IBM Content Manager OnDemand on Cloud and IBM Case Manager on Cloud deliver enhanced customer service

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Overview

IBM® Content Manager OnDemand on Cloud enables companies to:

- Manage electronic capture of reports, customer correspondence (for example, bills, statements, policies, and explanation of benefits), in the cloud.
- Enhance customer service by empowering customer service representatives with anytime and anywhere access to customer correspondence through web and mobile access.
- Provide customer self-service through integration of consumer facing applications and web portals.

Content Manager OnDemand on Cloud features include:

- Secure, single tenant infrastructure provisioned across dual data centers for high availability and disaster recovery.
- Solution management by IBM Enterprise Content Management (ECM) Cloud Services, which provides:
  - Complete infrastructure management, application management, and provisioning services, including routine maintenance, backup, and upgrades.
  - Periodic loading and indexing of reports and application generated outputs.
  - Setup of different report and statement types.
  - Periodic distribution of reports to designated users.
  - Setup of IBM Content Navigator for web and mobile access to statements, reports, and other artifacts loaded and indexed into IBM Content Manager OnDemand on Cloud.
  - Periodic expiration of archived data based on business policies.

Separately priced services

- Data migrations and conversions.
- Integration of existing consumer-facing applications and web portals to enable statement presentment or consumer self-service solutions.
- Unique customer-specific solution requirements.

IBM Case Manager on Cloud provides:
• A subscription-based service with the tools needed to rapidly design and develop content-centric case solutions without the need to build and maintain an IT infrastructure.
• An improved alternative to the capital expenditures and often slower deployment associated with traditional deployments due to hardware availability and skills required to develop and manage systems.

Case Manager on Cloud features include:

• A monthly subscription that includes software, infrastructure, and management services, delivering the same capabilities as the world-class IBM Case Manager on premises offering.
• Secure, single tenant infrastructure provisioned across dual data centers for high availability and disaster recovery.
• Solution management by ECM Cloud Services, which provides complete infrastructure management, application management, and provisioning services, including routine maintenance, backup, and upgrades.

Separately priced services

• Data migrations and conversions.
• Advice about solution, configuration assistance, or training.
• Integration with other applications.
• Unique solution requirements.

Key prerequisites

• Browser
• Internet

For details, refer to the Technical information section.

Planned availability date

April 28, 2015

Program number

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Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website http://www.ibm.com/services/learning/

Contact your IBM representative for course information.

Offering Information

Product information is available via the Offering Information website
Publications

No publications are shipped with these programs.

The IBM Publications Center portal is located at
http://www.ibm.com/shop/publications/order

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Services

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Technical information

Specified operating environment

Hardware requirements

Server hardware requirements

IBM Content Manager OnDemand on Cloud and IBM Case Manager on Cloud are software as a service offerings. No customer-maintained servers are required beyond the user desktop machines or mobile devices used to access the service.

Software requirements

Supported server operating systems

IBM Content Manager OnDemand on Cloud and IBM Case Manager on Cloud are software as a service offerings. No customer-maintained servers are required beyond the user desktop machines used to access the service.

For web access to IBM Content Manager OnDemand on Cloud, refer to the Prerequisites tab at

deliverableId=6A78030086DA11E49803C6F06C4301C6&osPlatforms=AIX|Linux|Mac%20OS|Windows&duComponentIds=D007&mandatoryCapIds=26&optionalCapIds=12|125|63|35

For mobile access to IBM Content Manager OnDemand on Cloud, from Apple iOS devices, refer to

The program’s specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge. Read about the Electronic Support portfolio of tools

http://ibm.com/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

**Planning information**

**Packaging**

These offerings are accessed via the Internet. There are no physical or electronic deliverables.

**Security, auditability, and control**

IBM Content Manager OnDemand on Cloud and IBM Case Manager on Cloud provide the security and auditability features necessary for remotely accessible software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

**Ordering information**

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

http://www.ibm.com/software/support/pa.html

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These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

http://www.ibm.com/partnerworld/wps/bplocator/
Product group: Enterprise Content Management

Product: IBM Content Manager OnDemand on Cloud (5725-W21)
Product category: Content Manager OnDemand

Product group: Enterprise Content Management

Product: IBM Case Manager on Cloud (5725-W20)
Product category: Case Manager

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**Passport Advantage**

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**Charge metric**

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**Authorized User**
Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

Instance

Instance is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in customer's Proof of Entitlement (PoE) or Transaction Document.

Request

Request is a unit of measure by which the IBM SaaS can be obtained. A Request is the act by the client that authorized IBM to perform a service. Depending upon the service, the Request can be in the form of a written notice or a support request which is made by phone call, email or online case. Sufficient entitlements must be obtained to cover the total number of Requests submitted to the IBM SaaS during the measurement period specified in customer's PoE or Transaction Document.

Terabyte

Terabyte is a unit of measure by which the IBM SaaS can be obtained. A terabyte is 2 to the 40th power bytes. Sufficient entitlements must be obtained to cover the total number of terabytes processed by the IBM SaaS during the measurement period specified in customer's PoE or Transaction Document.

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Subscription

The IBM International Passport Advantage Agreement and the IBM SaaS Terms of Use or the IBM Cloud Services Agreement (CSA) and the Service Description govern your use of this offering.

Agreement for Acquisition of Software Maintenance

Technical support

Technical support is provided for IBM SaaS and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials
provided by IBM as part of any such technical support are considered to be part of IBM SaaS or enabling software, as applicable, and therefore governed by the SaaS Terms of Use or the CSA and associated Service Description. Technical support is included with IBM SaaS and is not available as a separate offering.

Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

Terms of Use

The program’s Terms of Use and CSA Service Description document is available on the IBM Software as a Service Agreements website


Limited warranty

If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

http://www.ibm.com/software/passportadvantage

Software Subscription and Support applies

No

IBM Operational Support Services - Support Line

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Education allowance does not apply. Education software allowance does not apply. Special education prices are available for qualified customers through Passport Advantage.

Statement of good security practices
IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

**IBM Electronic Services**

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX(R) V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool can also be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

http://www.ibm.com/support/electronic

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

**Benefits**

**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either via the Internet (HTTPS or VPN) or modem to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system.

For additional information, refer to IBM Electronic Service Agent
More accurate reporting: Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, you can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

http://www.ibm.com/support/electronic

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

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Prices

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https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller

For all local charges, contact your IBM representative.

Passport Advantage

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http://www.ibm.com/software/passportadvantage

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http://www.ibm.com/financing

Announcement countries

All European, Middle Eastern, and African countries except Islamic Republic of Iran, Sudan, Syrian Arab Republic.

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http://www.ibm.com/planetwide/

Corrections

(Corrected on June 30, 2015)
Updated Overview and Software requirements sections.