Enabling simplicity, agility and compliance

Information technology has enabled enterprises to manage data with an ever-increasing level of efficiency and flexibility. Yet, 80 percent of the information needed to run your business lies outside the database—the myriad of contracts, letters, CAD drawings, forms, presentations, policies, and other “unstructured” information that flows in a continuous stream from the mailroom to the file cabinet.

For process-driven organizations such as insurance, financial services, manufacturing, and public service, the volume of documentation is enormous and growing continuously. What’s more, strict corporate governance and compliance requirements for retention and accessibility further increase the total amount of information that must be stored and managed—often for many years. To address these issues, some companies have invested in imaging and document management, workflow, and storage solutions to reduce the flow of paper, introduce a certain level of automation, and archive their unstructured information. The result, however, is a complex array of disparate systems that quickly becomes difficult and costly to manage. And as content continues to proliferate across the enterprise, maintaining these individual systems will no longer be tenable.

HP and FileNet solve this dilemma through a collaborative business relationship that integrates our complementary strengths to deliver focused solutions. Together, we offer a powerful set of capabilities to help you streamline and automate your business processes, access and manage multiple forms of content, and automate records management for regulatory compliance. As a result, HP and FileNet can help you increase productivity, improve decision-making, lower the risk of non-compliance, and provide more responsive service to customers—all with greater efficiency and economy.
Leveraging complementary capabilities

Building on our strong relationship, HP and FileNet combine the comprehensive portfolio of content and business process management solutions that FileNet has been delivering for 20 years, with HP consulting and integration expertise, information lifecycle management (ILM) solutions, digital capture, server and storage technologies. In addition, HP Services has created an Enterprise Content Management (ECM) Solution Framework to address the business needs of specific industries. The flexible ECM framework allows hardware and software independence, enabling the HP Adaptive Enterprise through service-oriented architectures (SOA) using web services and modularity.

By building on this standards-based foundation, HP and FileNet integrate content with automated business processes leveraging a broad suite of products and services. It is the key to helping you increase the value of your enterprise information assets—from capture to management to consumption.

Capturing content to streamline processing

The initial challenge for any organization is to transform physical, static, unstructured information into structured digital content that can be leveraged and shared dynamically across the enterprise.

HP has integrated its multi-function printers (MFP) and stand-alone digital senders with FileNet capture technology to convert paper documents into a digital format for automated processing and management. It is an easy, flexible, cost-effective way to reduce paper as it comes through your door, and automatically convert office documents into digital content as they are generated. With its integrated technologies and consultative approach, HP also works with FileNet to deliver solutions that can automatically link content to specific rules associated with job functions, business processes, and retention requirements—tailored to the needs of individual customers.

Managing content to increase business value

Once unstructured information is brought into digital form, it must be managed not as a separate entity, but as part of your entire pool of digital assets. By “process-enabling” information, FileNet and HP allow you to treat all information as a whole so it can be leveraged fully to enhance your business.

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Combining the Enterprise Content Management (ECM) Solution Framework from HP Services with FileNet enterprise content and business process management technologies, the two companies provide you with an integrated solution that brings together existing paper processes, legacy data processes, and web-based processes. All content—regardless of its source—is integrally linked to specific business processes, so it can be routed, managed, printed, archived, or deleted according to your organization's requirements.

Through the unique integration of enterprise content and business process management, HP and FileNet help you increase process performance, reduce cycle times, and improve productivity by efficiently managing the flow of work throughout your enterprise. In addition, real-time and historical process tracking, combined with process analysis and simulation capabilities, help to facilitate resource utilization.

HP consulting and integration professionals work closely with FileNet to provide integrated enterprise content and business process management solutions tailored to meet the specific needs of individual businesses around the world. HP and FileNet offer extensive industry expertise, as well as insights into the compliance requirements of industry and government regulations. The result is a powerful, efficient solution that is designed to support higher productivity, more personalized customer relationships, and improved decision-making throughout your organization.
Utilizing content to meet ILM requirements

Information, like the environment in which it is used, is a dynamic asset that is consumed in a variety of ways depending on different phases of a business process—and different phases of the information lifecycle. To support this fluid environment, HP and FileNet provide a range of output, reference, and archive capabilities as part of a complete enterprise content and business process management solution.

HP printers and multi-function devices can be tightly integrated with business processes to produce hardcopy documents, as well as automatically fax content to branch offices or outside facilities. In addition, content can be presented digitally on a wide range of HP devices, including desktop PCs, notebooks, and hand-holds. The type of output, and any rules governing how that output is handled, can be tightly managed based on user privileges, business policies, and compliance requirements.

HP and FileNet also help you manage content throughout its lifecycle—as it changes from active, to reference, to archive. For example, HP server and storage solutions help to provide more secure, high-performance, and highly available access to active, business-critical content. As information ages, however, it may become less critical to the business and no longer requires high-end storage.

With ILM, HP can help you migrate older information to less expensive storage media, and automate this process with software and consulting services. HP works with you throughout the entire ILM journey to classify content and verify that it is stored on the appropriate storage tier based on your performance, availability, retention, and budget requirements.

In heavily regulated industries, such as brokerage and insurance, healthcare, pharmaceuticals, and others, retention requirements add another dimension to enterprise content management. Transaction records, e-mail, patient records, and other electronic documentation must not only be stored securely, but also remain accessible to comply with audits or produce records for litigation.

To support this critical need, the HP StorageWorks Reference Information Storage System (RISS) provides an active-archiving solution that integrates all information management functions into a seamless structure. RISS reduces gaps between the various elements of an archive system to prevent tampering or data loss. Yet, because it is FileNet aware, and uses content-based indexing with powerful search tools, RISS provides accessibility to information whenever it is needed.
Building on a scalable, standards-based architecture

To enable this comprehensive, integrated content and business process management—and support your changing needs as they evolve—HP and FileNet work together to provide a scalable, standards-based enterprise architecture. By aligning technologies, HP and FileNet enable flexible document distribution and end-to-end tracking, management, and control of content throughout its lifecycle. HP offers a wide array of servers, storage, networking, and management software all backed by expert global services and support. Together, HP and FileNet provide easy access to structured and unstructured content through a single enterprise catalog, as well as management of that content in independent, dispersed repositories.

With HP and FileNet, you get an open, integrated set of capabilities that integrate new and existing processes, as well as heterogeneous systems, into cost-effective content and business process solutions that increase business performance and agility.

Working together for your success

Working together, HP and FileNet offer an integrated enterprise approach to content and business process management that enables you to boost productivity, reduce cost, and facilitate regulatory compliance. From end to end, we help you streamline business processes and leverage all forms of content throughout the information lifecycle. With a track record of success and comprehensive industry experience that extends around the world, HP and FileNet are ideally positioned to address your unique business needs.

For more information

For more information on enterprise content and business process management solutions from HP and FileNet, contact your HP or FileNet representative or visit: www.hp.com/go/filenet

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