Manager, IBM Content Manager and IBM Content Manager OnDemand. This session is intended for people with current or future needs for IBM ECM client applications. Your feedback might influence future product directions. No prior experience is needed with any ECM products. This session can be taken together with or independently from the Content Navigator Administrative usability sandbox session. You will be asked to sign a nondisclosure agreement to participate in this session.

Track: Social Content Management

EGN-2366

IBM Content Navigator for Enterprise Content Management Administration: Usability Sandbox Session

Join this small group feedback session on the administration portion of IBM Content Navigator, the new IBM enterprise content management web client for FileNet Content Manager, Content Manager and Content Manager OnDemand software. This session is intended for people with current or future needs for ECM client applications. Your feedback might influence our future product directions. No prior experience is needed with any ECM products. You will be asked to sign a nondisclosure agreement to participate in this session.

Track: General

EGN-2379

IBM Enterprise Content Management Integration for Microsoft Office: Usability Sandbox Session

This technology preview session will demonstrate enhancements to the IBM enterprise content management plug-in for Microsoft Office, which is used to manage documents from Microsoft Word, Microsoft Excel, Microsoft PowerPoint and Microsoft Outlook software in FileNet P8 and Content Manager 8 repositories. Your feedback might influence future directions for combining IBM Content Navigator features into FileNet integration with Microsoft Office products. You will be asked to sign a nondisclosure agreement to participate in this session.

Track: General

Networking

Ask the Experts

Focused on specific topics, ask-the-experts sessions provide the setting for an interactive hour of attendee-driven discussion with experts from IBM and beyond. Now is the time to find the answers in a dynamic, small-classroom environment driven by your questions and comments.

Birds of a Feather

What better place to meet with those sharing common interests than over lunch? Birds-of-a-feather sessions (also known as BOFs) are networking opportunities for attendees to discuss ideas and experiences related to a particular topic. Unlike a formal classroom setting, BOF discussion topics will be assigned to specific tables in the conference dining hall. The agenda is spontaneous as you share the discussion among your like-minded peers.

Grand Opening Welcome Reception

Information On Demand 2012 kicks off with a welcome reception that you won't want to miss on Sunday, October 21, from 6:00 p.m. to 8:00 p.m. in the EXPO located in Bayside C and D, Mandalay Bay Convention Center. Raise a glass and enjoy hors d'oeuvres with fellow attendees, Business Partners, developers and technology enthusiasts from around the globe. The grand opening reception is your chance to meet Business Partners and IBM clients and explore the innovative, targeted solutions designed to help you solve the business and technology issues you face. All registered attendees are welcome at this event.

EXPO Receptions

Be sure to attend the EXPO receptions on Monday and Tuesday to experience the EXPO while networking with your peers, IBM Business Partners and solution experts.

Stay in touch with Twitter. Follow @IBM_IOD and use the hashtag #ibmiod to join in the fun of Enterprise Content Management Forum.

Community Receptions

Community receptions provide you the opportunity to meet and chat with like-minded conference attendees. Nibble on delicious desserts and sip coffee and beverages while you visit the receptions of your choice. You'll hear about suggested special interest areas for each community, and these discussions will help you choose topics and skill areas that interest you or fit your job role or industry.

Receptions are planned for the following communities:

- Business Analytics
- Enterprise Content Management
- Government
- Industries
- Information Management

Evening Networking Event

Plan to join the fun at the evening networking event located in the Mandalay Bay Events Center on Tuesday, October 23, from 7:30 p.m. to 10:30 p.m. In addition to enjoying live entertainment, you will enjoy an array of food and beverages. This event will bring attendees together for fun and relaxation.

EXPO

With more than 300 IBM Business Partners and IBM exhibitors, the EXPO is open for business and ready to provide you with a comprehensive view of what is possible for your industry using leading-edge solutions and services. See products, services and solutions in action—as well as live stream video and interviews—from the EXPO floor.

Grand Opening Welcome Reception

Join us for the grand opening of Information On Demand 2012 at the welcome reception on Sunday evening, October 21, from 6:00 p.m. to 8:00 p.m. in the EXPO. Take this opportunity to network and preview the wide-ranging technology and exhibits on hand in this premier exposition. Kick off the conference with us. Join in the festivities. Light refreshments and hors d'oeuvres will be served.

