8-10 JUILLET 2014 IBM BOIS-COLOMBES

TECH ACADEMY

Positionnement Enterprise Content Management

-

Perspectives CAMSS

Agenda

- Positionnement Marché
- Perspectives CAMSS

Offre IBM ECM

Répondre à des ***problématiques métiers & fonctionnelles***

Dématérialisation & capture

- Collecte automatique de documents
- Dématérialisation – LAD RAD
- Enterprise Report Management

Social Content Management

- Gestion des documents bureautiques
- Contenus sociaux & collaboration

Advanced Case Management

- Gestion des affaires complexes
- Collaboratif et règles métiers intégrés
- Analytique - BAM
- BPM orienté contenus

Cycle de vie de l'information & Gouvernance

- Gestion des archives
- Records Management
- eDiscovery
- Gouvernance

Content Analytics

- Moteur de recherche global
- Content Analytics

Socle commun : Stockage – Archivage

IBM ECM

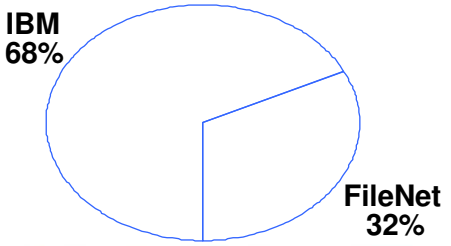
Les références clients dans le monde

IBM Content Manager
Robust stand-alone content repository
Supports enterprise-class content applications
2,569 customers

IBM Content Manager On Demand
Enterprise report management (COLD)
Ultra-scalable check image and document storage
6,500 customers

IBM FileNet Content Manager
Robust enterprise content repository and catalog
Integrated application and process engines
1,280 customers

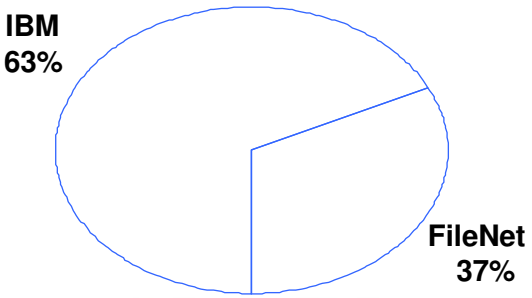
IBM FileNet Image Services
Enterprise image management
High volume, scalable image storage and retrieval
2,560 customers



Les références clients en France

BASE ECM

- 72 clients IBM Content Manager
- 63 clients IBM Content Manager OnDemand
- 22 clients IBM Content Manager et Content Manager OnDemand
- 91 clients FILENET Content Manager



Marché ECM France

Les acteurs rencontrés

- Capture
- GED / Case
- Gouvernance
- Analytics

KOFAX
iTESOFT
Alfresco
EMC² where information lives
Global360
perceptivesoftware a Lexmark company
OPEN TEXT The Content Experts
Microsoft
EVER TEAM
Pega
symantec.
rsd
SINEQUA
TEMIS STRUCTURE THE UNSTRUCTURED
Google
EXALEAD

ECM

http://idcdocserv.com/249014e

COMPETITIVE ANALYSIS

Worldwide Content Management 2013 Vendor Shares

Melissa Webster

IDC OPINION

As forecast by IDC, 2013 showed overall positive yet conservative software market growth, driven mainly by the Americas and Western Europe. Worldwide revenue for the content management market was $5.8 billion in 2013, up 8.7% over 2012. Findings include:

- IBM continued to dominate, with 15.9% share of the market and 7% growth.
- OpenText maintained second place, with 8.8% share of the market and 1.9% growth.
- Microsoft grew 9.9% to capture 7.4% share of the market and third place, ahead of EMC (7.2% share), Oracle (4.7% share), and HP (4.4% share).
- Other leading vendors with $200+ million in revenue included Hyland and Adobe, both of which posted exceptionally strong growth (16.2% and 35.6%, respectively).
- The content management market remains fairly consolidated. The top 3 vendors accounted for about a third of the market. At the same time, the content management market continues to have a very long tail and innovative vendors in several segments posted very strong growth.
- Growth drivers in 2013 included customer needs around information life-cycle management and governance; the desire to streamline document-intensive business processes using advanced capture, "content in context," and case management frameworks; and the adoption of modern, integrated digital marketing platforms to deliver personalized, optimized experiences across Web, social, and mobile touch points for increased customer engagement, loyalty, and conversion. We're also starting to see new patterns emerge to drive investment in content management, such as content collaboration and hybrid ECM.

Worldwide Content Management Software Revenue by Vendor, 2011-2013 ($M)

	2011	2012	2013	2013 Share (%)	2012–2013 Growth (%)
IBM	765.6	864.4	924.8	15.9	7.0
OpenText	525.0	500.3	509.9	8.8	1.9
Microsoft	354.3	389.7	428.2	7.4	9.9
EMC	422.8	414.6	415.5	7.2	0.2
Oracle	279.9	281.0	274.5	4.7	-2.3
HP	276.9	248.1	257.5	4.4	3.8
Hyland Software	185.6	198.4	230.5	4.0	16.2
Adobe	90.6	154.8	209.9	3.6	35.6
Dropbox[1]	20.8	70.6	157.5	2.7	123.1
Lexmark[2]	128.6	143.6	157.1	2.7	9.4
Subtotal	3,050.1	3,265.5	3,565.4	61.4	9.2
Other	1,981.7	2,077.8	2,243.2	38.6	8.0
Total	5,031.8	5,343.3	5,808.6	100.0	8.7

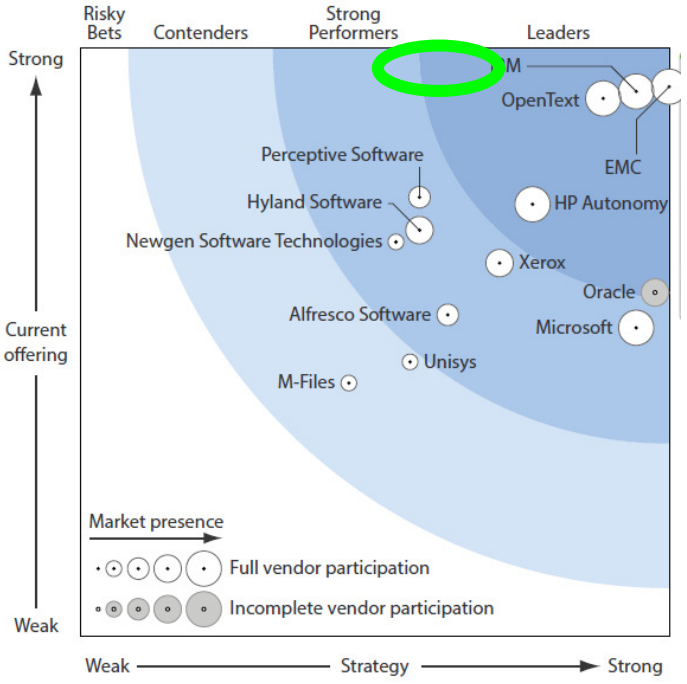
ECM

Gartner Magic Quadrant for ECM, Sept. 2013

Source: Gartner (September 2013)

IBM is the **market leader** in terms of **ECM software revenue.** IBM's focus with its broad portfolio of ECM tools is on **supporting higher-value use cases**, particularly for transactional content and social content management. Key product strategies center on embracing the intersection of social, mobile and content management, as well as the role of analytics and content management in industry solutions such as patient care and fraud investigation.

Forrester Wave: ECM Suites, Q3 2013 Overall Ranking



Gartner Magic Quadrant for ECM, Sept. 2013

Strengths

- IBM has undertaken steps to **reduce complexity and improve user friendliness** for the business user with a new universal UI, Content Navigator. A common frustration for many enterprises embarking on ECM initiatives has been the complexity of the tools and the long deployment cycles. For IT leaders and professionals, IBM has **reduced deployment times** through its simplified Content Foundation server, a streamlined FileNet P8 repository that combines three engines — process, content and app — into one.
- IBM continues to show vision **by focusing on solutions that traverse the existing product silos** within IBM: Case Management, Patient Care and Insights, and Defensible Disposal. These solutions build upon the core content and case management foundations, and leverage content and predictive analytics, collaboration and social capabilities.
- IBM's global presence and scale enable it to **support multinational enterprises** and to **be active in mature markets and emerging markets**, such as those in the Middle East, Africa and Eurasia.

Gartner Magic Quadrant for ECM, Sept. 2013

Cautions

- IBM **lacks a robust cloud strategy specific to its core ECM offerings**. Gartner expects demand for cloud ECM offerings to grow. For example, Microsoft and many others are targeting midmarket adopters of cloud solutions.
- As it transitions from a product- to a solution-focused provider, IBM faces a number of hurdles. IBM places less emphasis on the individual products, **yet its customers are focused on the products and road maps.** Many customers with whom Gartner has spoken express confusion over the IBM portfolio and direction for the products they purchased. IBM has traditionally relied on its partner channel to deliver solutions, especially for the FileNet offerings. As IBM and IBM Global Business Services (GBS) start developing and marketing solutions, they risk alienating their partners.
- While IBM has made considerable progress breaking down its internal silos, more needs to be done. It still has too many content management and related repositories — IBM Connections, Web Content Manager, IBM Docs and the three ECM repositories. IBM's ECM messaging concentrates too much on the core ECM tools as the system of record. Yet, IBM has the assets and capabilities across the ECM, WebSphere and Lotus brands to push ECM as a system of engagement and to focus on dynamic uses of content creation and collaboration (e.g., contracts management, bid proposals and projects).

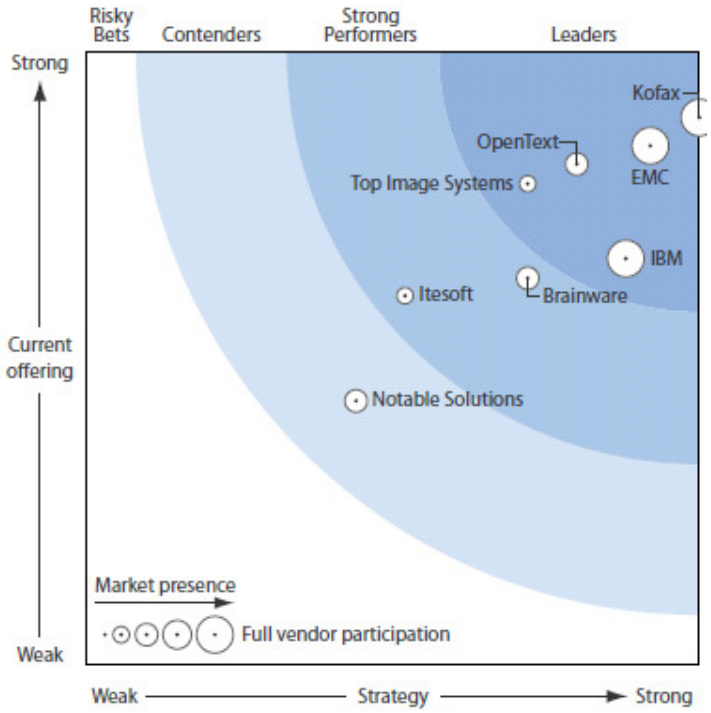
Forrester Wave: ECM Suites, Q3 2013

IBM is positioned **as a Leader in all segments**. Its access to high-quality research has provided continual enhancements to the ECM suite. IBM's comprehensive ECM suite provides a wide array of functionality that supports document management, business process management, case management, content analytics, imaging, records management, and information governance. IBM continues to deliver high-value solutions for IT, line-of-business, and legal as well as targeted vertical industry apps such as case management, enterprise fraud, and patient care and insights.

IBM's weakness remains in the **complexity of implementation** and **difficulty in scaling downward in scope and performance.**

Capture

Forrester Wave: Multichannel Capture, Q3 2012



- Forrester's criteria in this Wave are high level. They don't probe so far as to address some of the compelling ROI and low TCO brought by Rulerunner Service, Click-and-key, fingerprinting, etc.
- Forrester assessed Datacap Taskmaster v8.0.1 for this ranking. Protocol prevented Forrester from assessing Datacap Taskmaster v8.1 (released August 2012).
- Forrester does not score or weigh pricing/packaging models in their Waves. Datacap's all-in-one packaging and user-based pricing are tangible competitive differentiators and have won deals.
- Forrester heavily weighed mobile capture. Forrester admits in their capture webinar that this is a future requirement and customer adoption is immature. Our customers aren't requesting mobile capture at this time.
- Given that this is a multichannel Wave, Forrester also heavily weighed vendors' native multi-function printer (MFP) support. IBM supports MFPs through our outstanding partnerships with NSi and Imagine Solutions. Unfortunately, Forrester only gives credit to native functions rather than partner-supplied functions

Social Collaboration

Gartner Magic Quadrant Social Software in the Workplace, September 2013

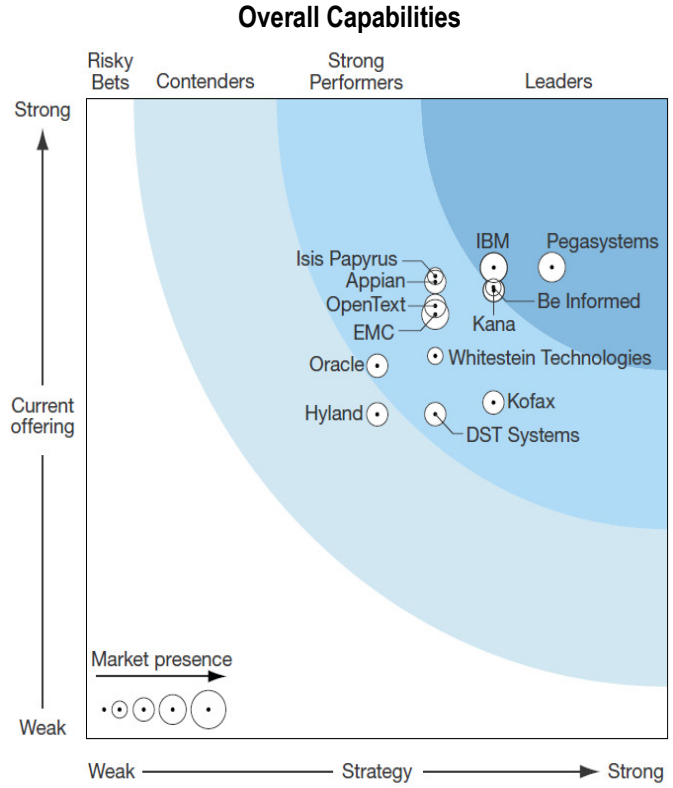
Case & BPM

Forrester Wave – Dynamic Case Management,

Q1 2014

IBM will drive leadership in analytics in the dynamic case management market. The 5.2. version of advanced case management (ACM) focuses on providing value through the content lens and is deeply ingrained in the flagship P8 platform, which is now the add-on of previous versions and the repository for all case artifacts.

With over 4,000 P8 customers, this is a winning approach and Forrester estimates that IBM has over 200 DCM customers already. Overall this release shows welcome technology consolidation, including a stronger UI design that is more organized around the folder and content repository with a “just what you need” approach for analytics and business rules that departs from embedding the complete and more complex stacks in the product. Previous versions had too many diverse tool sets to keep coordinated and for users to learn. Strategically, its strong partnership ecosystem will help drive the horizontal platform deep into industry solutions across all DCM use case segments.



Information Governance

Gartner MQ for Enterprise Information Archiving, November 2013

Figure 1. Magic Quadrant for Enterprise Information Archiving

Source: Gartner (November 2013)

Gartner Magic Quadrant for Enterprise Archiving, November 2013

Strengths

IBM has broad vision for ILG and defensible deletion. The breadth and depth of the products resonate with many large organizations.

The StoredIQ acquisition, with file analysis and discovery capabilities, enables customers to manage data starting early on in its life cycle.

IBM offers a comprehensive solution across both unstructured and structured data, and a variety of ways to manage it all holistically.

Cautions

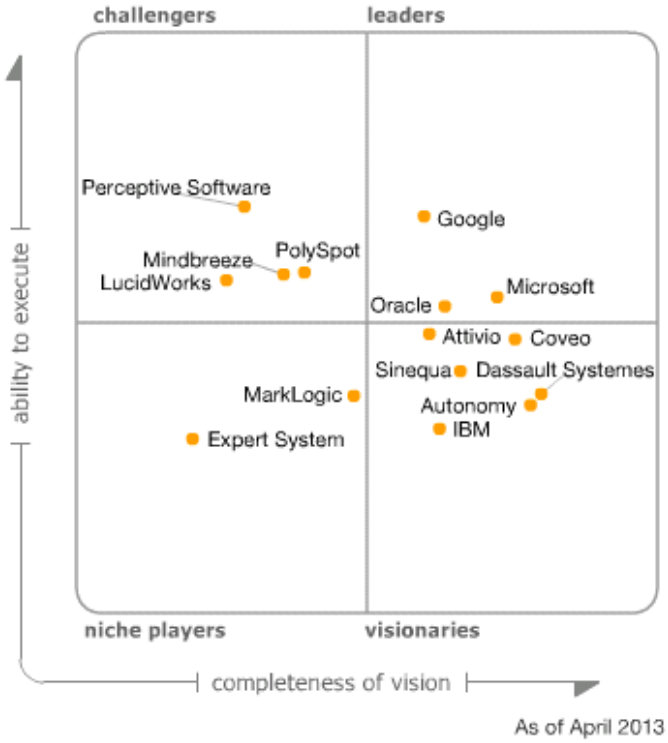
Organizations that are not looking for a broad, sweeping ILG-type infrastructure find many options and integration points to be overkill for their particular environments.

IBM's pricing for ICC and other ILG products can be complicated, resulting in high total cost of ownership. Simplified pricing will be available in November 2013.

