



IBM InfoSphere Enterprise Records software

Formerly IBM FileNet Records Manager software

Highlights

- **Supports regulatory compliance with ZeroClick technology, which automates the enforcement of records management policies**
- **Provides federation tools to support a centralized, consolidated catalog of information from disparate content sources**
- **Helps automate records management tasks to reduce cycle times and error potential**
- **Supports the entire life cycle of enterprise records for cost-effective enforcement of compliance**
- **Improves records retention and disposition for more efficient and accurate recordkeeping**

Addressing records management and regulatory compliance requirements

To meet current and future regulatory and compliance challenges and to avoid litigation, organizations require a highly extensible, security-rich solution that can capture, declare, classify, store and dispose of electronic and physical records according to fiscal, legal and regulatory requirements. Historically a paper-based world of file folders, filing cabinets and offsite warehouses with elaborate and costly storage requirements, records management has changed dramatically with the rapid proliferation of digital information.

Today, IBM InfoSphere™ Enterprise Records software can help your organization address, maintain and provide a record of compliance for electronic and physical records. InfoSphere Enterprise Records software is a comprehensive enterprise records management solution that combines content, process and connectivity to address real-world records management challenges. It eliminates the need for a separate

records management application at the user desktop and provides a single repository for records and other business content. Productivity is further improved because users do not need to switch between applications—records are captured directly from the originating application, which can eliminate the need to enter records information manually. Further, InfoSphere Enterprise Records software is certified against the Department of Defense (DoD) 5015.02 V3 standard—the principal standard for records management applications—as well as against the Victorian Electronic Records Standard (VERS).

Users can quickly locate and produce any record to support better decision making and operational or legal needs. This capability provides your organization with quick and easy access to documents for more-accurate legal assessment and legal defense strategy planning; increased visibility into records program effectiveness and policy adherence; and better defensibility of your record compliance program.

Providing a path to better compliance

The key differentiator in InfoSphere Enterprise Records software is innovative ZeroClick technology, which is designed to enforce records management policies at the technology layer, eliminating user-related error, time and cost factors, and while helping ensure best practices records management. InfoSphere Enterprise Records software, powered by ZeroClick technology, helps reduce regulatory compliance challenges and manage risk by:

- Automating the entire records management life-cycle process.
- Invisibly enforcing consistent compliance and records management policies throughout an enterprise.
- Organizing, securely storing and quickly retrieving essential company records.
- Helping mitigate organizational risk, lower operating costs and improve productivity.
- Supporting proof of compliance.

Underpinning efficient company-wide records management

Records federation is a key capability for efficient, accurate, company-wide records management. It can help you manage records and content across your enterprise content management (ECM) silos by providing tools you can use to build a centralized, consolidated catalog of your information for a real-time interface with disparate content sources. Through federation, you can enable prescriptive life-cycle records management facilities while leaving content in original IBM and third-party repositories, which remain independent.

The key benefits of federation include:

- *Reduced risks and costs through centralized versus distributed management.*
- *Reliable content and context preservation across silos, eliminating the risk of unauthorized changes to native content and making information more trustworthy and reliable.*
- *Improved auditing, monitoring, searching (eDiscovery support) and transparency through a consolidated records inventory across enterprise repositories.*
- *Investment protection and high scalability and performance through leveraging Java™ Platform, Enterprise Edition (Java EE) technology.*

Supporting cost-effective records management and ROI

InfoSphere Enterprise Records software delivers significant opportunity for return on investment (ROI) in the areas of automated records capture and records administration. By automating these records management tasks, you can reduce cycle time and error potential and can enforce compliance. Automating such tasks helps ensure accurate and consistent records capture and timely disposition of records while reducing the risk, labor, time and costs associated with managing records. Additional ROI can be realized in the form of reduced storage and discovery costs. Only 36 percent of organizations in a December 2009 survey responded that they are applying retention schedules consistently across all records formats.¹ When records are kept only as long as they are required and expired records are destroyed on time according to policy, legal and storage costs can be reduced and risk mitigated.

Combining automation, reliability and compliance for better records management

InfoSphere Enterprise Records software is an enterprise records management solution that supports the entire life cycle of your enterprise records. It supports achievable and cost-effective enforcement and compliance with the help of a deep set of features and capabilities.

ZeroClick records capture technology

This technology automatically captures records from business users and line-of-business systems. With ZeroClick records capture technology, records are an active as opposed to a passive element, and they are tightly integrated with applications that run the business. Policies are uniformly enforced at the technology layer, not by business users or records managers. This increases the reliability and trustworthiness of records by helping ensure that records are consistently and accurately declared, classified and authenticated. IBM InfoSphere Classification Module software can further enhance classification automation.

ZeroClick records administration

ZeroClick can automate key records administrative tasks so that required reviews are completed, while records are retained and destroyed according to records and information management (RIM) policy. This approach can help reduce staffing and free records managers for more value-added tasks.