Presentation Theaters

The theaters will showcase IBM and IBM Business Partner solutions that optimize your performance and address your business issues. Presentations will be held during the open EXPO hours. Be sure to stop by the theaters—it will be time well spent.

IBM Software Services, Education and Support Hub

Stop by the Hub and discover how to speed up your implementation, keep your software solutions productive, and build your skills and expertise. Services, education and support experts will answer your questions and help you identify effective strategies to maximize the return on your IBM software solutions.

IBM Community Lounge

Engage while you relax. The IBM Community Lounge is one of the best places in the EXPO to sit back and relax while you network with like-minded professionals. The community lounge is equipped with comfortable seating; video games; and charging stations for your laptops, smartphones and more. Take advantage of this opportunity to network with other attendees from the technical community, including IBM Champions and user group members.

IBM Client Reference Lounge

Plan to visit the IBM Client Reference Lounge to relax in a comfortable area, enjoy some light refreshments and take advantage of casual networking opportunities with peers, colleagues and IBM executives. IBM is committed to helping companies thrive in an era of intense competitive pressure from around the globe. So when we see our clients changing the playing field and driving real business success, we want to give them a chance to tell their story. That's where the IBM Client Reference Program comes in.

Demo Rooms and Lounges

You will find a variety of demo rooms in the EXPO that will offer you deep-dive opportunities for the products you are most interested in. Be sure to make the time to visit these demo rooms while you are in the EXPO, or set up an appointment to participate in a one-on-one deep-dive demo. Stop by various other lounges, such as the Accelerated Value Program (AVP) Red Carpet Lounge, this year.

EXPO Dates and Hours

Sunday	6:00 p.m.–8:00 p.m.	EXPO grand opening reception
Monday	12:30 p.m.–2:30 p.m.	EXPO open
	5:00 p.m.–7:00 p.m.	EXPO reception
Tuesday	12:30 p.m.–2:30 p.m.	EXPO open
	5:00 a.m.–7:00 p.m.	EXPO reception
Wednesday	12:30 p.m.–3:30 p.m.	EXPO open
	3:30 p.m.	EXPO close

Destination Las Vegas

Join us at the Mandalay Bay Resort and Casino, one of the most luxurious and unique travel destinations Las Vegas has to offer. Offering a private 11-acre beach, world-class shops and dining, and the world-famous Shark Reef Aquarium, an exciting array of entertainment options awaits you.

Hotel Information

Register and reserve your room before August 31 to get the conference hotel of your choice.

Mandalay Bay Resort

Early Bird rate: $215 USD per night until August 31, 2012
$259 USD per night after August 31, 2012
$10 USD resort fee per room, per night, plus 12 percent tax

THEhotel

Early Bird rate: $225 USD per night until August 31, 2012
$279 USD per night after August 31, 2012
$10 USD resort fee per room, per night, plus 12 percent tax

Luxor Las Vegas

Early Bird rate: $134 USD per night (Pyramid rooms) or $154 USD per night (Tower rooms) until August 31, 2012
$144 USD per night (Pyramid) or $164 USD per night (Tower) after August 31, 2012
$10 USD resort fee per room, per night, plus 12 percent tax. Resort fee includes wired, high-speed Internet access in guest rooms; a daily newspaper; daily admission to the Nurture Fitness Center; and unlimited local and toll-free calls from guest rooms.

Excalibur Hotel & Casino

$109 USD per night on Friday, October 19; Saturday, October 20; Friday, October 26; and Saturday, October 27, 2012
$59 USD per night from Sunday, October 21, through Thursday, October 25, 2012

$10 USD resort fee per room, per night, plus 12 percent tax. Resort fee includes wired Internet access in guest rooms; a daily newspaper; admission to the fitness center; and unlimited local, toll-free and domestic long distance calls from guest rooms.

Visit **ibm.com**/events/informationondemand for more information or to register and reserve your room now.

Travel Discounts

American Airlines Group Travel Discount

Get 8 percent off the lowest applicable eligible published air fare.