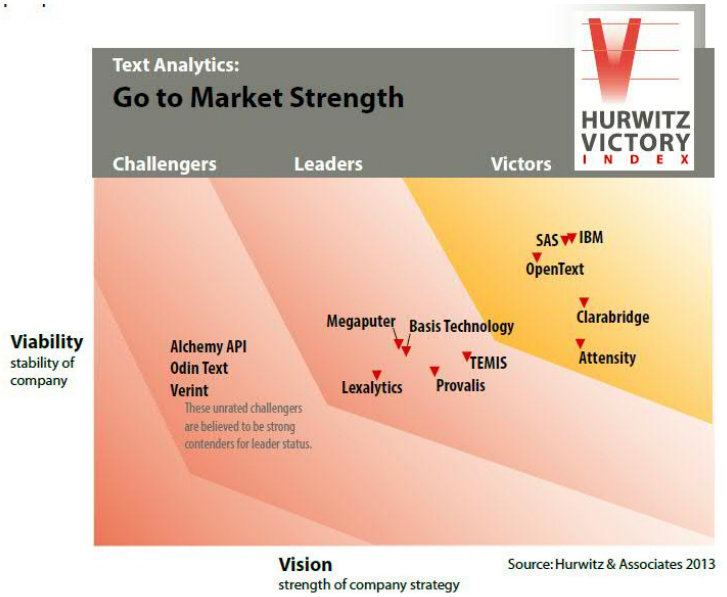
ICC is difficult to implement and the administration console is not intuitive.

Content Analytics

Gartner MQ for Enterprise Search, April 2013



Source: Gartner (April 2013)

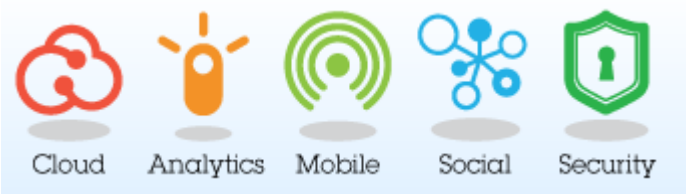


Agenda

- Positionnement Marché
- Perspectives CAMSS

Perspectives CAMSS

Cloud **Analytics** **Mobile** **Social** **Security**



Evolution de l'ECM ?

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How customers are using IBM ECM

Content Enabling LOB Solutions

The right content at the right time improves productivity and drives the desired outcome

Ensuring Compliance and Governance of Information

By automating governance, metadata and taxonomy information is more readily available in context to support more effective decision making

Enabling Systems of Engagement

Consolidating to a single view - Social, Mobile and Cloud are transforming the way customers interact with enterprises, driving increased need for managing Big Data and gaining insights through analytics

ECM today is about driving business outcomes

Collect content from any source

Deliver insights from content

Everybody's a knowledge worker: drive business outcomes by putting content to work

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IBM ECM looking forward

Solving business problems

Data is the new oil

More connected devices, means even more information to capture

Must proactively protect your brand

Cloud

It is not what you know, but what you share

Provides enterprise security and is manageable

Delivers solutions and empowers the LOB

Engagement

Make everyone a knowledge worker

Give enterprises a complete longitudinal view of their subject to personalize the interaction and offer more value

Provide content in context and put that content to work

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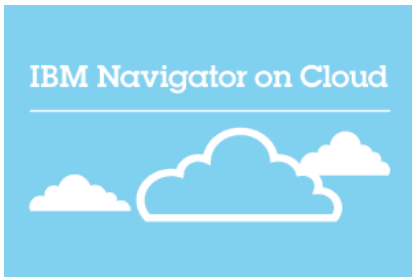
Perspectives CAMSS

Cloud Analytics Mobile Social Security



- Available in Minutes
- User based Subscription
- Built for Enterprise
- Always up-to-date

✧ IBM is bringing the power of Content Navigator to the cloud as a SaaS offering to give knowledge workers the ability to securely create, share, manage and synchronize content to both desktop and mobile devices.

- Exploits & is operated on SoftLayer
- Built on the industry leading ECM "experience platform"
- Provides an HTML 5 web experience for the desktop
- Delivers a "native" mobile experience on both iOS and Android
- Create new applications via CMIS

✧ The combination of Content Navigator and the cloud will help organizations become more agile and focus on innovation.

Perspectives CAMSS

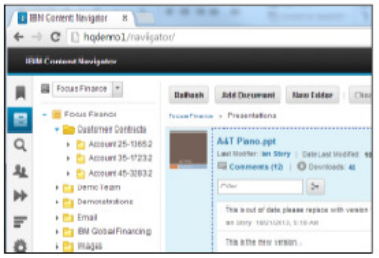
IBM Navigator on Cloud

Cloud

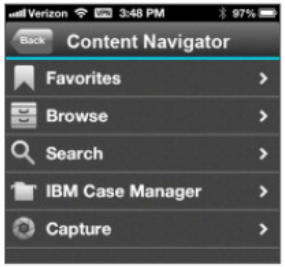
Analytics Mobile Social Security

- Securely collaborate, managed and share content anywhere in the world from Navigator
- Fully auditable; control the lifetime of documents with expiration and notification

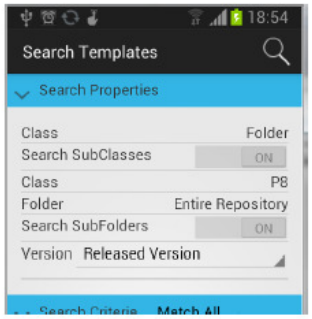
Content Navigator Interface

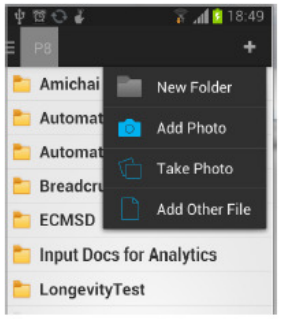


- Collaborate, share and synchronize trusted content



Content Navigator Mobile





- Native Mobile Device Support
  - iOS
  - Android

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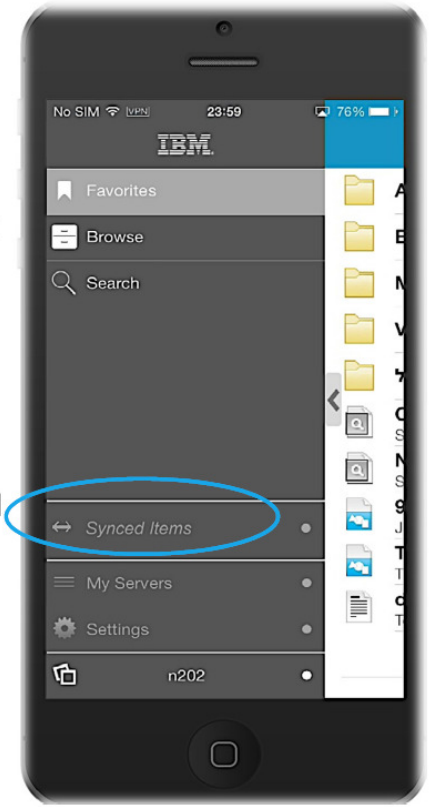
Cloud Analytics Mobile Social Security

IBM Navigator on Cloud

Content everywhere: online & offline

- **IBM Navigator Mobile App**" enhanced for the cloud, including a new feature called "**Synced Items**"
- **Synced Items** displays documents and folders that are available online & offline
- Document & folders will be synchronized automatically when:
  - Documents are changed **on the server**, which will download a new version
  - Local documents are modified, which will **upload** a new version to the cloud



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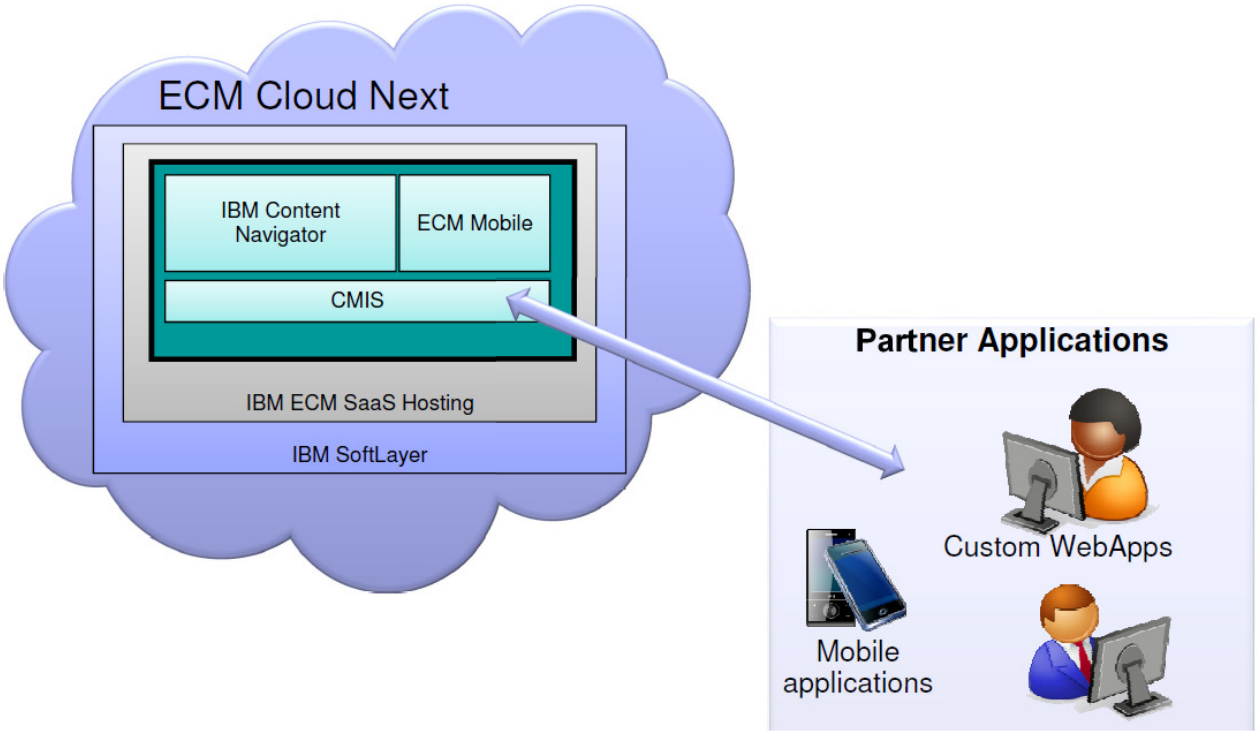
Cloud Analytics Mobile Social Security

IBM Navigator on Cloud

Customizations using CMIS



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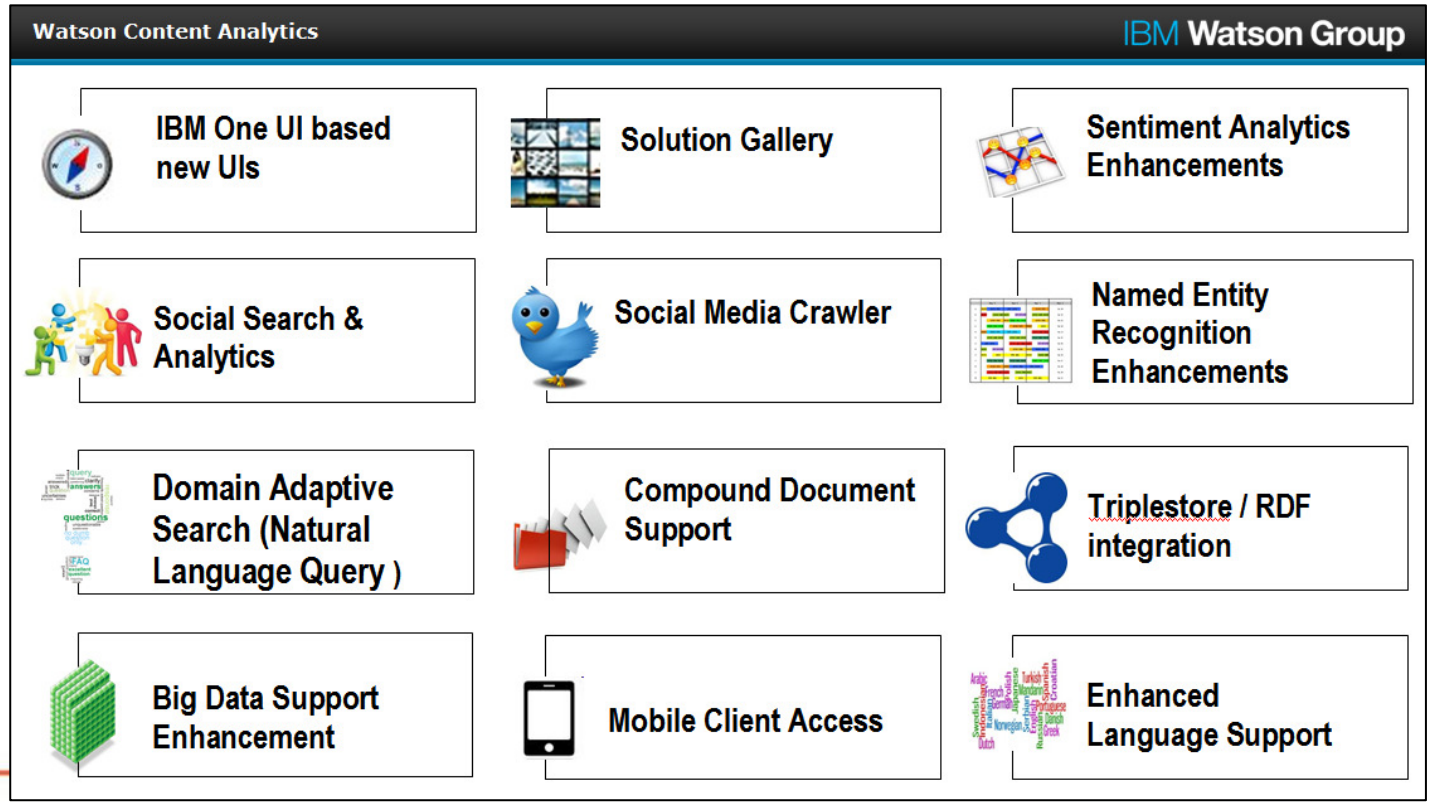
Cloud **Analytics** Mobile Social Security

Watson Content Analytics V3.5



[Annonce le 27 mai 2014]

TECH ACADEMY

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Cloud Analytics **Mobile** Social Security

Mobilité de l'offre ECM avec IBM Content Navigator

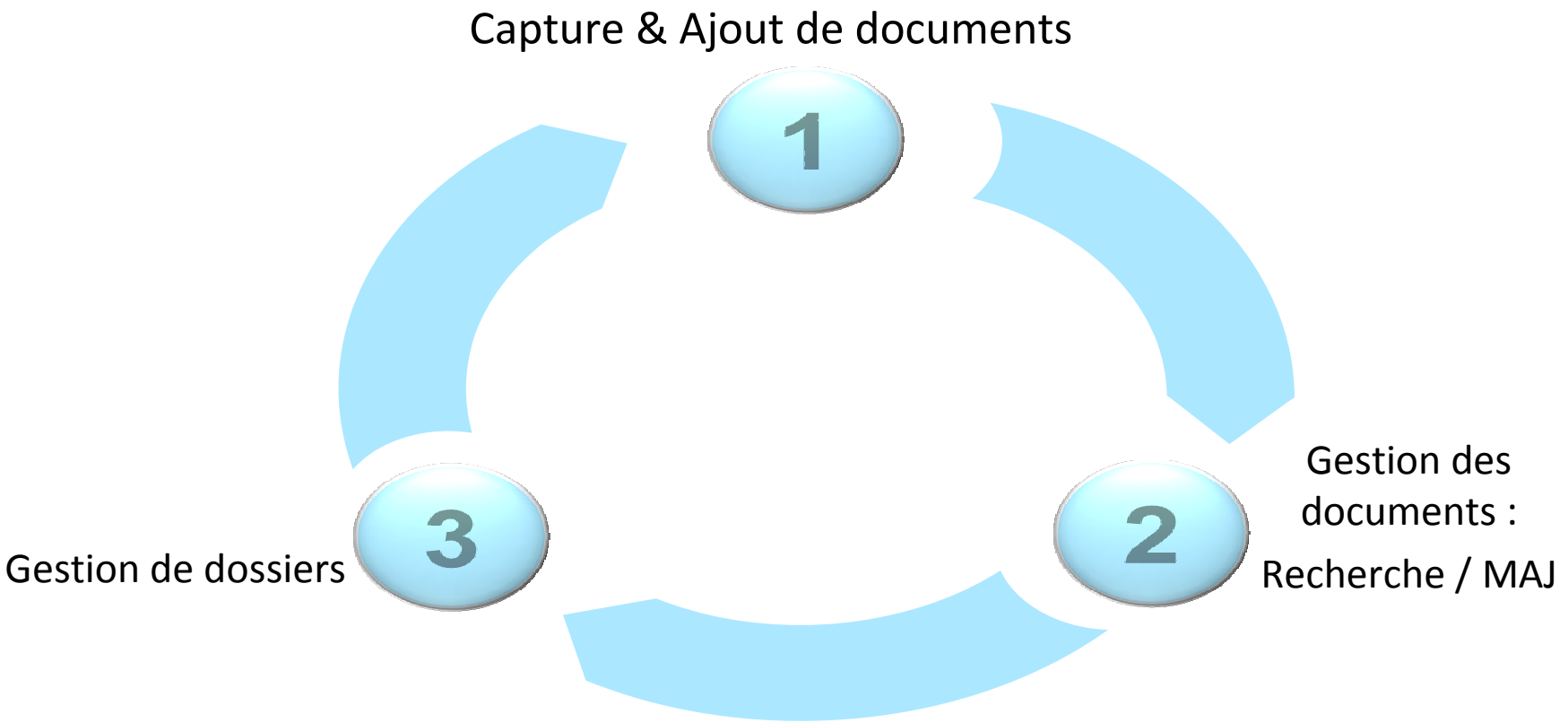
Application iOs et Android pour des fonctions de

