

# THE UNIFIED CONTENT MANAGEMENT SUITE

MS Technology and IBM Enhanced Electronic Content Management Suite

## Challenge

Unifying all electronic content management suites with unified file format support, increasing functionality, and while still having access to legacy systems, lowering overhead and increasing productivity.

## Solution

IBM ECM suites with MS Technology MST Viewer enables organizations to enhance the features and functionality by improving the native viewer and enhance the capabilities of users. Also the MST Viewer allow organizations to unify all ECM suites with one feature-rich viewer with seamless integration.

## Benefits

- Increased File Format Support
- Enhanced PDF Support
- Scalable
- Connectivity with Mobile Devices

MS Technology develops document management imaging solutions for leading organizations ranging from large scale global enterprises, federal and state agencies to small and businesses and local organizations. The MST Viewer™ family of solutions provides significant benefits to organizations looking to expand use of their electronic content management (ECM) suite, consolidate technologies, and increase productivity, while at the same time lowering costs. The MST Viewer combined with IBM Content Manager® 8 introduces new features, functionalities, and usability while reducing the cost of ownership of the entire Information Technology infrastructure.

The IT innovations delivered via a ten year partnership between MS Technology and IBM provide a high-performance product portfolio to enable greater usability of Content Manager 8 with improved functionalities and accessibility. MS Technology portfolio of viewers, converters, and tool kits are very versatile and user-friendly. IBM Content Manager provides enterprise content management solutions that enable organizations to get maximum leverage from their ever growing business data—so they can collaboratively create, manage, deliver and archive the information needed to drive their business.

## The Challenge

Many IT administrators are encountering many issues when working with the many different electronic content management suites. These issues include lack of file format support, no unified viewer for connecting to all the ECM suites in one organization and while some ECM suites only have a basic viewer with limited features and functionalities. With several different ECM suites under one organization, educating and maintaining different viewers increase costs and decreases productivity.

## MST Viewer and IBM Solution

MST Viewer delivers powerful, market-leading document and image rendering from repositories to desktops and mobile devices using MS Technology's proprietary EnvisionIT technology. MST Viewer supports a number of raster image formats including JPEG, GIF, TIFF, Multi-Page TIFF, PNG, and many more. MST Viewer also has the broadest coverage of MO:DCA and AFP support and PDF, MS Word, Excel and Outlook (EML and MSG) Support.

The viewer also provides users with a variety of functions and features to enhance their use of documents and images. Users have access to an array of annotations, filters, and manipulations to enhance documents and images stored in the repository. MST Viewer is available in .NET and Java versions as a standalone or a client-server solution.

IBM, the leader in electronic content management suites, provides breadth and depth for a wide array of content, including documents, scanned images, rich media, Web content, corporate records, and email. The core of IBM's ECM Suites are repositories in which content is stored securely under government compliance rules. The repositories appear as a unified environment, although content may reside on multiple servers and physical storage devices within a distributed environment.

IBM provides a suite of services which include document management, collaboration, search, content classification, input management, business process management (BPM), customer communication management, Web content management, digital asset management, forms processing, Information Rights Management, compliance, computer output to laser disc (COLD) and archiving.

The IBM and MS Technology alliance delivers a more complete solution that allow organizations to implement their enhanced system, while at the same time enhancing the existing infrastructure's availability and stability, security, policy compliance, and manageability. With the MST Viewer, organizations can reduce IT overhead, increase productivity and functionality, all while with IBM's cutting-edge ECM technology and abilities that can deliver performance at scale, support high availability requirements and the greater densities of a content management suite with one universal viewer.

## Benefits & Features

### Access all IBM ECM Suites within ONE Universal Viewer

Access all your corporate existing current and legacy IBM repositories, including IBM IWPM, Content Manager OnDemand, Content Manager Enterprise, FileNet, and others with the universal MST Viewer. Access documents and images with their existing annotations without having to migrate and convert your existing files. MST Viewer can open IBM proprietary file formats including AFP/MODCA and associated annotations. By using MST Viewer as a common viewer, users will easily be able to switch to other repositories seamlessly without having to interact with a different viewer.

