



HP Enterprise Services Enterprise Report Management Framework

Partner Solution

■ **Target Industry**

Cross Industry

■ **Business Application**

Regulatory Compliance

■ **Products**

IBM Content Manager

OnDemand

Business Challenge

Many organizations are plagued with high operating costs associated with report printing, organizing, distributing and storing reports.

Aside from addressing these cost issues, companies recognize the need for improved access and control of this critical information. The sheer volume of reports maintained often makes it difficult, if not impossible, to locate relevant information and many times, the reality is that only a small portion of the report pages are needed. In addition, extensive time-consuming efforts to locate the right information take the focus away from higher value tasks.

Organizations also need to transform report content into meaningful business intelligence to support decision making. At the same time, new and emerging compliance requirements are placing added pressure on organizations to ensure that reports are secure, access to sensitive information is controlled and that information is properly managed throughout its lifecycle from retention to disposal.

Solution

HP Enterprise Service's Enterprise Report Management Framework (ERM Framework) solution is a repeatable framework that automates the process of managing printed output (e.g.,

billing statements, invoices) from creation to indexing, archiving or destruction. The solution is ideal for invoicing, inventory control, production schedules, claims processing, passenger ticketing, flight records, maintenance records, financial transactions, payroll and benefit statements, etc.

The ERM Framework runs in a leveraged environment and hosts numerous customers. Each customer's data is segregated and secured, and can be customized to meet their unique requirements.

The solution's process framework is based upon quality principles and practices adopted from a number of accredited institutions.

ERM Framework leverages IBM Content Manager OnDemand for capturing valuable report data, indexing and storing reports electronically, enabling global access for users and establishing automated information management policies.

Information can be made available to anyone in the enterprise via the Intranet or Internet. A secure information repository provides fast access to critical information via secure file transfer and encryption. Users can quickly view report pages and print what they need for their job. Report distribution will either inform users that specific reports

are available for viewing or distribute the actual report to valid users. The HP Enterprise Services solution supports print streams in line data format (EBCDIC and ASCII) and AFP and PDF file formats. Users can highlight report text, export reports, and create public or private annotations within the report.



The solution can be customized so that specific reports can mask sensitive data such as social security and credit card numbers in order to comply with data privacy regulations and standards such as Payment Card Industry Standards. The original report data transmitted to EDS ERM is still stored in its original format.

By using HP Enterprise Services' ERM Framework, organizations can predetermine when reports have reached the end of their life and the solution will automate the process of purging the data as defined by the report type.

Value Proposition

HP Enterprise Services' ERM Framework solution helps organizations manage the document lifecycle to increase data availability for users while reducing the cost of storing outdated information. As a result, organizations can share and use information in a more timely and convenient manner.

Additionally, the HP solution replaces costly printing and storage costs by eliminating piles of unused report pages and providing online access. Reports are pre-defined to retention off the system per the customer's requirements.

The solution leverages the Project Management Institute's repeatable processes to ensure adoption of best practices, efficiencies in productivity and cost savings.

The HP Enterprise Services' ERM Framework increases efficiency and provides a lower cost of entry for new customers. The leveraged environment permits quick and easy implementation of customers. Use of existing standardized tools and scripts eliminates redesign and development efforts for streamlined implementation.

Pre-determined service-level agreements provide for 99 percent application uptime, application response time and application issue response procedures.

Customers can realize cost savings on a monthly basis, while improving system response time and achieving 99 percent system availability. The solution boasts a documented 65 percent cost savings associated with print reduction.

Company Description

HP Enterprise Services provides a broad portfolio of business and technology solutions to help its customers worldwide improve their business performance. HP ES' core portfolio comprises information technology, applications and business process services as well as information technology transformation services. HP Enterprise Services is built on a heritage of delivery excellence, industry knowledge, a world-class technical infrastructure and the expertise and commitment of its people.

For more information, please contact:

Sandy Cook
+1 248 842 5689
sandy.cook@hp.com

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3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

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