_ Capture

_ Gestion de Documents

_ Case Management

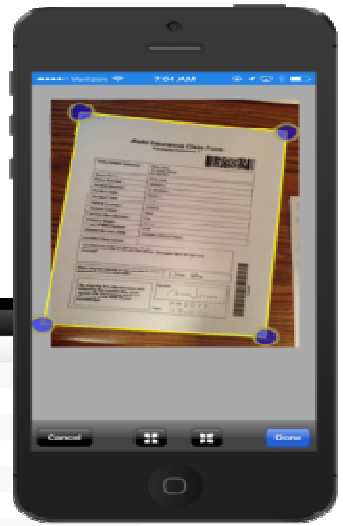
Démonstration de l'application mobile IBM Content Navigator



Démonstration de l'application mobile IBM Content Navigator

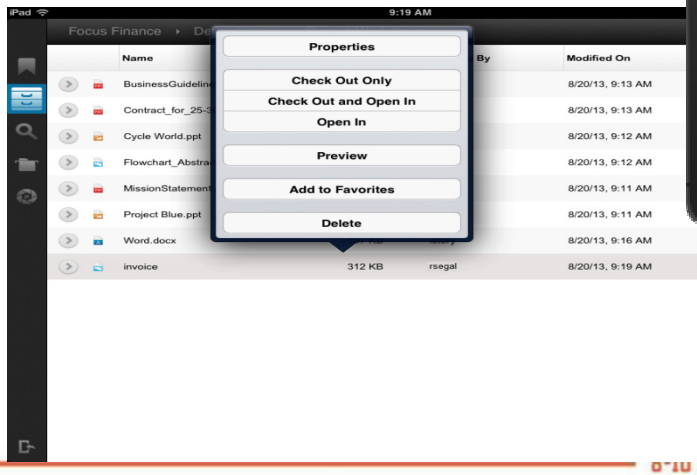
Capture & Ajout de documents

1



Nous verrons les fonctionnalités suivantes :

- depuis un iPhone, l'application mobile Datacap
- Depuis un iPad, capture ou ajout de document



Démonstration de l'application mobile IBM Content Navigator

Capture & Ajout de documents

Gestion des documents :

Recherche / MAJ

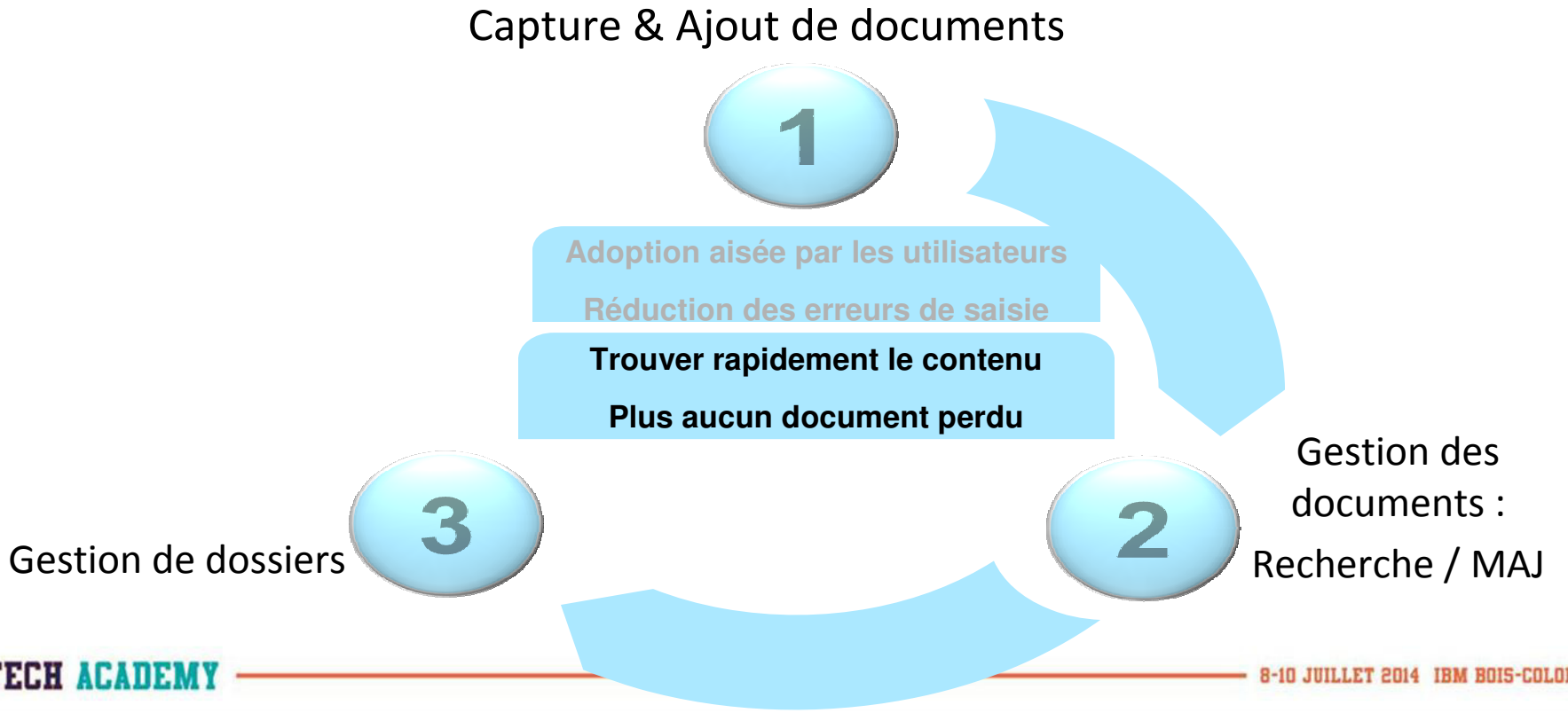
Démonstration de l'application mobile IBM Content Navigator

Gestion des documents 2

Nous verrons les fonctionnalités suivantes :

- Recherche de contenu
- Création de modèles de recherche
- MAJ de documents & ajout de contenu

Démonstration de l'application mobile IBM Content Navigator

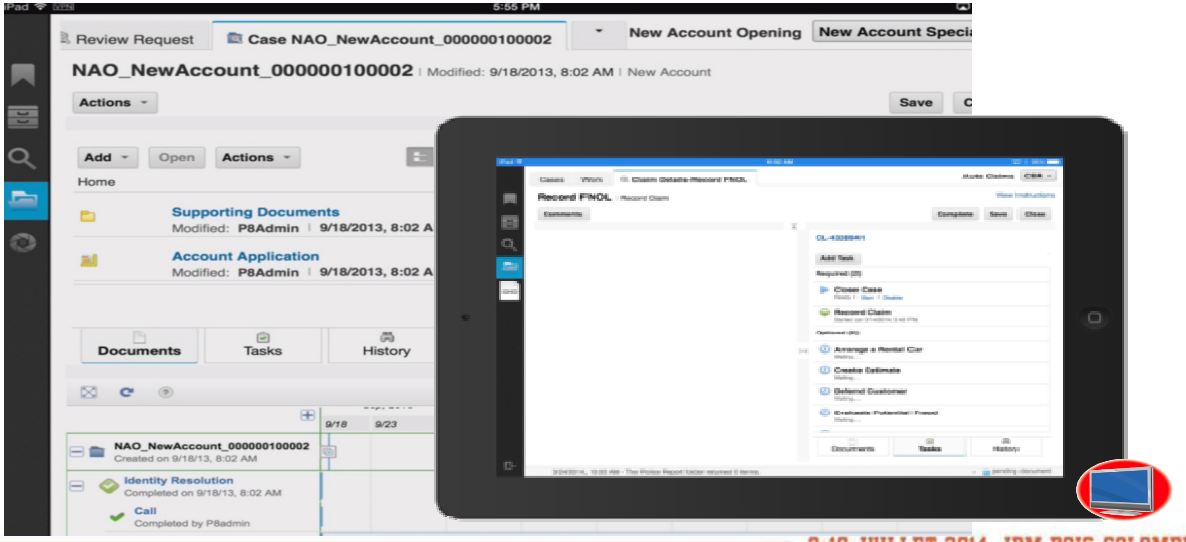


Démonstration de l'application mobile IBM Content Navigator

Gestion de dossiers 3

Nous verrons les fonctionnalités suivantes :

- Access immédiat aux informations du dossier
- Capacité d'ajouter facilement un document dans le dossier.



Démonstration de l'application mobile IBM Content Navigator

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Cloud Analytics Mobile **Social** Security

Le collaboratif de l'offre ECM, c'est

_ L'intégration MS Office

_ Les espaces d'équipes TeamSpace dans IBM Content Navigator

_ La capacité de recherche dans les RSE de Content Analytics

_ L'intégration FileNet avec Connections (Connections Content Manager)

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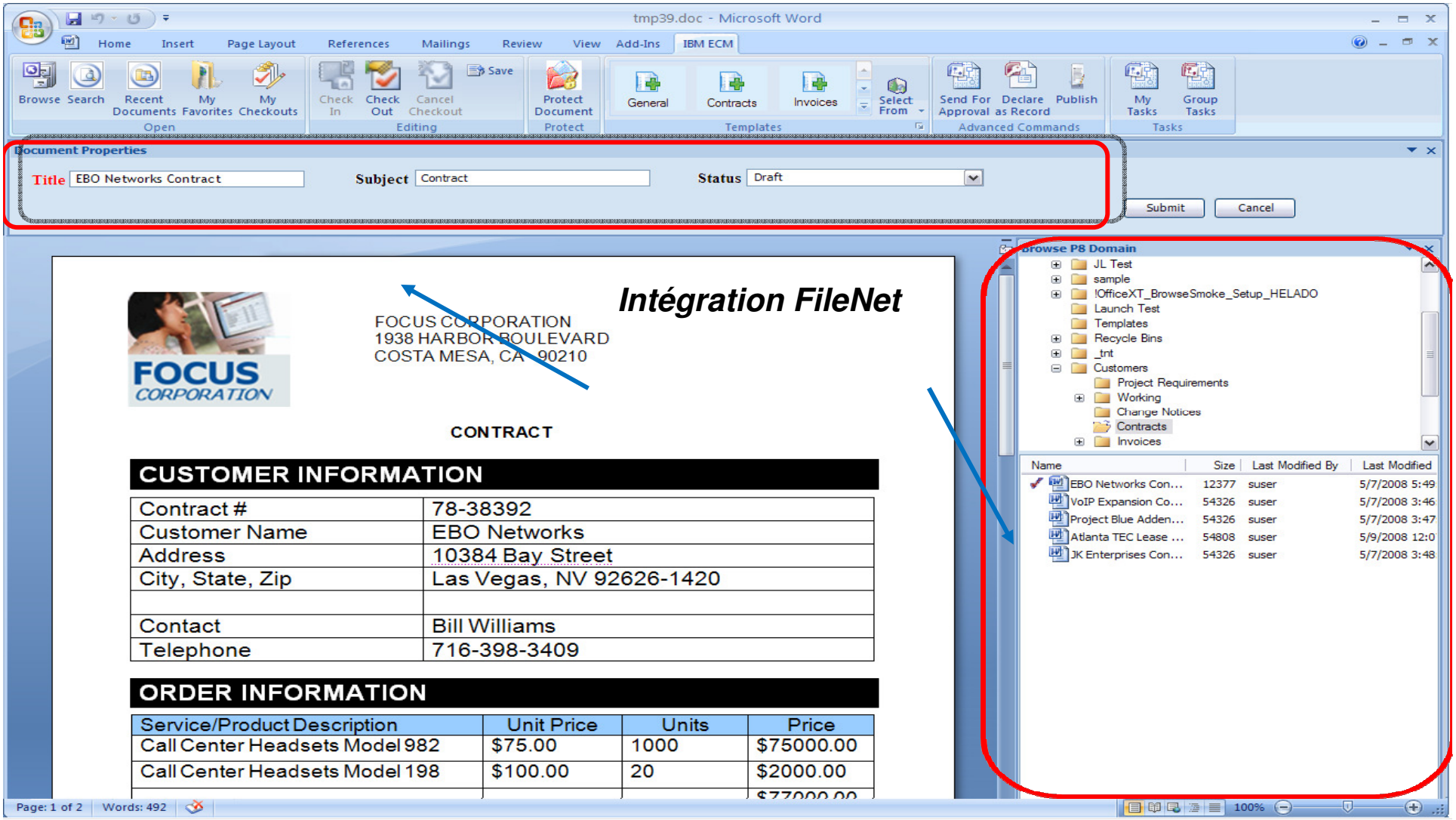
Cloud Analytics Mobile **Social** Security

_ L'intégration MS Office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My Checkouts
Open
Check In
Check Out
Cancel Checkout
Save
Editing
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Invoices
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Templates
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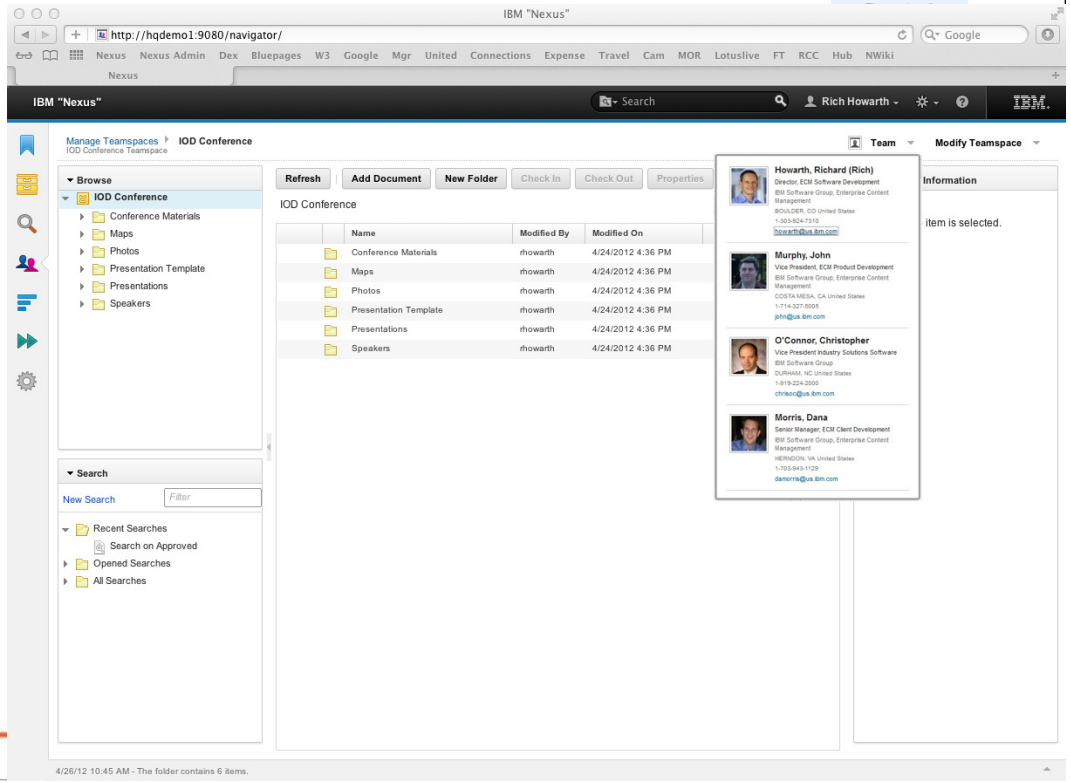
Cloud Analytics Mobile **Social** Security

_ Les TeamSpace dans IBM Content Navigator

Partage d'information sécurisé
avec un groupe de travail



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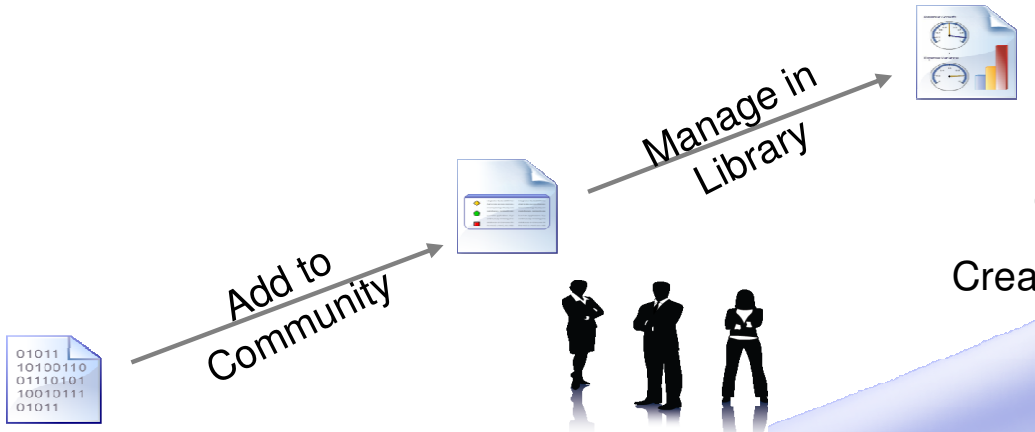
Cloud Analytics Mobile **Social** Security

_ L'intégration FileNet avec Connections (Connections Content Manager)

