



**FUSIONSTORM™**

# Enterprise Content Management

FusionStorm is a leading provider of technology solutions designed to help customers reduce their reliance on paper. Our specialty is IBM Enterprise Content Management (ECM) systems that help organizations manage content, optimize business processes, and enable compliance with an integrated infrastructure. As a Level 1 support-certified ValueNet partner, FusionStorm is an authorized provider of key IBM ECM tools such as FileNet P8 and Panagon, as well as IBM CM8 and CMoD.

Our seasoned team has an 18-year history of implementing workflow automation solutions — from the days of Visual Workflow and eProcess and now on to FileNet P8 Business Process Manager (BPM). With nearly two decades of project success, FusionStorm's team of business analysts, project managers and IBM FileNet certified system engineers have a singular focus on service delivery.

## FusionStorm Services

Comprehensive services offered by FusionStorm include:

- System Upgrade (Content Services to Content Manager)
- System Upgrade (Image Services to Content Manager)
- System Analysis
- Disaster Recovery
- Global Support
- System Integration

## System Upgrade

Your system is in production and your user community relies on it being there. Now you need to upgrade the system ... perhaps you have custom applications integrated into your FileNet system or you have a complicated upgrade path. FusionStorm has managed complex system upgrades and migrations around the world without incident. Our

process includes modeling, practicing and scripting your change to ensure success and minimize production downtime.

### *Upgrade and Migration Solutions Include:*

**CS to CM migration (CS2CM).** Content Services and Content Manager are different architectures that FusionStorm understands and has developed modeling and mapping solutions to migrate content between the systems to ensure nothing is lost.

**IS to CM migration (IS2CM).** Image Services and Content Manager are different architectures, and FusionStorm has a proven and repeatable process for migrating large volumes of images, annotations, index values and remapping security safely and without impact to production users.

**MSAR/CSAR migration.** Many organizations are moving away from optical to take advantage of fast and reliable magnetic storage. FusionStorm has worked with EMC and NetApp solutions as well as hybrid OSAR configurations.

**IS/eProcess to IM/BPM.** Migrating workflow solutions within an enterprise requires special attention. FusionStorm has accomplished this migration and overcome the obstacles related to multiple workflow engines.

**IS 3.6/P8 2.0 to P8 4.5**

### *Case Example*

SAFE Credit Union required that their two systems, P8 2.0 and IS 3.6, be consolidated and upgraded to single-system P8. SAFE also required their 20 million documents to be migrated from both the old P8 and the IS systems to the new P8. This was accomplished using our utility to migrate and validate using our two-stage (export and import) process, which ensures accuracy by providing a full reconciliation.

## What is System Analysis?

System Analysis is a comprehensive review of your existing FileNet system. FusionStorm leverages experience gained from providing 24/7 global system support and our knowledge of industry best practices to perform the analysis of your system.

### *A Process-Driven Approach Ensures Quality Results*

The System Analysis is driven by process with a series of questions driving analysis in specific aspects of the system. Best practices backed by years of practical experience drive our recommended changes. The final product of the analysis is a presentation delivered on-site to management and technical staff.

### *Benefits Typically Include Recommendations Related To:*

- Imaging/workflow system software configuration/architecture
- Database (Oracle, MS SQL, or Sybase)
- Permanent and Transient Database (for IS)
- Page and BES Cache (for IS)
- Administrative procedures
- Backup and Restore (DRP)

## FusionStorm Disaster Recovery Services

Recovery of IBM FileNet systems to meet your business resumption needs is a FusionStorm specialty based on many years of providing operational support. If you do not have a fully redundant, multi-site configuration for your FileNet enterprise, FusionStorm has a cost-effective solution for you.

### *FusionStorm Managed Services Solution:*

Our hot-site service mirrors your FileNet system, providing instantaneous access to your files. Features of this system include:

- Active migration of your content to the remote system
- Secure Web-based VPN or private network access
- Additional scanning and workstation facilities available on site

Disaster Recovery Plans are proven procedures — we write procedures specific to your environment, then demonstrate the procedures and provide “hands-on” knowledge transfer to your infrastructure support staff.

Lab tested: Our lab is capable of mirroring any FileNet system. We will back up and restore your system in our lab to fully test the process and prove your procedures.

Flexibility: Recovery needs are dependent on your business resumption plan. Our recovery models provide a base from which we develop the solution tailored to your requirements.

Integration with core applications: Because we support production systems, we understand the implication of integrated applications and we work with your team to synchronize data-capture points.

## What is Global Support?

FusionStorm Global Customer Support Service (GCSS) ensures IBM FileNet applications are available 24/7/365. FusionStorm provides system monitoring and preemptive maintenance services. Our solution set includes proprietary tools to automate production monitoring and enhance system reporting. Based on information collected from system monitoring and FusionStorm best practices, the FusionStorm GCSS team will perform maintenance to ensure system performance and availability are retained.

Our Global Support solution is an ongoing process with a focus on the four components of system management — **Monitor, Administer, Report** and **Troubleshoot**. FusionStorm has proven that by addressing these four areas using an ongoing, systematic process, your users will enjoy high availability and performance.

### *FusionStorm Is The Right Choice Because We:*

- Employ quality-driven incident management and service management processes.
- Maintain industry knowledge and continuously strive to improve systems and services.
- Understand system integration, the value of collaboration, and the need for coordination.
- Work as an extension of your team, engaged as a partner throughout the issue resolution process.

## How FusionStorm guarantees customer satisfaction

- We utilize an ECM specific project lifecycle as a process to ensure your satisfaction. This method allows us to design solutions in a timely and cost-efficient manner.
- We offer a wide range of services, from system integration to global support, and design solutions that best complement your organization.
- We merge your existing systems with new features to create a solution that matches your needs.
- We support your system globally with our 24/7 support solution. TrackIT, our web-based management tool, will allow you to access status of your case.
- We assist from concept to production.
- We configure equipment and systems to match your functional needs.
- We coordinate suppliers and users as one project team.
- We provide pre-installation system training.
- We provide installation planning and execution for global, regional and local systems.
- We creating system documentation that is clear and functional.
- We build solutions that work.

FusionStorm ECM strives to be a one-stop solution provider. Our team has the development, support and management skills necessary to deliver an integrated solution — on time, and on budget. FusionStorm will turn your need into a remarkable solution that meets your company's needs.

FOR MORE INFORMATION:

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