File plan administration

Central and departmental file plan administration provides support for both electronic and physical records from a single administrative module, and it supports multiple file plans.

E-mail managed as records

This capability provides seamless integration with IBM InfoSphere Content Collector software to automatically capture and manage e-mail content as records.

Federated records services

Records federation capabilities can help you to manage content from multiple, disparate content sources as if it were stored in one unified system.

Advanced records search and request

This feature supports accurate and timely decision making by providing quick and comprehensive access to all electronic and physical records from the InfoSphere Enterprise Records software user interface. It helps ensure that accurate records are quickly available to support better decisions, faster.

Reporting

The reporting feature helps generate custom reports to meet additional user, management and audit requirements that may be needed to demonstrate regulatory compliance.

Automation of key records tasks

InfoSphere Enterprise Records software can eliminate the time-consuming manual steps needed to review vital records, initiate retention, manage disposition review and approvals, and create file plan folders. All user actions can be tracked and logged so that you retain a record of who did what and when.

Complete delivery via the Web

Because capabilities are delivered via the Web, training, support costs, and end-user installation and maintenance activities are minimized. Centralized enterprise deployment can help implement a policy of storing all records centrally, freeing up space on user desktops.

Records holds

Dynamic conditional hold capabilities are designed to prevent the destruction of content that may be required for litigation, audits or regulatory support. As relevant content enters the system, the software can automatically flag it for preservation by applying an authorized hold definition.

This feature simplifies and accelerates the hold process by providing a single “place/interface” to apply all organizational holds. Records may be held for litigation, regulatory, audit or other business reasons. This feature can help reduce the labor time associated with pulling and holding irrelevant records and can help reduce time-consuming and paper-intensive identification, preparation and review processes. Normal disposition of on-hold records can be suspended, and multiple holds can be applied at any level in the file plan.

Physical records

The physical records capability supports the management, control and tracking of physical or information objects, including videotapes, core samples, microfiche, and paper records and folders. It provides consistent management of electronic and physical records.

Platform

InfoSphere Enterprise Records software is compatible with the following technologies.

Operating systems

IBM AIX®, Microsoft® Windows®, Sun Solaris, HP-UX, Red Hat Linux®, Novell SUSE Linux

Databases

IBM DB2®, Microsoft SQL Server, Oracle Database

Security services

IBM Tivoli® Access Manager, IBM Tivoli Directory Server, CA eTrust SiteMinder, Microsoft Active Directory, Novell eDirectory, Sun Java System Directory Server, Kerberos

Java EE application servers

IBM WebSphere®, Oracle WebLogic, JBoss

Enterprise portals

IBM WebSphere, Oracle WebLogic, Microsoft SharePoint



Base capabilities

Content

- *ZeroClick records declaration*
- *ZeroClick disposition management*
- *Advanced logging*
- *Reporting*
- *Security enforcement*

Process

- *Process integration for declaration*
- *Process integration for disposition*
- *Process tracking*

Complementary solutions

- *IBM InfoSphere Content Collector software*
- *IBM InfoSphere Classification Module software*
- *IBM InfoSphere eDiscovery Manager and eDiscovery Analyzer software*
- *IBM InfoSphere Content Assessment software*
- *IBM InfoSphere Master Content for InfoSphere Master Data Management Server software*
- *IBM FileNet® Business Process Manager software now integrated natively with IBM FileNet eForms software*
- *IBM Content Integrator Enterprise Edition software*
- *IBM FileNet Capture Desktop software*
- *IBM FileNet Image Manager Active Edition software*

Why IBM?

ECM solutions from IBM are built on a robust platform that accelerates application deployment, increases operational flexibility and lowers total cost of ownership. IBM ECM solutions provide interoperability to a wide selection of database, operating system, storage, security and Web server environments.

Designed for high scalability and performance, InfoSphere Enterprise Records software supports more than 20 million records transactions everyday.² It can help your organization more efficiently capture, organize, monitor, retrieve, retain and share e-mail and business content—in a security-rich manner—to support compliance and help you make better decisions, faster.

For more information

To learn more about IBM InfoSphere Enterprise Records software, contact your IBM sales representative or IBM Business Partner, or visit:

ibm.com/software/data/content/management/enterprise-records

Join a conversation about fostering success in the use of the IBM ECM suite of products. Visit the Worldwide IBM ECM Community at:

ibm.com/community/ecm

For additional technical information on IBM InfoSphere Enterprise Records software, see the IBM Redbooks® publication at:

www.redbooks.ibm.com/abstracts/sg247623.html

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1 Electronic Records Management—Still Playing Catch-Up with Paper?, AIIM International, December 2009, www.aiim.org/infonomics/still-playing-catchup-with-paper.aspx

2 Based on IBM performance testing.