IBM Connections Files & Content Libraries



Personal Files

Store my files

Share with individuals

Community Files

Share with teams

Collaborate

Relate to a specific community

Content Libraries

Create single version of the truth

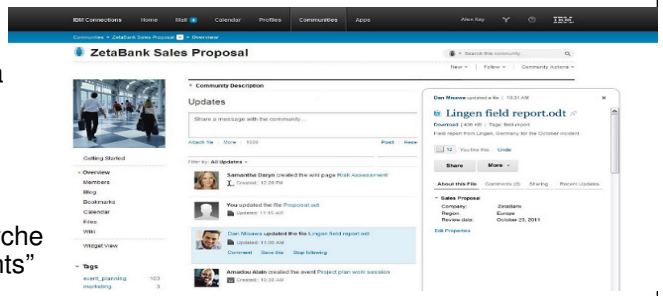
Hierarchical Folders

Manage Documents

IBM Connections Content Manager

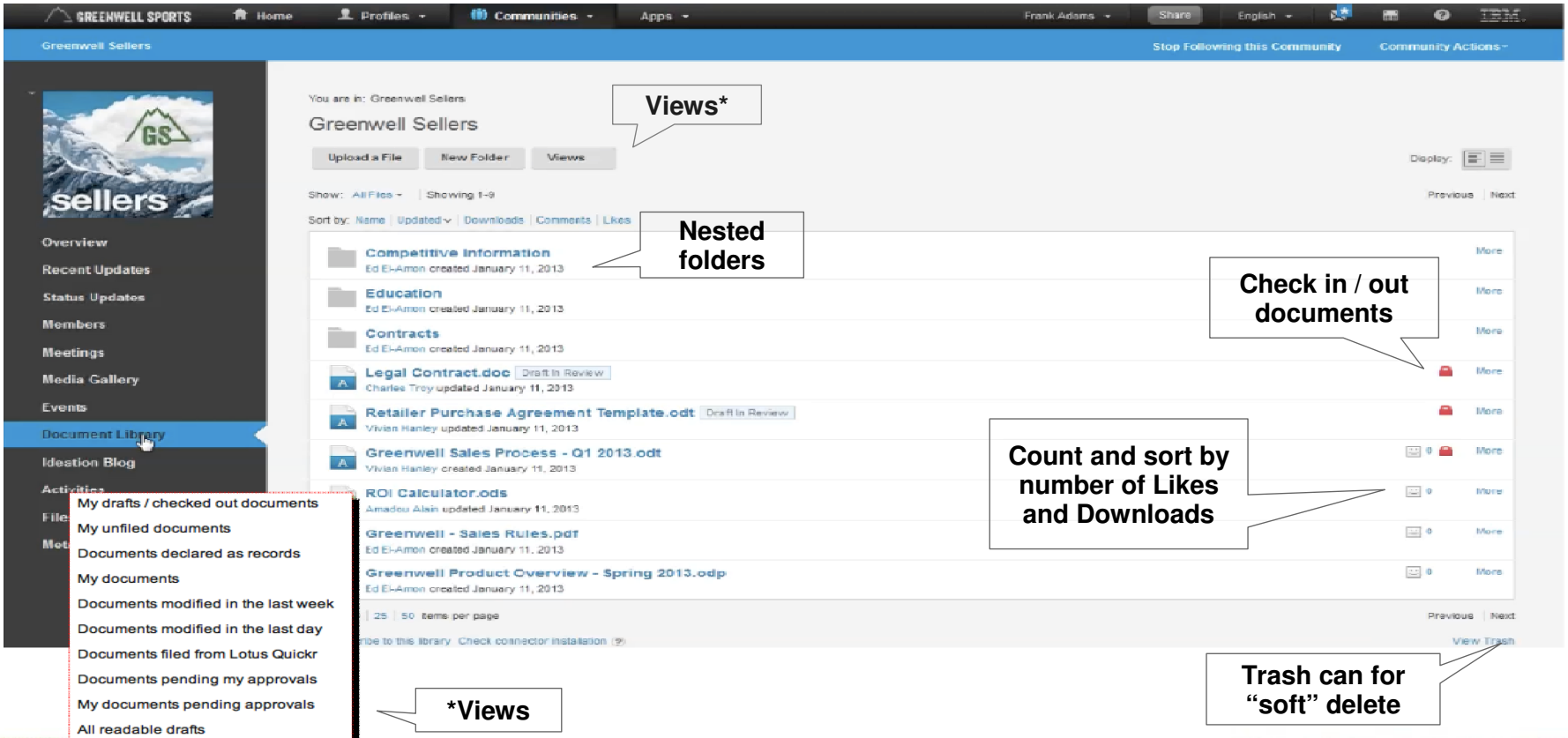
IBM Connections Content Manager enrichit les communautés d'IBM Connections à l'aide de capacités de gestion de contenu

- Fonctionnalités sociales :
  - mots-clés, recommandations, indicateur du nombre de téléchargements, souscription à des documents, espaces communautaires
- Fonctionnalités de Gestion de Contenu :
  - Réservation de documents, gestion de circuit de validation, dossiers imbriqués, recherche plein texte sur les documents et méta-données, support pour les "Classes de Documents" et "Méta-données", contrôles de versions
- Recherche fédérée

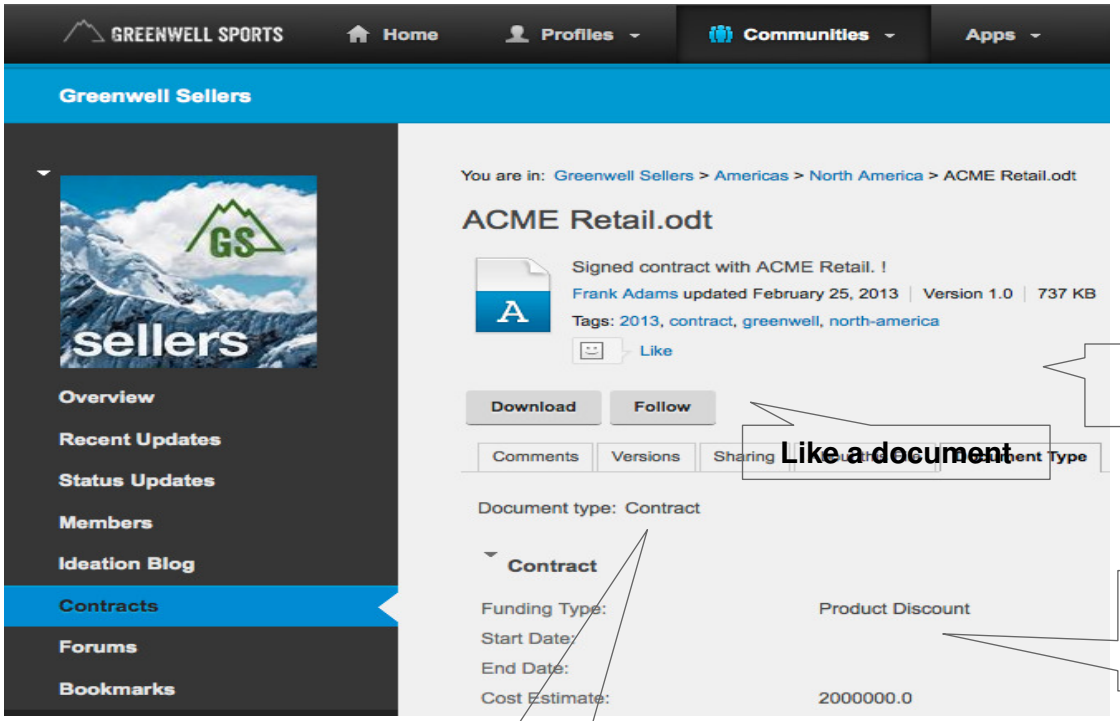


- La gestion documentaire devient ainsi aussi facile à utiliser que la plate-forme sociale
- Intégration complète et facile des bibliothèques documentaires dans le flux d'activités

IBM Connections Content Manager



IBM Connections Content Manager



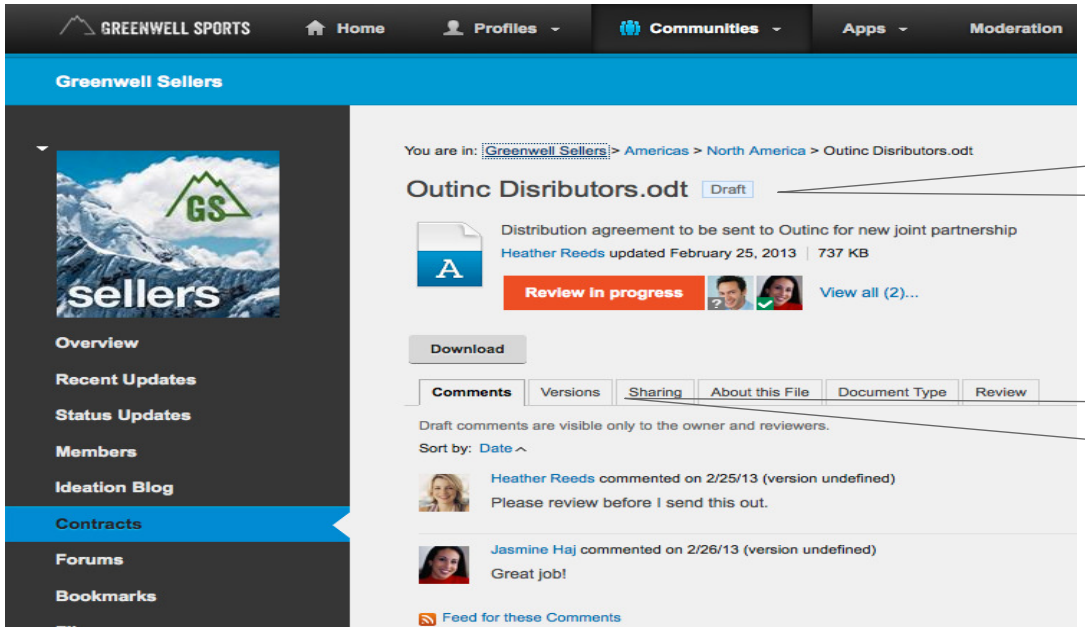
Create, reuse and remove tags

Like a document

Customized Document Types and metadata

Comments, Versioning

IBM Connections Content Manager



Draft is available only for author and reviewer

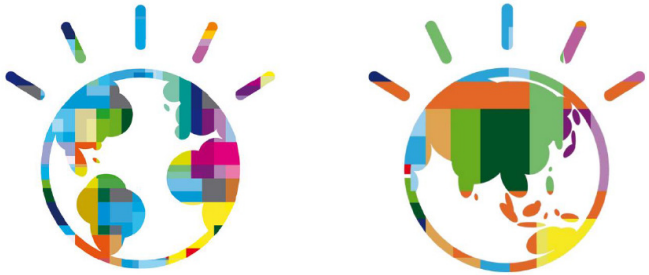
Approved versions and drafts are displayed

Perspectives CAMSS

Cloud Analytics Mobile Social **Security**

_ **Encryption des Objects Store de FileNet**

_ **Sécurité de la solution IBM Navigator On Cloud**



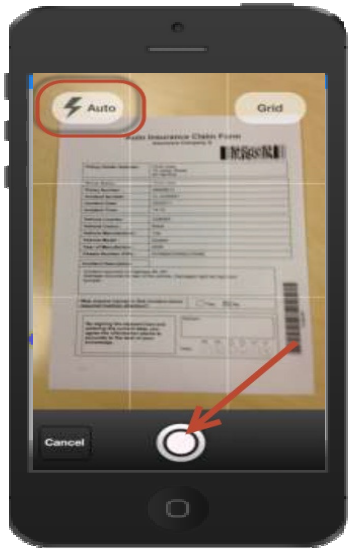
THANK YOU

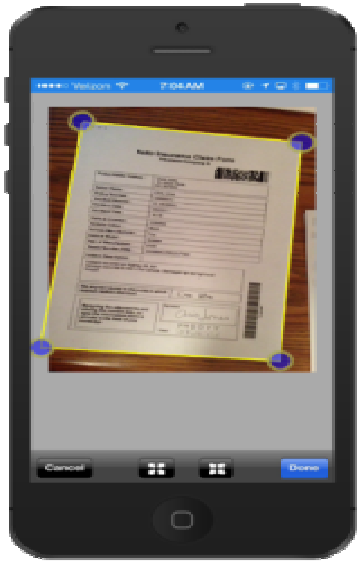
Votre retour et votre perception du marché ?

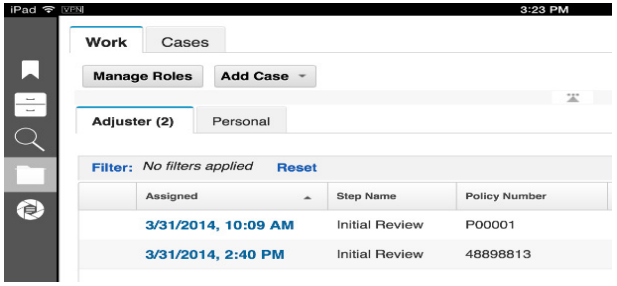
Back-up Slides – Demo Pictures for Screenshot

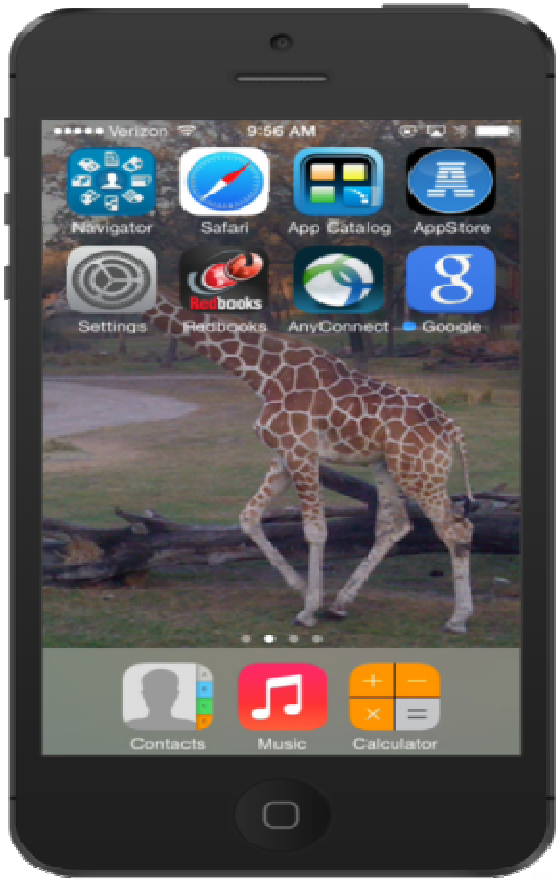
Demo

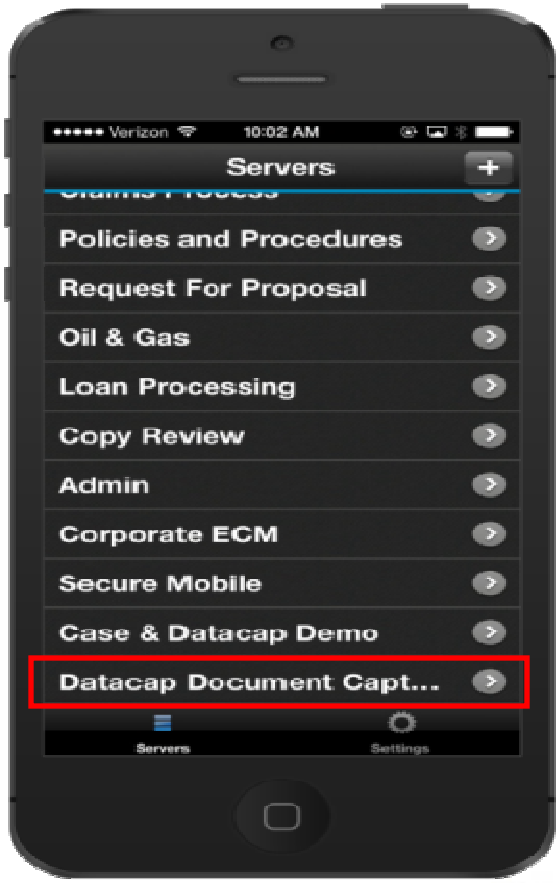
Capture & OCR de formulaires Auto depuis un iPhone



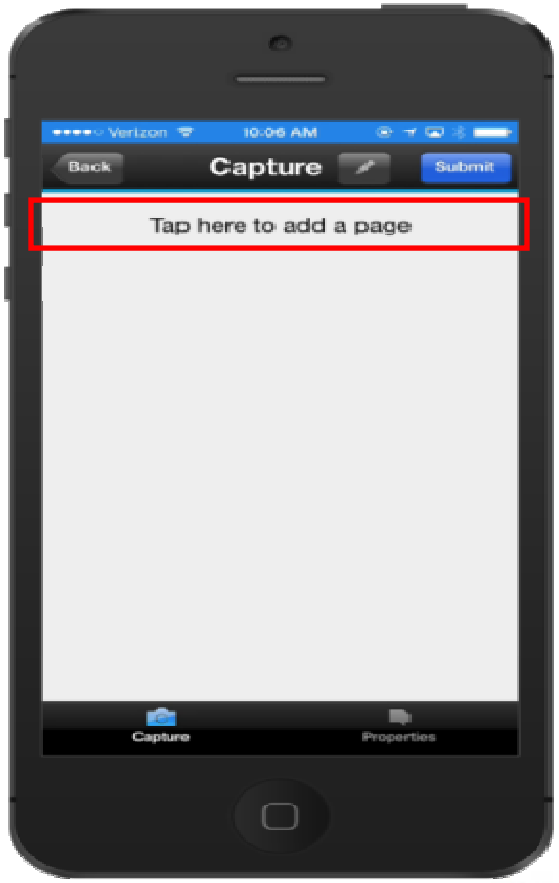


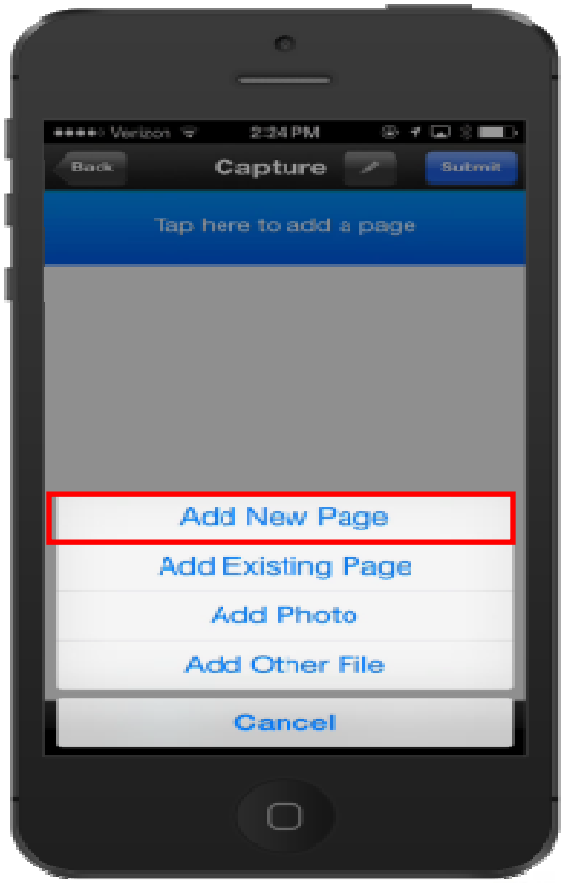


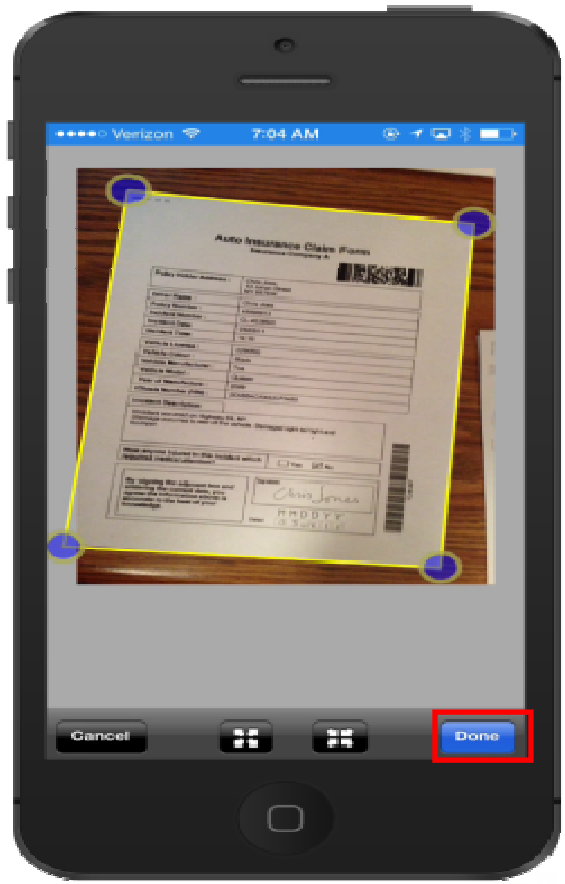

Verizon
9:56 AM
Navigator
Safari
App Catalog
AppStore
Settings
Redbooks
AnyConnect
Google
Contacts
Music
Calculator