- For domestic reservations, go to www.aa.com, contact AA Meeting Services at 1-800-433-1790 (6:00 a.m. to midnight central daylight time [CDT]) or contact your local travel agency. (NOTE: If you make your reservation by phone, there will be a reservation service charge. If you make your reservation on AA.com, you will pay no ticketing fees.)
- For international reservations, contact your local reservation number.
- Promotion code: **18H2BR**
- Valid for travel between October 18 and October 28, 2012, for travel to Las Vegas, Nevada.

WestJet Airlines Group Travel Discount

Get 10 percent off the best available regular fare (excluding web and promotional fares). *Reservations can only be made by phone.*

- Contact the WestJet convention line at 1-888-493-7853. Agents are available to assist Monday through Friday, 7:00 a.m. to 5:30 p.m. mountain daylight time (MDT).
- Group discount code: **CC6543**
- Valid for travel between October 18 and October 28, 2012, from any city served by WestJet into Las Vegas, Nevada.

Avis Group Rental Car Preferred Rates

Avis Rent A Car has provided attendees a group discount number designed to shop the best available rate, including unlimited mileage

- Make reservations by calling Avis at 1-800-331-1600 or by visiting the Avis website.
- Avis Worldwide Discount number: **B1360013**
- Valid from seven days before to seven days after the conference.

Registration Information

Register before August 31 and save $300 USD.

Conference Registration Fees

Early Bird fee: $1,895 USD per person
Ends August 31 (save $300 USD)

Standard fee: $2,195 USD per person
September 1–October 20

On-site fee: $2,395 USD per person
October 21–25

Full Conference Pass Includes:

- Access to all keynotes, breakout sessions, networking events and lunches at Information On Demand 2012
- Access to the EXPO
- Access to all evening events, including the networking event on Tuesday night located in the Mandalay Bay Events Center
- Food and beverages at all scheduled events, including breakfast and lunch
- Online access to available conference materials, including session presentations

Company Pass (for Large Groups)

With a company pass, you could be saving up to 32 percent off the price of registration. Administrators for your company participation should contact us to set up a company pass and discuss payment options. NOTE: You must enroll in the program and obtain a promo code prior to registering for the conference. Promo codes will not be added or changed retroactively. Only members of your company can be included.

Great savings plus a meeting space for one half-day meeting.

Number of Attendees	Fixed Price	Additional Cost per Attendee	Approximate Discount off $2,195 USD
7 attendees	$13,160 USD	$1,880 USD	14 percent
20 attendees	$32,000 USD	$1,600 USD	27 percent
40 attendees	$60,000 USD	$1,500 USD	32 percent

Education Packs

We accept IBM Education Pack prepaid training accounts as a payment option toward registration (U.S. clients only). Get details on how to purchase Education Packs at:
ibm.com/training/us/savings

For questions please contact edpack@us.ibm.com

For more information on the Education Pack program, visit:
ibm.com/services/learning/edpack

Online Education Pack training dollars can only be used for payment of the standard rate registration fee ($2,195 USD). They cannot be combined with any other discounts, offers, programs, coupons or promotions.

Refund and Cancellation Policy

- Full refund, no cancellation fee before August 31, 2012
- Full refund less $200 USD cancellation fee after August 31, 2012
- No refund after September 21, 2012
- No refunds will be made for no-shows. No-shows may also incur a charge for one night's hotel room rate if hotel accommodations are not cancelled in advance. Cancellations must be received in writing only via:
  Email: InformationOnDemand2012@meetingconsultants.com
  Fax: 1-770-399-3170

Policies

For information regarding our payment, substitution, and refund and cancellation policies, please visit:
ibm.com/events/informationondemand

Questions?

For all questions concerning registration, hotel and group discounts, please contact the registration/housing line at 1-800-227-4374 or 1-770-359-6591 Monday through Friday from 9:00 a.m. to 6:00 p.m. eastern daylight time (EDT) or send an email to:
InformationOnDemand2012@meetingconsultants.com

"I come to the EXPO and exhibit every year. It allows me to see other partner products and enables me to meet with different people from across the world. This kind of perspective is useful in allowing me to solve my clients' issues."

—Carol Mitchell, conference attendee

SAVE $300 USD
Register before August 31.
ibm.com/events/ecmforum

Enterprise Content Management **Forum**

@**Information** On Demand **2012**

October 21–25, 2012
Mandalay Bay | Las Vegas, Nevada

ibm.com/events/ecmforum