## Increase File Format Support

MST Viewer increases the file format support available IBM ECM Suites over the ICMViewer. Integrated with MST Viewer will enable users to render and view a significant number of file formats including, but not limited to, TIFF, Multi-Page TIFF, JPEG, GIF, PNG, BMP, AFP, MODCA, IOCA, PTOCA, Email Files (EML, MSG), DOC, XLS, RTF, TXT, ASCII, PDF, DICOM and many more. MST Viewer also supports Multi-Part files for even greater document support. With its vast file format support, an organization can reduce the number of installed applications to view these documents.

## Enhanced PDF Support

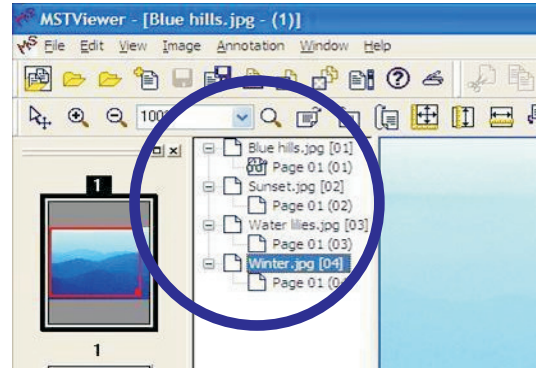
MST Viewer is the first universal viewer to offer enhanced functionalities for PDF files. Users of the MST Viewer with IBM ECM Suites are able to add attachments to PDF files; search the text within the file; copy text to the clipboard; crop files; create, edit, save, publish, and print PDF forms; and create and edit widget annotations. Providing users the enhanced PDF functionalities, it eliminates the need for a separate PDF viewer and editor to have direct access to the IBM repositories.

## Scalable

IT administrators are able to scale features, functionalities, and accessibility of the IBM ECM Suites integrated with MST Viewer. They are able to give user rights based on departments, and even certain rights to people outside the organization such as customers or clients, and henceforth enhancing the functionalities of the IBM ECM Suites.

## Working Sets

Working Sets enables users to quickly add, delete, and rearrange pages from existing documents and image files, and merge existing documents together to form a new document. It even allow users to merge documents of different formats to create a mixed-format document.



## Connectivity to Mobile Devices

For the first time, IBM ECM users will have access to their repository files from their mobile devices. Users will now have the ability to access and share their documents and images safely and securely from their BlackBerry, iPhone and iPad, Windows Mobile device, Android based and Nokia Smartphones. IT administrators will have the ability to control user's mobile access rights and functionalities.

## Success Story

Marist College in Poughkeepsie, New York, came to MS Technology with their urgent problem. With their admission season in full swing, they were desperate to have a viewer that was able to work with IBM Content Manager 8, their primary ECM, with enhanced capabilities to render the “state-of-the-art” formats of documents they receive from outside sources with high clarity. With over 250,000 applicant documents, the pressure was on to find the right solution.



After reviewing all the requirements, MS Technology provided Marist College with a customized MST Viewer integrated with IBM Content Manager 8. The integration of the MST Viewer conformed seamlessly with the specifications of the Content Manager API, allowing Marist College to leverage the tools already developed without any code modifications increasing the power and versatility of the ECM. The MST Viewer has the same GUI as the ICMViewer, so for Marist College's end users, there was no added time needed for training to impact their work.

In the end, Marist College was able to increase productivity, versatility of the IBM Content Manager 8, all without impacting their end users. The MST Viewer was simply able to be seamlessly “pushed” to their users for easy deployment.

“Initially, MS Technology gathered requirements for a document viewing solution. Right from the beginning, not only did MST meet the requirements. They exceeded our expectations by asking “would you like any enhancements for document viewing?” Simply amazing! We are extremely pleased with the work performed by MS Technology and I would recommend them to anybody needing document viewing, markup or annotating.” *Michael G. (Systems Programmer).*

“I am extremely thankful to the entire MST Team. Their business knowledge, technical expertise and customer service is, in my opinion, simply brilliant.” *Lisa M. (Director of Operations).*

## Summary

IBM ECMs provide organizations with a superior electronic content management, provides breadth and depth for a wide array of content, including documents, scanned images, rich media, Web content, corporate records, and email. MS Technology's MST Viewer delivers significant benefits to organizations by increasing the IBM ECMs features, functionalities, and usability, providing greater productivity with less cost and complexity.

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