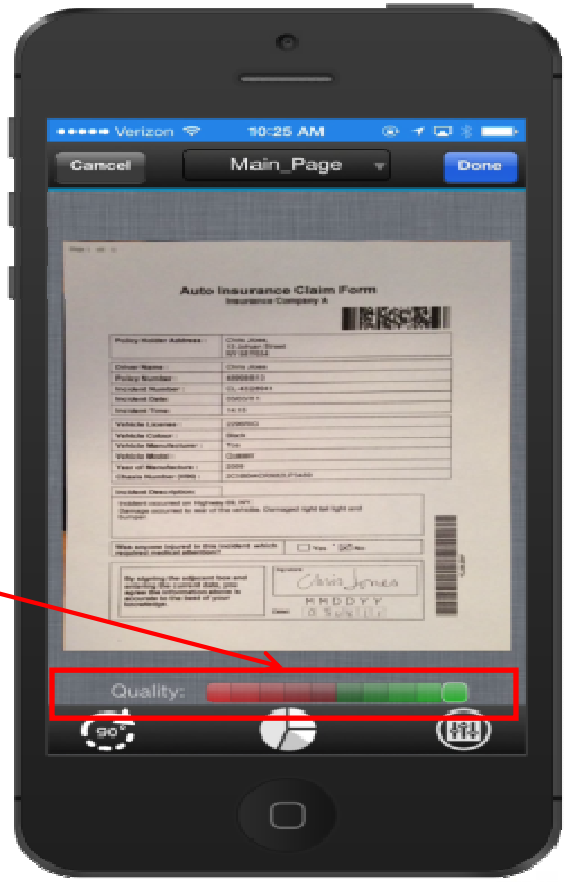

Verizon
10:02 AM
Servers
Policies and Procedures
Request For Proposal
Oil & Gas
Loan Processing
Copy Review
Admin
Corporate ECM
Secure Mobile
Case & Datacap Demo
Datacap Document Capt...
Servers
Settings

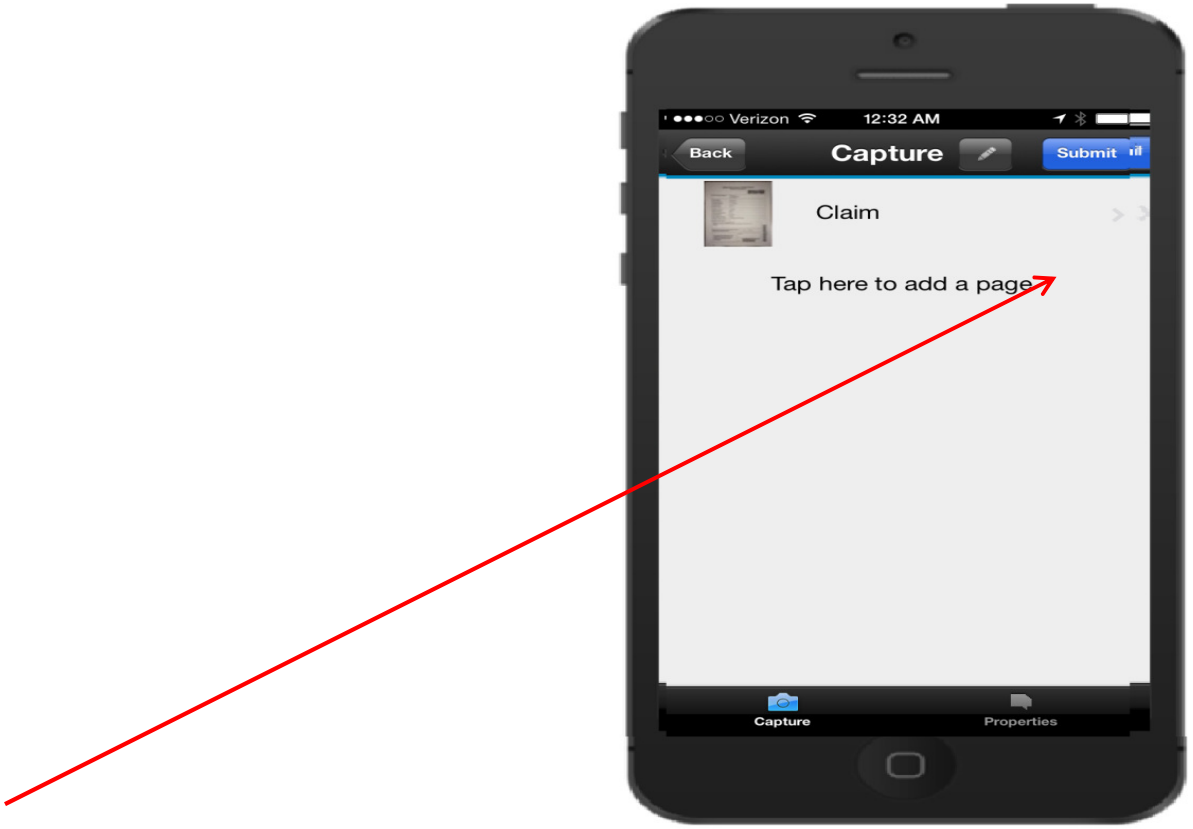
Verizon
2:39 PM
Back
Datacap Document Cap...
Capture
Batch Monitor


Verizon
10:06 AM
Back
Capture
Submit
Tap here to add a page
Capture
Properties


Verizon
2:34 PM
Back
Capture
Submit
Tap here to add a page
Add New Page
Add Existing Page
Add Photo
Add Other File
Cancel


Verizon
7:04 AM
Cancel
Done


Verizon
10:25 AM
Cancel
Main_Page
Done
Auto Insurance Claim Form
Quality:

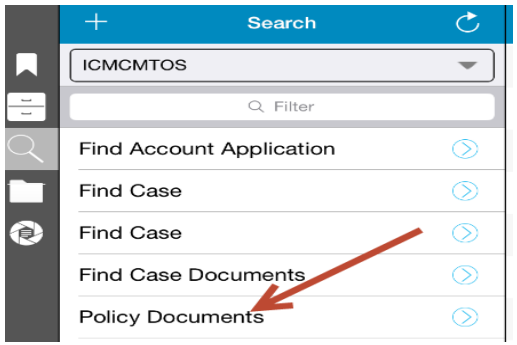

Verizon
12:32 AM
Back
Capture
Submit
Claim
Tap here to add a page
Capture
Properties

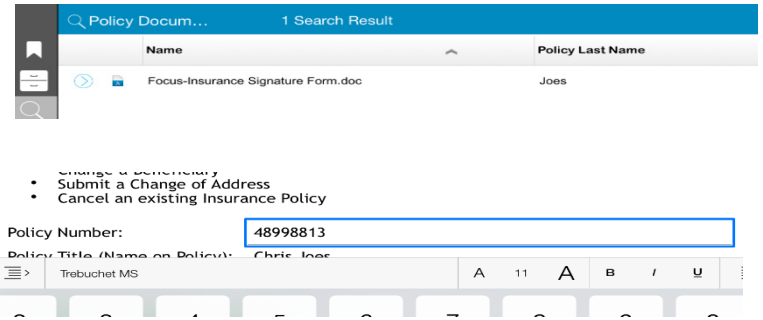
Verizon
7:14 AM
Back
Capture
Submit
Main_Page
Tap here to add a page
Info
The captured batch 292 was submitted successfully.
OK
Capture
Properties

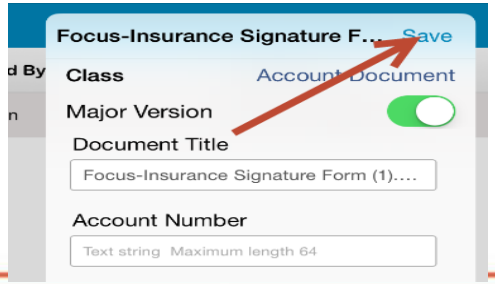
Verizon
7:11 AM
Cancel
Main_Page
Done
Auto Insurance Claim Form
Reset
Compression:
Brightness:
Contrast:

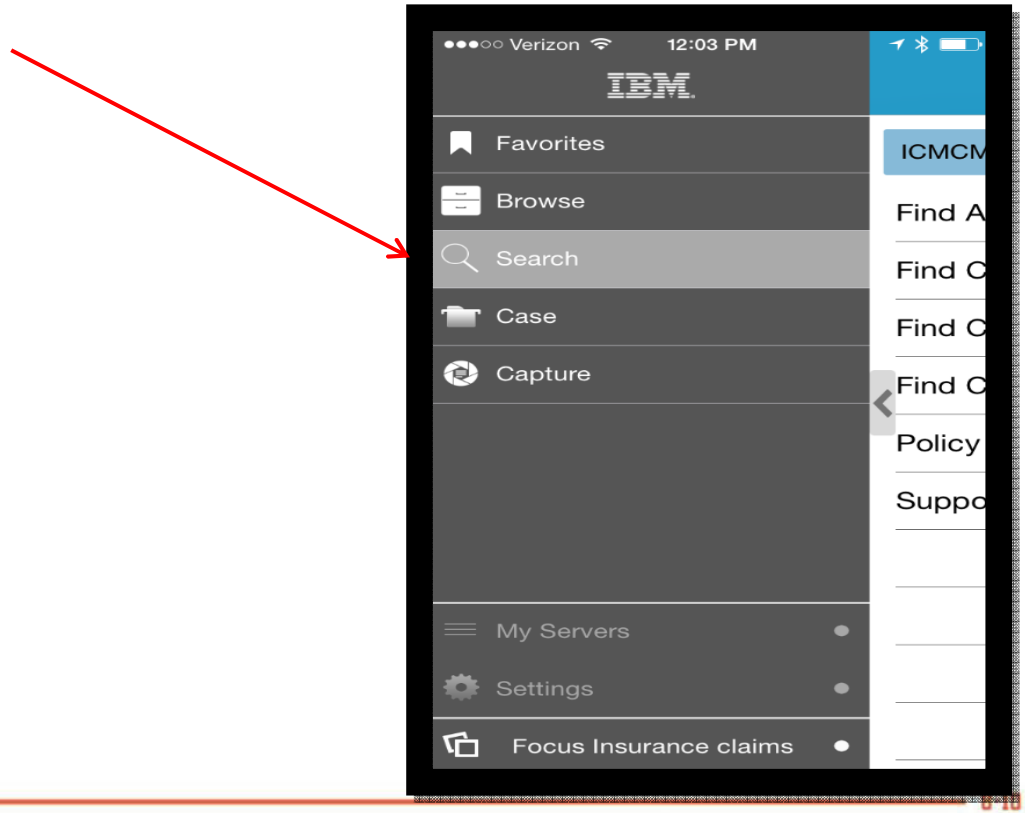
Return to Presentation

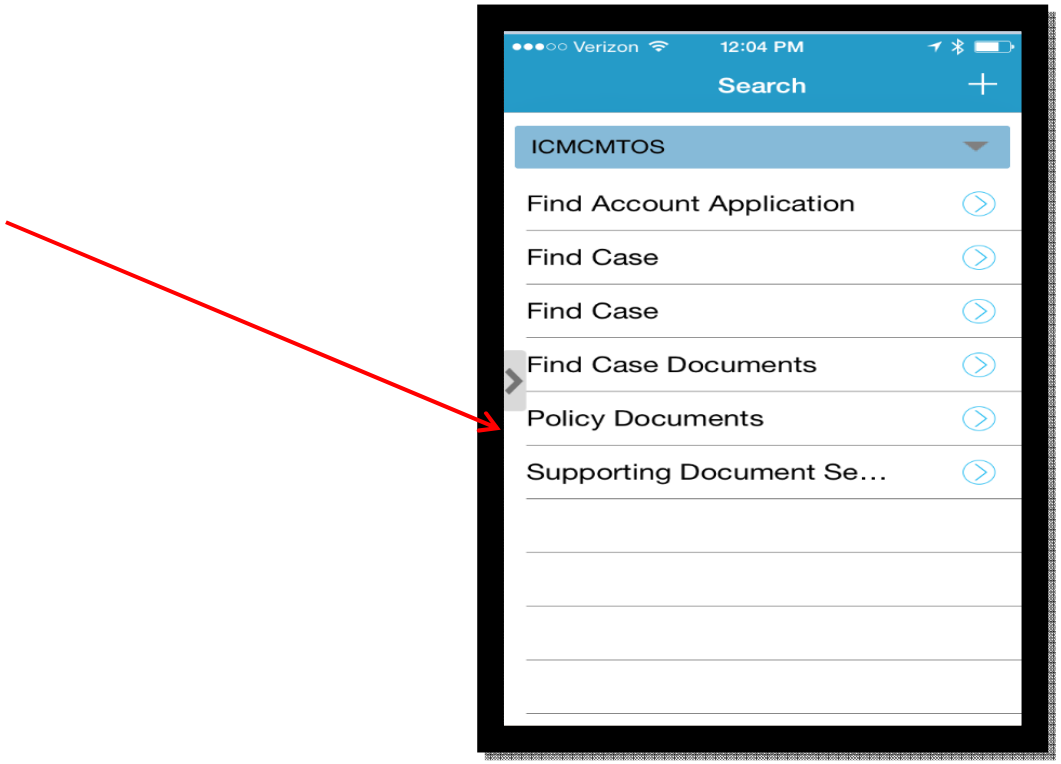
Recherche complète depuis le mobile, MAJ de documents

