

SOFTWARE SOLUTIONS

> Enterprise Content Management

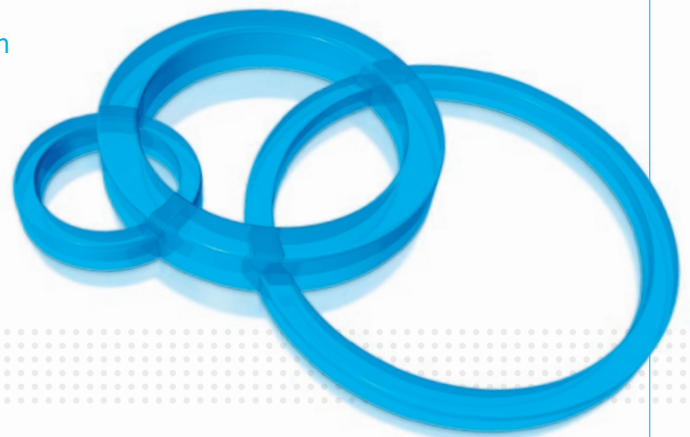
> Business Intelligence

> Testing

> Application Services

Managing your business information more effectively.

Enterprise content management that provides a structured, accessible and secure information base for your organisation.



Structure your content for better results

- > Are you losing control of the ever-growing volume of content in your offices and systems?
- > Is business critical information at your fingertips when you or your customers need it?
- > Is time and money being wasted recreating documents that can't be found?

The business case for Enterprise Content Management

Enterprise Content Management (ECM) solutions support your organisation to centrally manage information so it's structured, accessible and secure. Transforming unstructured content into useful information reduces costs and business risks; it provides a sound basis on which to make business decisions and move forward.

While many organisations have developed good transaction-based systems, less thought has been given to unstructured business content that sits in a variety of systems - from documents in a file server to email, faxes and printed forms. The volume of this content is growing at a compounded annual rate. >

Businesses are also expected to become more mobile and flexible, to operate in "real time", so content needs to be accessible independent of device or location, not only by the person who created it but to others within the organisation. Its source should be traceable for tax and legal purposes.

Technology alone won't deliver the most effective solution. Gen-i's ECM specialists work in partnership with you to create and implement strategic changes required to processes and people, as well as technology, so your organisation aligns itself with its desired destination.

Solutions that partner with you all the way

Creating a more manageable and structured system across an organisation takes considerable planning and a customised solution. Your business needs come first with Gen-i's comprehensive, end-to-end offering, which draws on a range of technologies that can be

integrated into your existing systems and infrastructure. Additional systems such as an extranet can be put in place to publish documents to partners and clients.

A customised ECM solution from Gen-i:

- > Aligns with your business drivers and required outcomes.
- > Builds an architecture streamlined to business processes before deploying the technology.
- > Identifies the organisational change that needs to occur before, during and after the implementation, including training and support.
- > Project manages the process to ensure identified outcomes are met.

Your organisation owns the process of change and the destination while Gen-i specialists provide industry specific expertise in methods, tools and technology, including document and records management, workflow automation, enterprise search, web content management, imaging systems and email management.

Features of ECM	Benefits
Consulting	<ul style="list-style-type: none"> > Identification of content that has meaning to the organisation > Implementation of information management policy and standards > A solution roadmap that aligns content to identified business outcomes
Portals Collaboration tools Web content management Document management Records management Imaging Workflow	<ul style="list-style-type: none"> > Enhanced online access to content by partners and clients to a centrally managed and secure content repository > Ability to make better decisions based on accurate and timely information, in context > Faster retrieval of critical content reduces internal costs and improves customer experience > Ability to demonstrate compliance with legislative requirements > Reduced risk of losing vital business content and reduction in duplicate content locations > Consistent use of office documents through standardisation and central management
Integrated security	<ul style="list-style-type: none"> > Secure yet easily accessible information, within a shared environment > Ability to manage content usage improves auditing and identification of key information sources
Business process management	<ul style="list-style-type: none"> > Potential for business productivity gains of between 20% to 50%, and reduction in processing delays of between 30% to 70%
Open and flexible architecture through SOA enablement	<ul style="list-style-type: none"> > Provides the ability to connect ECM Solutions to other systems in an easy and cost effective manner > Reduces repository replication and complexity > Improves business agility to deliver content to different applications and interfaces as business changes over time
Change management and training	<ul style="list-style-type: none"> > Your organisation is supported to understand the impact of change > Your organisation is prepared for change and new ways of working > Your people are trained and prepared to be able to work with new technology and be productive

The advantages of partnering with Gen-i

Alliances underpin success.

Gen-i's service is backed by leading international software vendors. As a Microsoft Gold Partner, we leverage and deliver global resources to you within a knowledgeable local business context.

Size and scale reduces risk.

As a member of the Telecom Group our services are backed by Telecom's scale, stability, reach and commitment to ongoing capital investment in technology infrastructure.

Range of services delivers integrated solutions.

Gen-i's ECM capability is unique as it sits within a broad range of integrated IT competencies which complement each other. For example, your ECM solution structures operational content while a Gen-i Business Intelligence solution may build on that further by enabling the creation of meaningful management reports from that content.

Expert Gen-i people bring industry-specific knowledge.

Gen-i people are experienced, intelligent, focused and creative, with a reputation for uncompromised customer loyalty and quality processes.

For better management of your business information

To centrally manage, process and deliver information in more effective ways across your organisation, contact us at Gen-i.

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