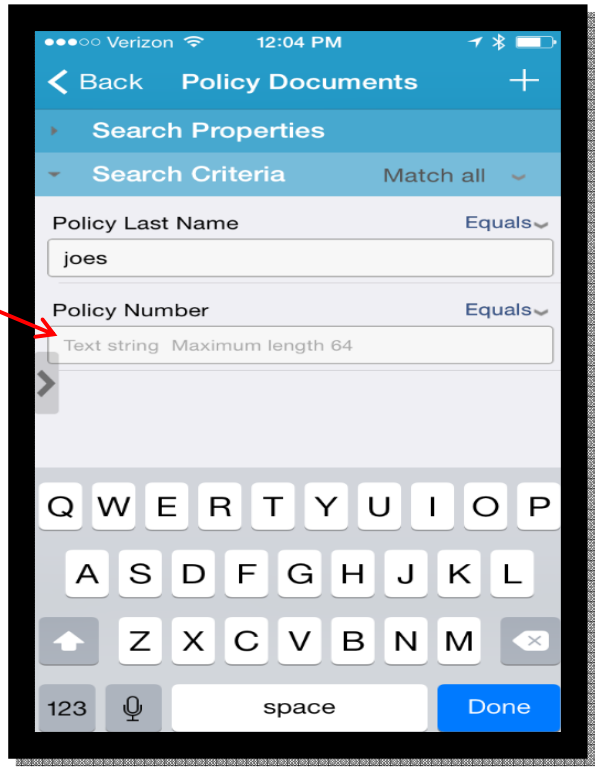


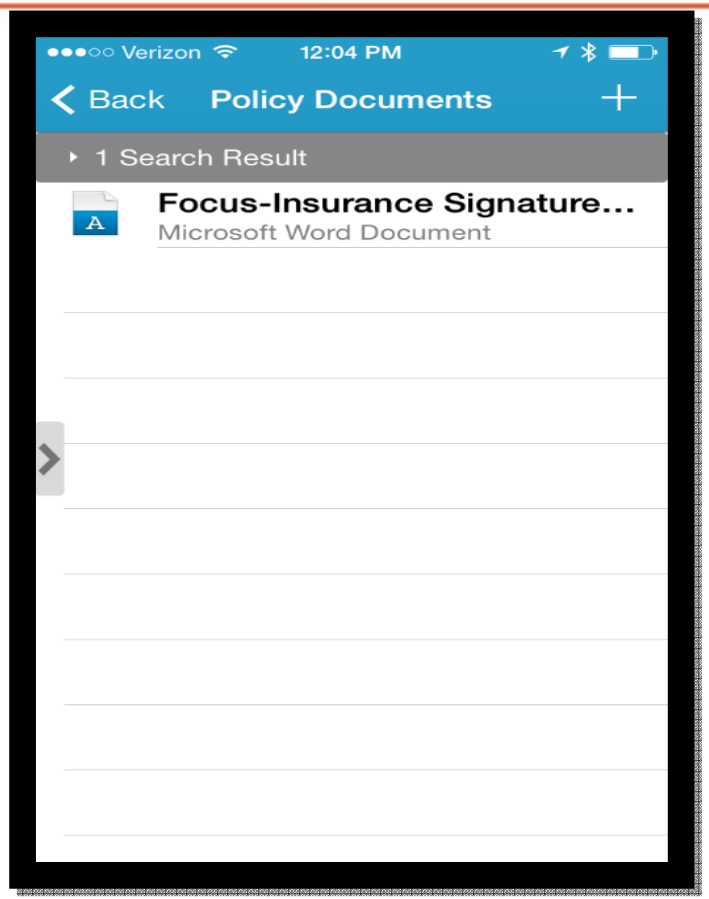


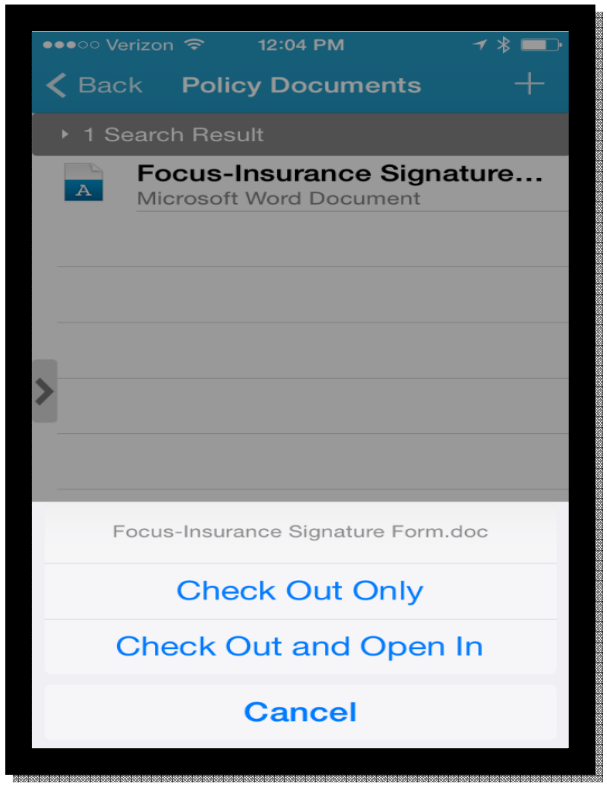


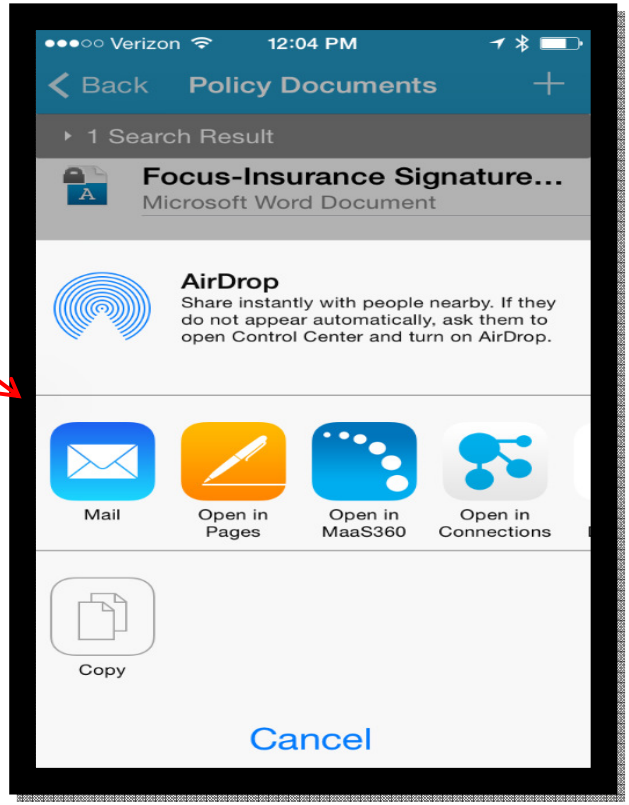

Verizon
12:03 PM
IBM
Favorites
Browse
Search
Case
Capture
My Servers
Settings
Focus Insurance claims
ICMCM
Find A
Find C
Find C
Find C
Policy
Suppo


Verizon
12:04 PM
Search
ICMCMTOS
Find Account Application
Find Case
Find Case
Find Case Documents
Policy Documents
Supporting Document Se...

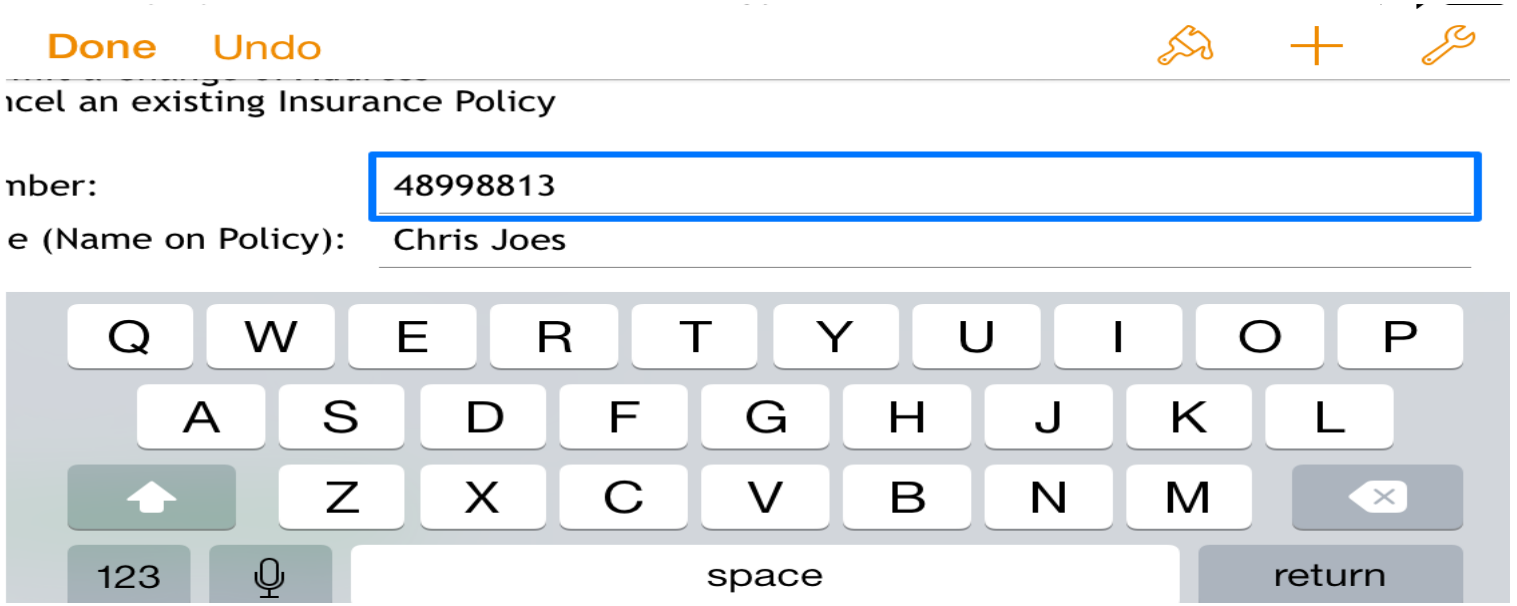

Verizon
12:04 PM
Back
Policy Documents
Search Properties
Search Criteria
Match all
Policy Last Name
Equals
joes
Policy Number
Equals
Text string Maximum length 64
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
Done

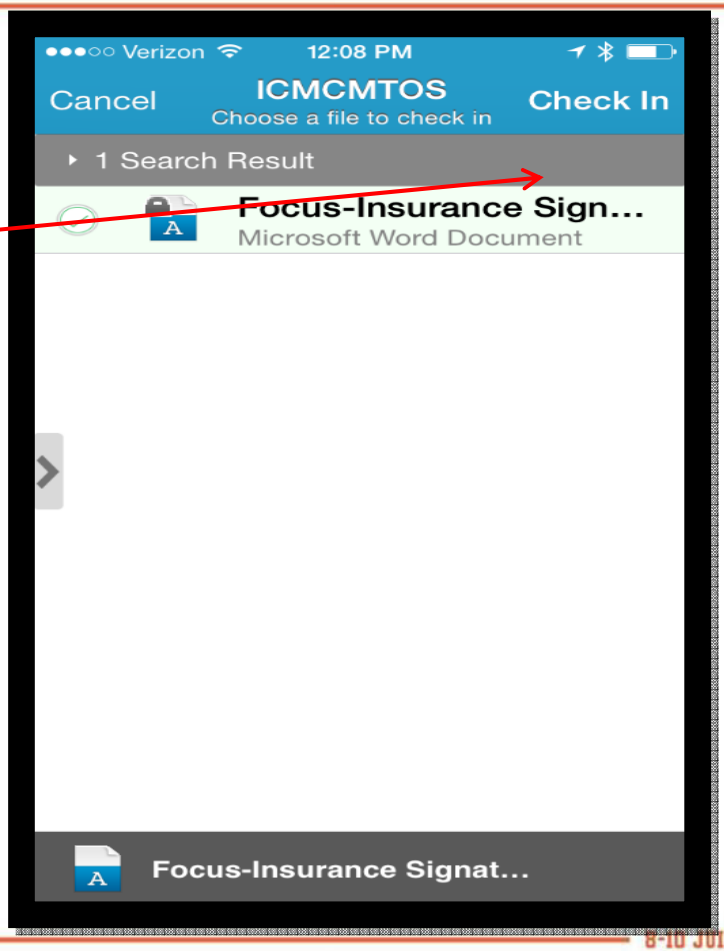

Verizon
12:04 PM
Back
Policy Documents
1 Search Result
Focus-Insurance Signature...
Microsoft Word Document

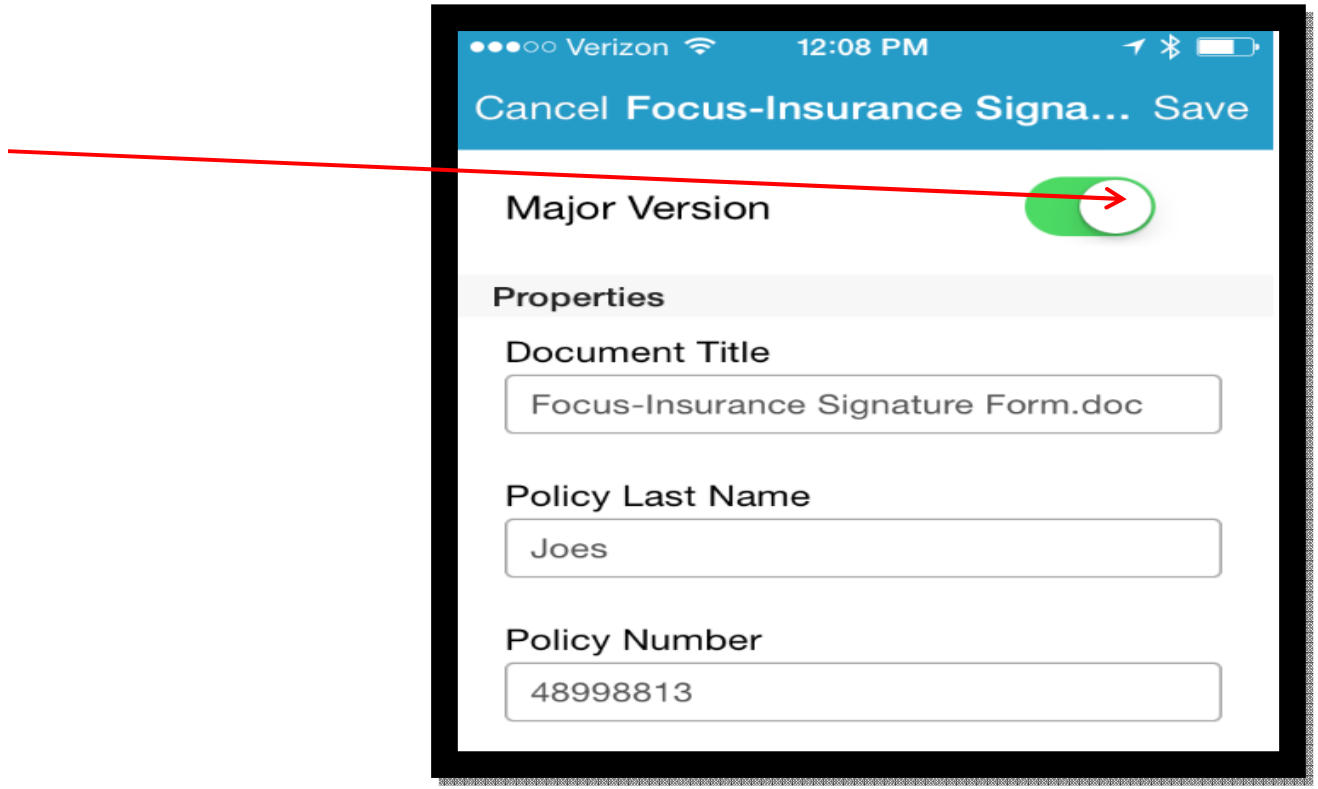

Verizon
12:04 PM
Back
Policy Documents
1 Search Result
Focus-Insurance Signature...
Microsoft Word Document
Focus-Insurance Signature Form.doc
Check Out Only
Check Out and Open In
Cancel


Verizon
12:04 PM
Back
Policy Documents
1 Search Result
Focus-Insurance Signature...
Microsoft Word Document
AirDrop
Share instantly with people nearby. If they do not appear automatically, ask them to open Control Center and turn on AirDrop.
Mail
Open in Pages
Open in MaaS360
Open in Connections
Copy
Cancel

●●○○○ Verizon
12:05 PM
Documents
Undo
Focus-INSURANCE COMPANY
SIGNATURE PAGE
Thank you for opening a new M-Insurance Policy.
Please complete this form and mail it back to your local Insurance Representative or use our Internet Web Site: http://www.M-Insurance.com/NewAccounts and follow the steps to upload your completed form there.
Please note – a separate signature page is required for each Policy Holder.
Until you return this signature page you will not be fully covered by our company and may not be able to complete the following transactions:
Submit a new Claim
Change a Beneficiary
Submit a Change of Address
Cancel an existing Insurance Policy
Policy Number:
Policy Title (Name on Policy):
Chris Joes
Policy Type
Personal
Commercial
Date of Transaction
Day
Month
Year
All Policy Holders should provide signatures. M-Insurance Company may in its sole and absolute discretion require that one or all tenants authorize a claim against this account.
By signing below, you will be reaffirming that you understand the agreements that were signed electronically during the online application process.
Signature
Date
Day
Month
Year
Focus-INSURANCE COMPANY
Policy Holder:
Joint Policy Holder:
Joint Policy

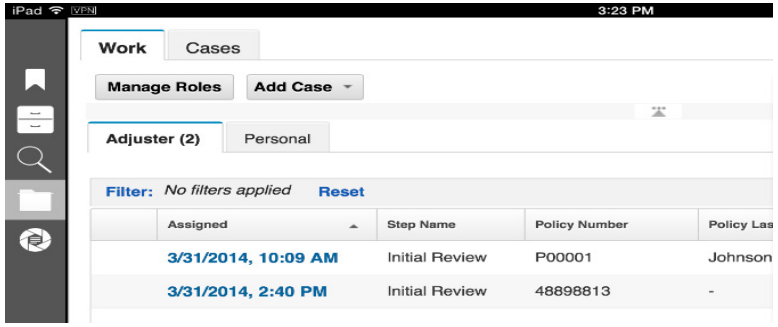

Done
Undo
icel an existing Insurance Policy
nber:
48998813
e (Name on Policy):
Chris Joes
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
return

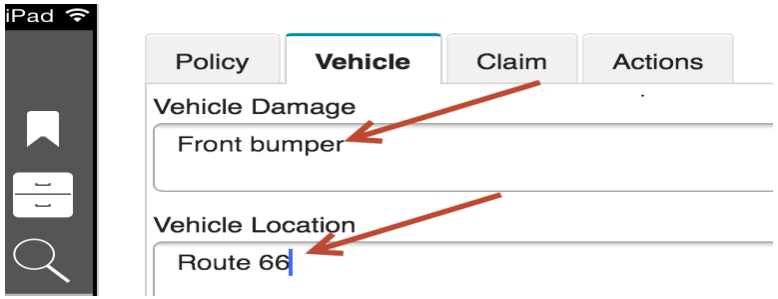

Verizon
12:08 PM
Cancel
ICMCMTOS
Choose a file to check in
Check In
1 Search Result
Focus-Insurance Sign...
Microsoft Word Document
Focus-Insurance Signat...

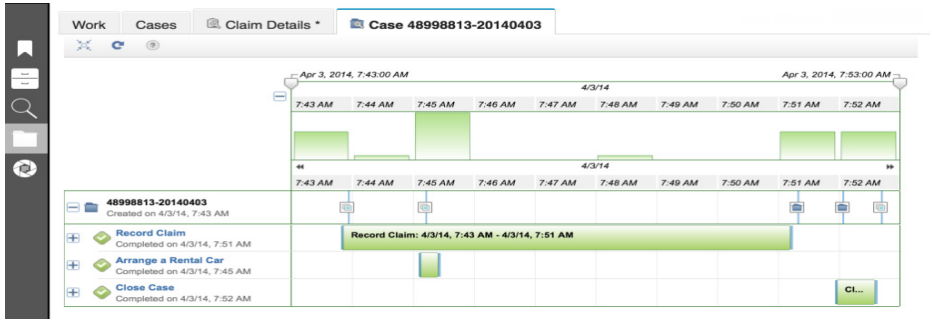

Verizon
12:08 PM
Cancel
Focus-Insurance Signa...
Save
Major Version
Properties
Document Title
Focus-Insurance Signature Form.doc
Policy Last Name
Joes
Policy Number
48998813

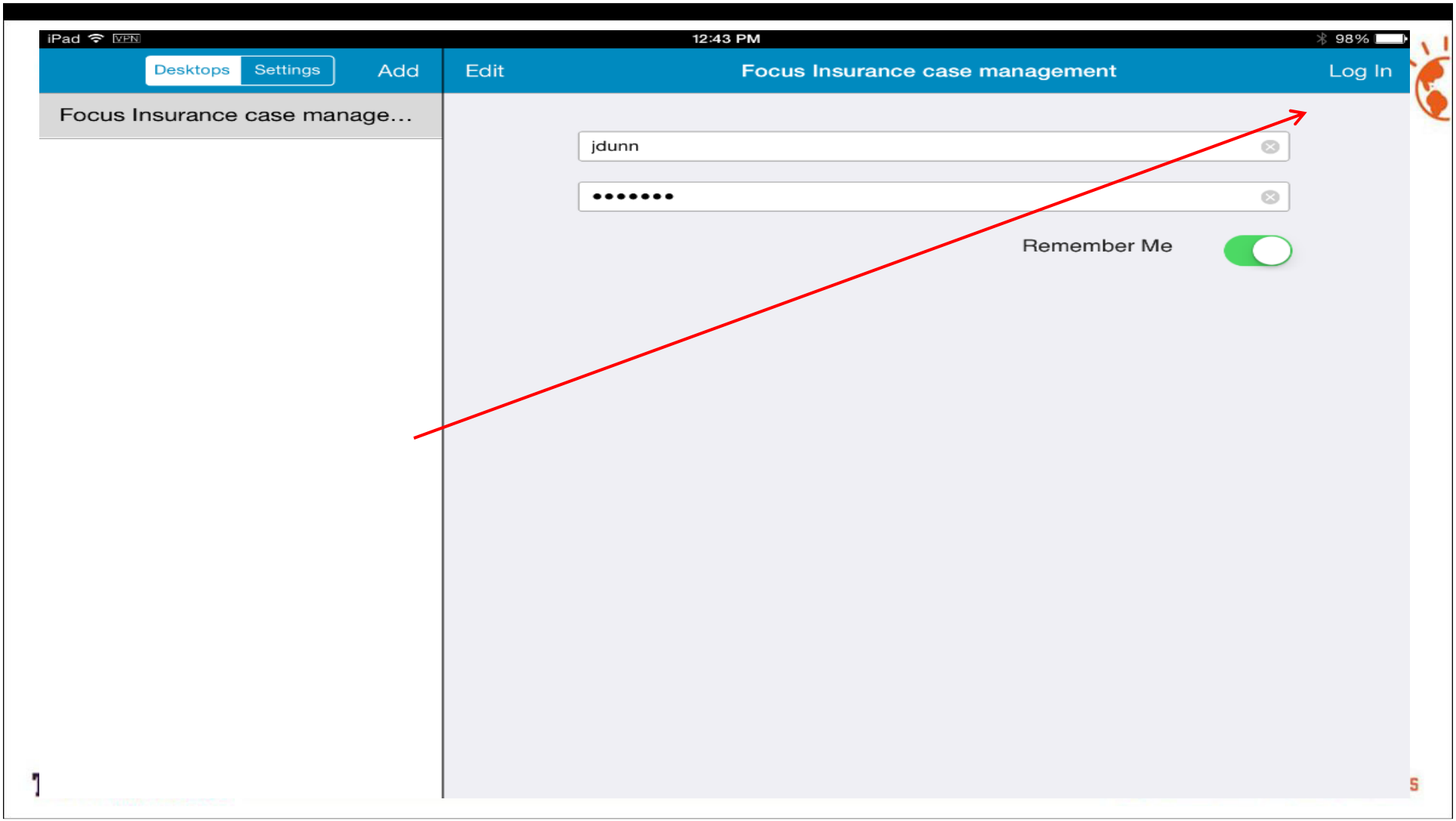
Return to Presentation

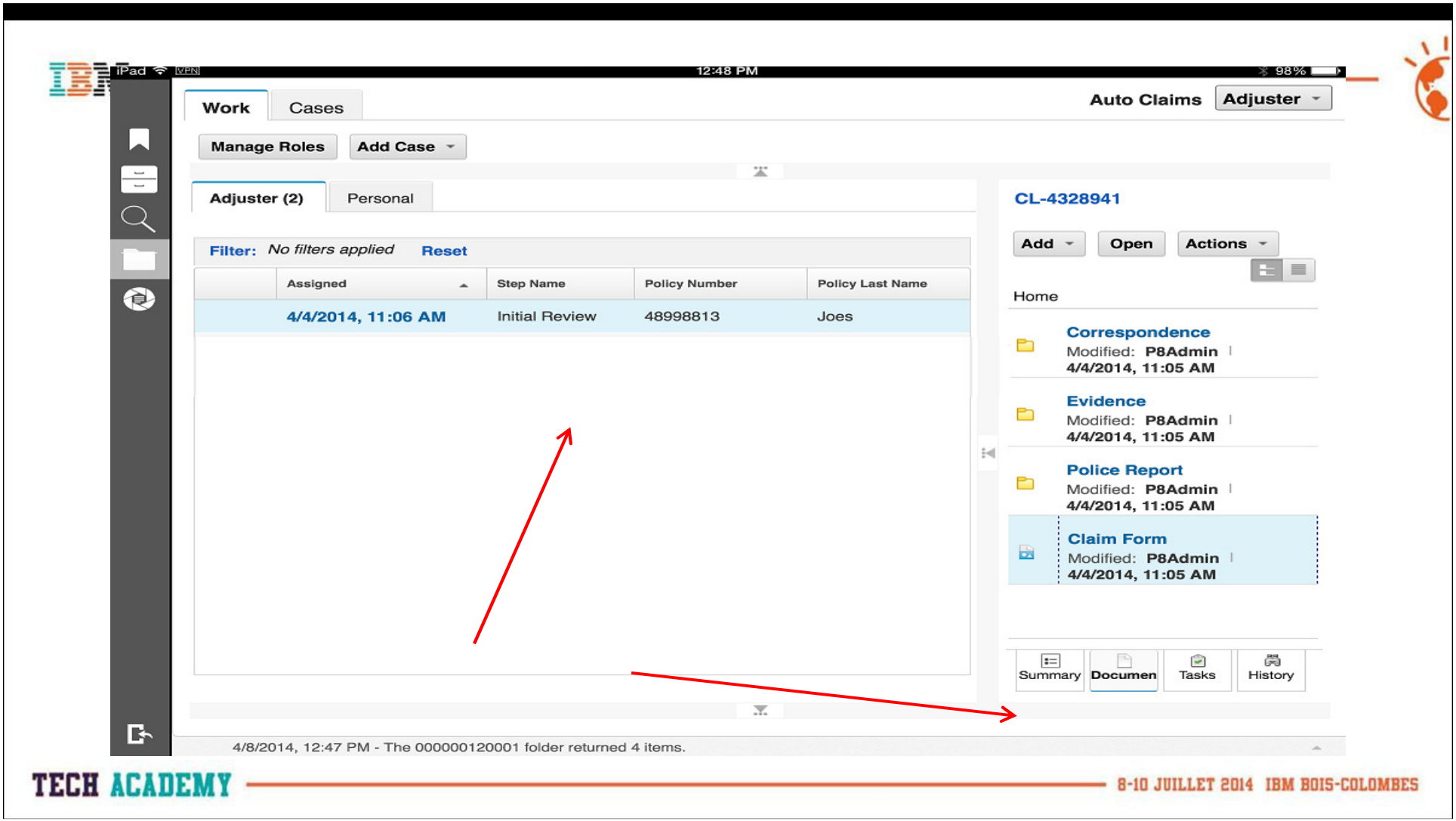
Gestion de dossiers complète depuis le mobile

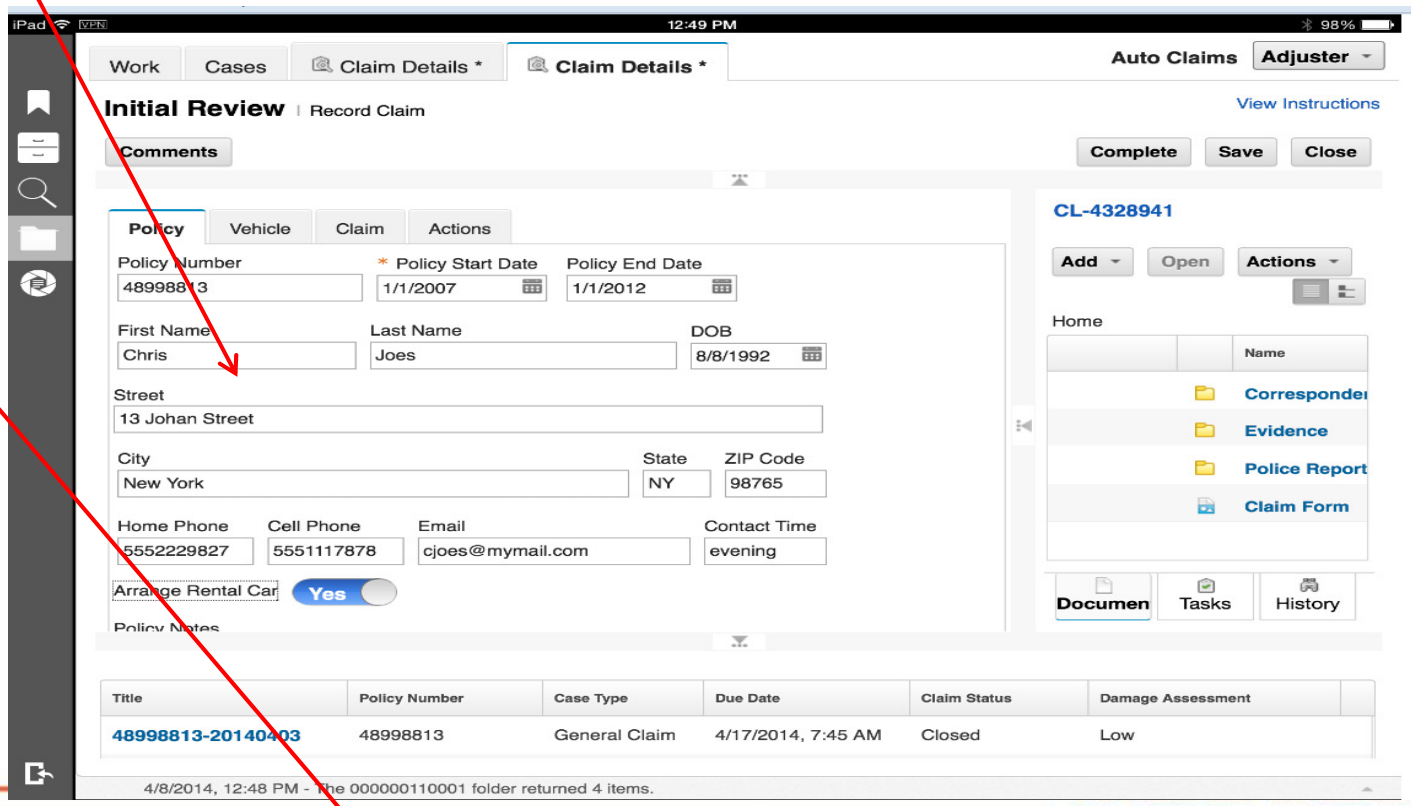




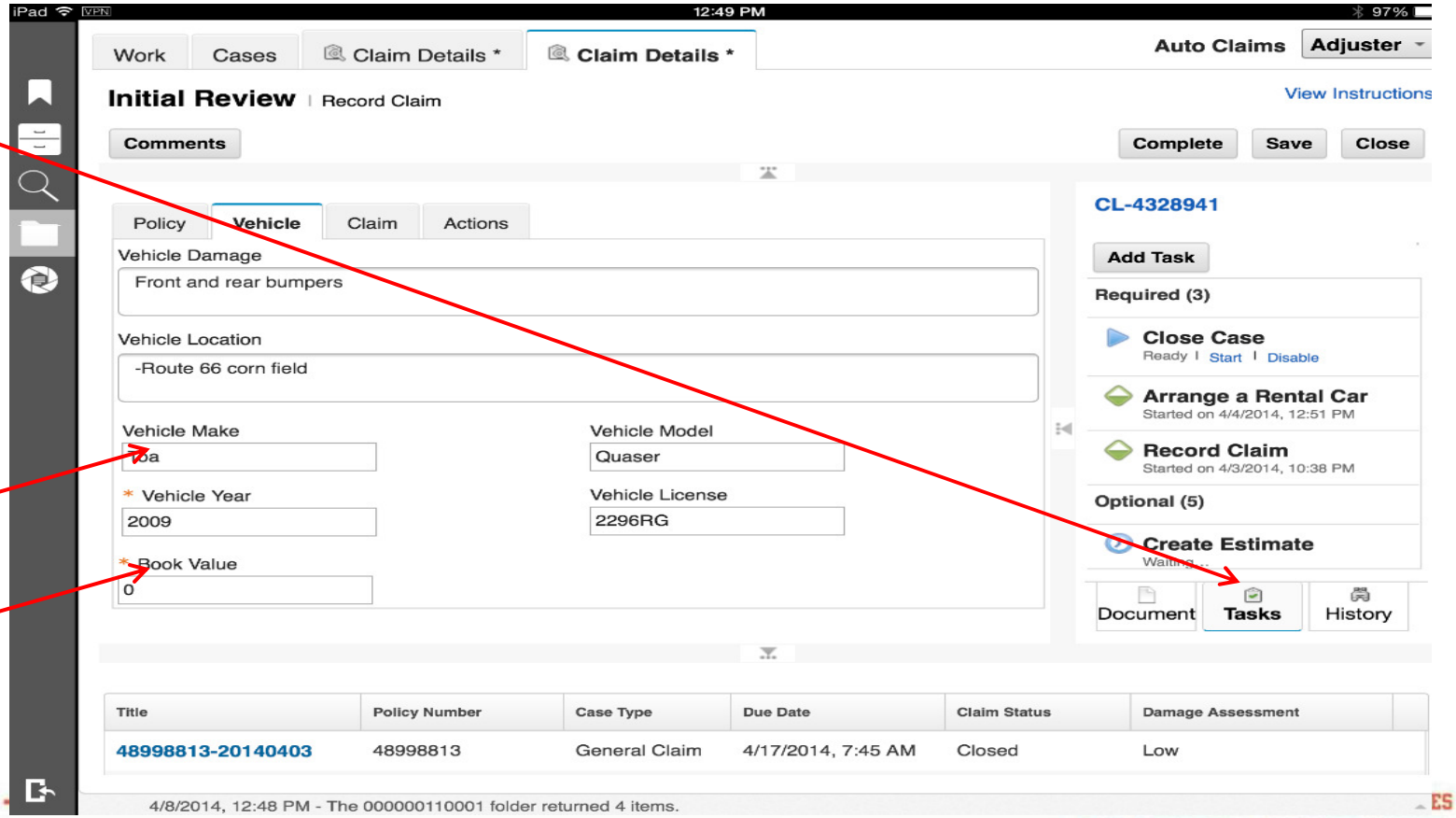


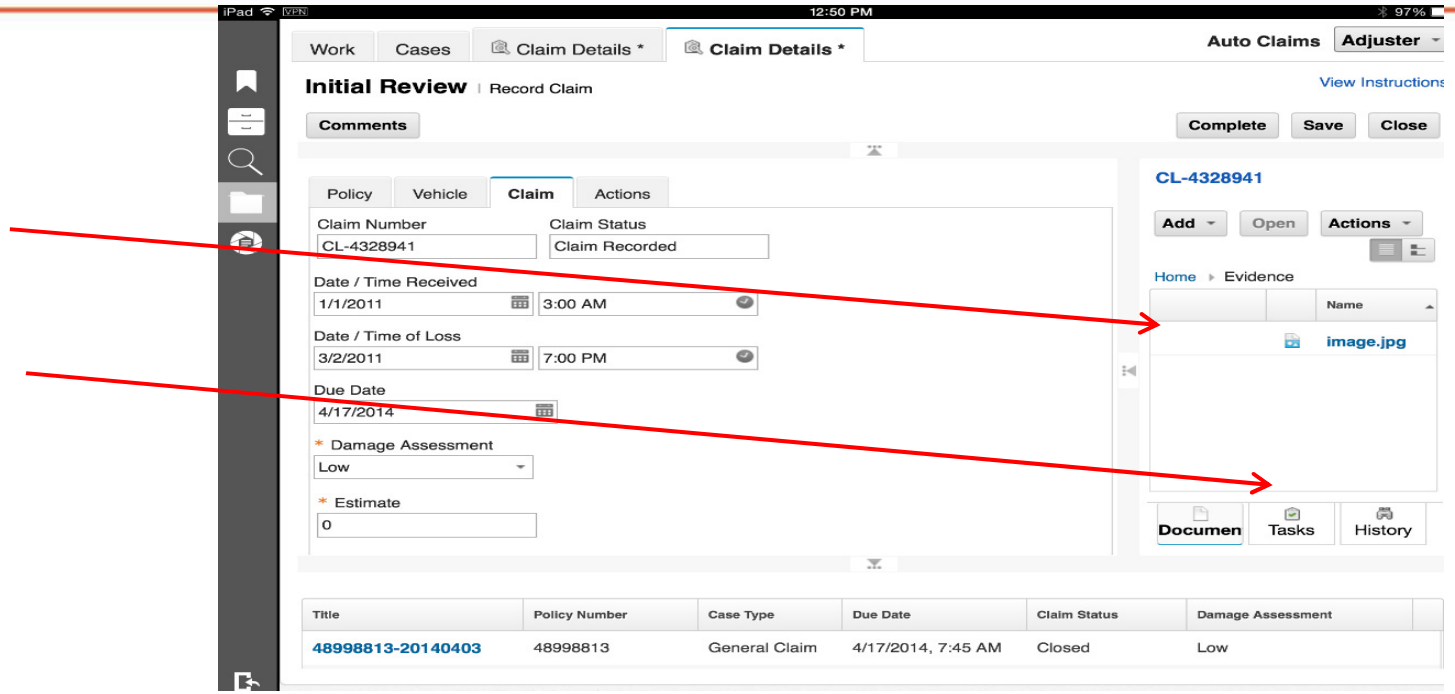

iPad
12:43 PM
98%
Desktops
Settings
Add
Edit
Focus Insurance case management
Log In
Focus Insurance case manage...
jdunn
Remember Me


iPad
12:48 PM
98%
Work
Cases
Auto Claims
Adjuster
Manage Roles
Add Case
Adjuster (2)
Personal
Filter: No filters applied
Reset
Assigned
Step Name
Policy Number
Policy Last Name
4/4/2014, 11:06 AM
Initial Review
48998813
Joes
CL-4328941
Add
Open
Actions
Home
Correspondence
Modified: P8Admin
4/4/2014, 11:05 AM
Evidence
Modified: P8Admin
4/4/2014, 11:05 AM
Police Report
Modified: P8Admin
4/4/2014, 11:05 AM
Claim Form
Modified: P8Admin
4/4/2014, 11:05 AM
Summary
Documen
Tasks
History
4/8/2014, 12:47 PM - The 000000120001 folder returned 4 items.

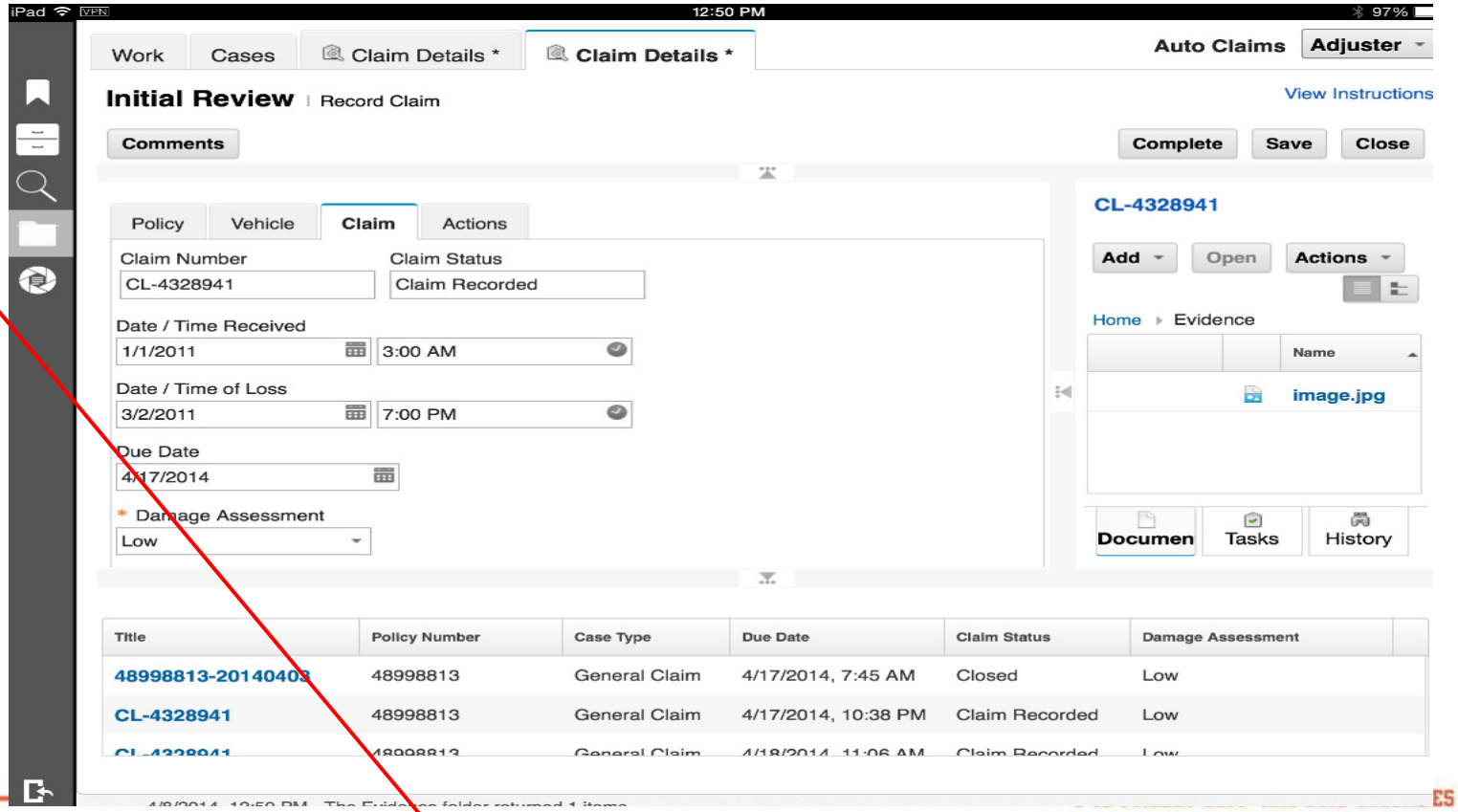


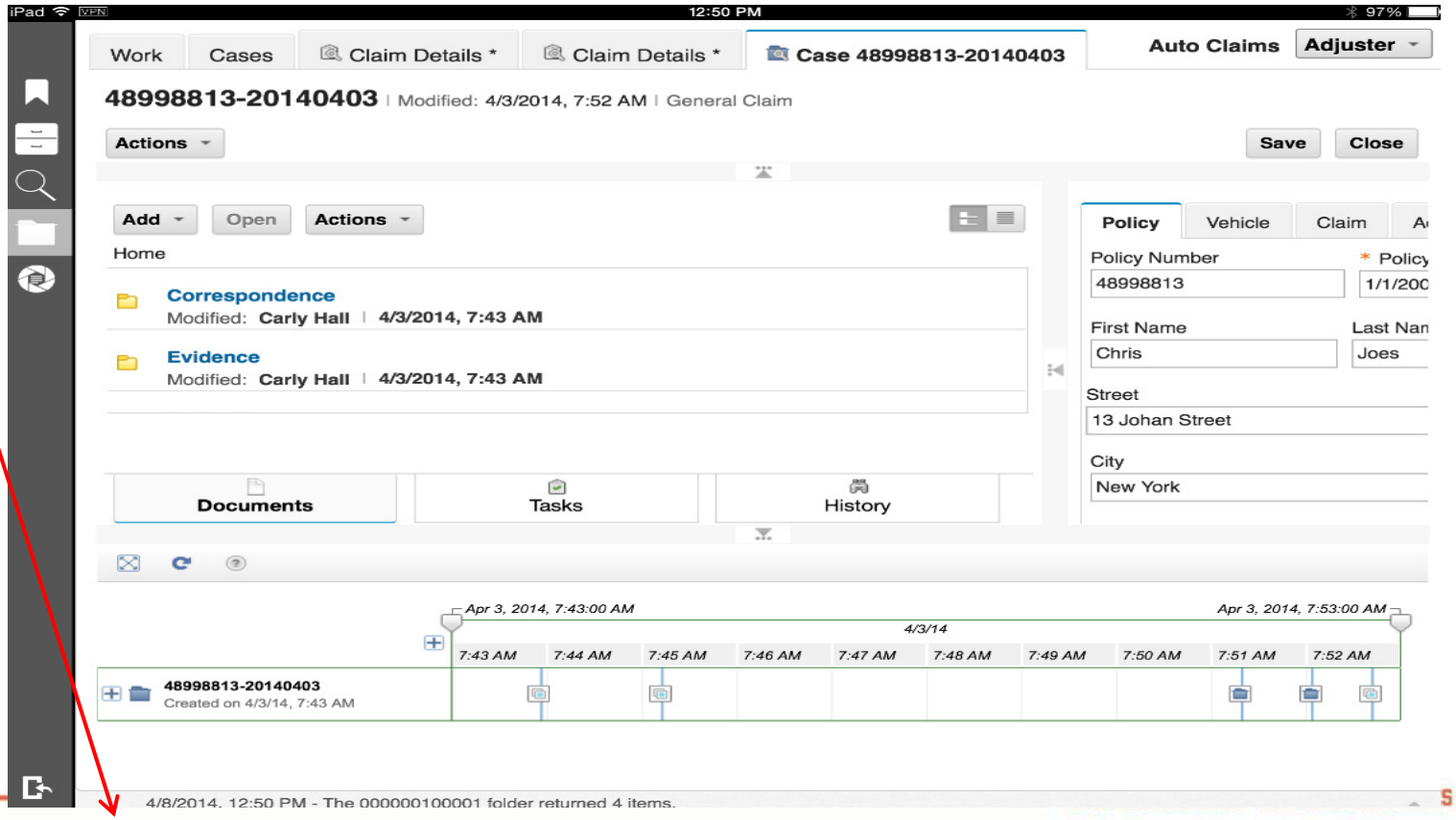
TECH ACADEMY

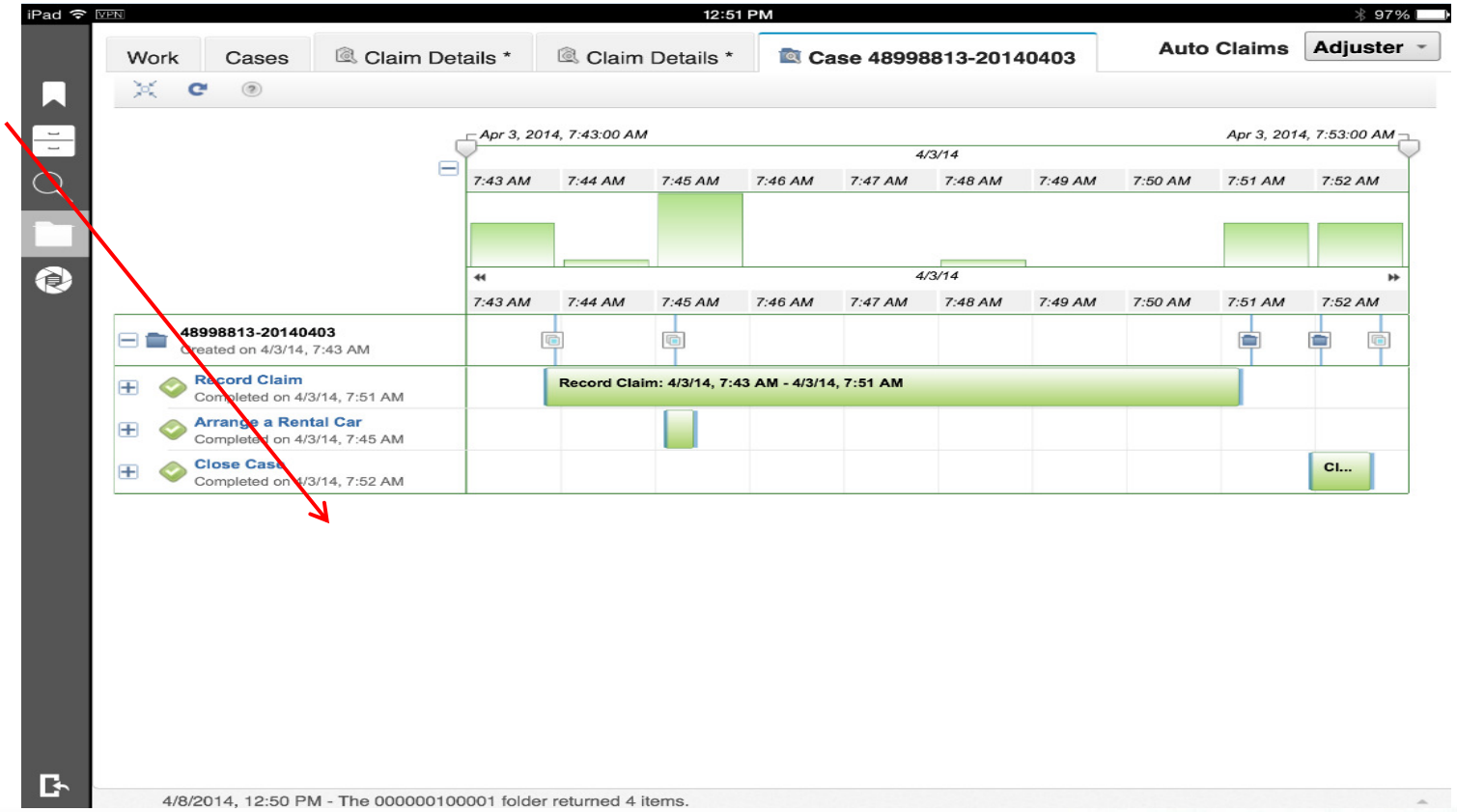

iPad
12:49 PM
97%
Work
Cases
Claim Details *
Claim Details *
Auto Claims
Adjuster
Initial Review
Record Claim
View Instructions
Comments
Complete
Save
Close
Policy
Vehicle
Claim
Actions
Vehicle Damage
Front and rear bumpers
Vehicle Location
-Route 66 corn field
Vehicle Make
Vehicle Model
Quaser
* Vehicle Year
2009
Vehicle License
2296RG
* Book Value
0
CL-4328941
Add Task
Required (3)
Close Case
Ready | Start | Disable
Arrange a Rental Car
Started on 4/4/2014, 12:51 PM
Record Claim
Started on 4/3/2014, 10:38 PM
Optional (5)
Create Estimate
Document
Tasks
History
Title
Policy Number
Case Type
Due Date
Claim Status
Damage Assessment
48998813-20140403
48998813
General Claim
4/17/2014, 7:45 AM
Closed
Low
4/8/2014, 12:48 PM - The 000000110001 folder returned 4 items.


iPad
12:50 PM
97%
Work
Cases
Claim Details *
Claim Details *
Auto Claims
Adjuster
Initial Review
Record Claim
View Instructions
Comments
Complete
Save
Close
Policy
Vehicle
Claim
Actions
Claim Number
CL-4328941
Claim Status
Claim Recorded
Date / Time Received
1/1/2011
3:00 AM
Date / Time of Loss
3/2/2011
7:00 PM
Due Date
4/17/2014
* Damage Assessment
Low
* Estimate
0
CL-4328941
Add
Open
Actions
Home
Evidence
Name
image.jpg
Documen
Tasks
History
Title
Policy Number
Case Type
Due Date
Claim Status
Damage Assessment
48998813-20140403
48998813
General Claim
4/17/2014, 7:45 AM
Closed
Low

Photos
Camera Roll
35


iPad
12:50 PM
97%
Work
Cases
Claim Details *
Claim Details *
Auto Claims
Adjuster
Initial Review
Record Claim
View Instructions
Comments
Complete
Save
Close
Policy
Vehicle
Claim
Actions
Claim Number
CL-4328941
Claim Status
Claim Recorded
Date / Time Received
1/1/2011
3:00 AM
Date / Time of Loss
3/2/2011
7:00 PM
Due Date
4/17/2014
* Damage Assessment
Low
CL-4328941
Add
Open
Actions
Home
Evidence
Name
image.jpg
Documen
Tasks
History
Title
Policy Number
Case Type
Due Date
Claim Status
Damage Assessment
48998813-20140403
48998813
General Claim
4/17/2014, 7:45 AM
Closed
Low
CL-4328941
48998813
General Claim
4/17/2014, 10:38 PM
Claim Recorded
Low


iPad
12:50 PM
97%
Work
Cases
Claim Details *
Claim Details *
Case 48998813-20140403
Auto Claims
Adjuster
48998813-20140403 | Modified: 4/3/2014, 7:52 AM | General Claim
Actions
Save
Close
Add
Open
Actions
Home
Correspondence
Modified: Carly Hall | 4/3/2014, 7:43 AM
Evidence
Modified: Carly Hall | 4/3/2014, 7:43 AM
Documents
Tasks
History
Policy
Vehicle
Claim
Policy Number
48998813
First Name
Chris
Last Nan
Joes
Street
13 Johan Street
City
New York
Apr 3, 2014, 7:43:00 AM
Apr 3, 2014, 7:53:00 AM
4/3/14
7:43 AM
7:44 AM
7:45 AM
7:46 AM
7:47 AM
7:48 AM
7:49 AM
7:50 AM
7:51 AM
7:52 AM
48998813-20140403
Created on 4/3/14, 7:43 AM
4/8/2014, 12:50 PM - The 000000100001 folder returned 4 items.


iPad
12:51 PM
97%
Work
Cases
Claim Details *
Claim Details *
Case 48998813-20140403
Auto Claims
Adjuster
Apr 3, 2014, 7:43:00 AM
Apr 3, 2014, 7:53:00 AM
4/3/14
7:43 AM
7:44 AM
7:45 AM
7:46 AM
7:47 AM
7:48 AM
7:49 AM
7:50 AM
7:51 AM
7:52 AM
48998813-20140403
Created on 4/3/14, 7:43 AM
Record Claim
Completed on 4/3/14, 7:51 AM
Record Claim: 4/3/14, 7:43 AM - 4/3/14, 7:51 AM
Arrange a Rental Car
Completed on 4/3/14, 7:45 AM
Close Case
Completed on 4/3/14, 7:52 AM
4/8/2014, 12:50 PM - The 000000100001 folder returned 4 items.

Return to Presentation