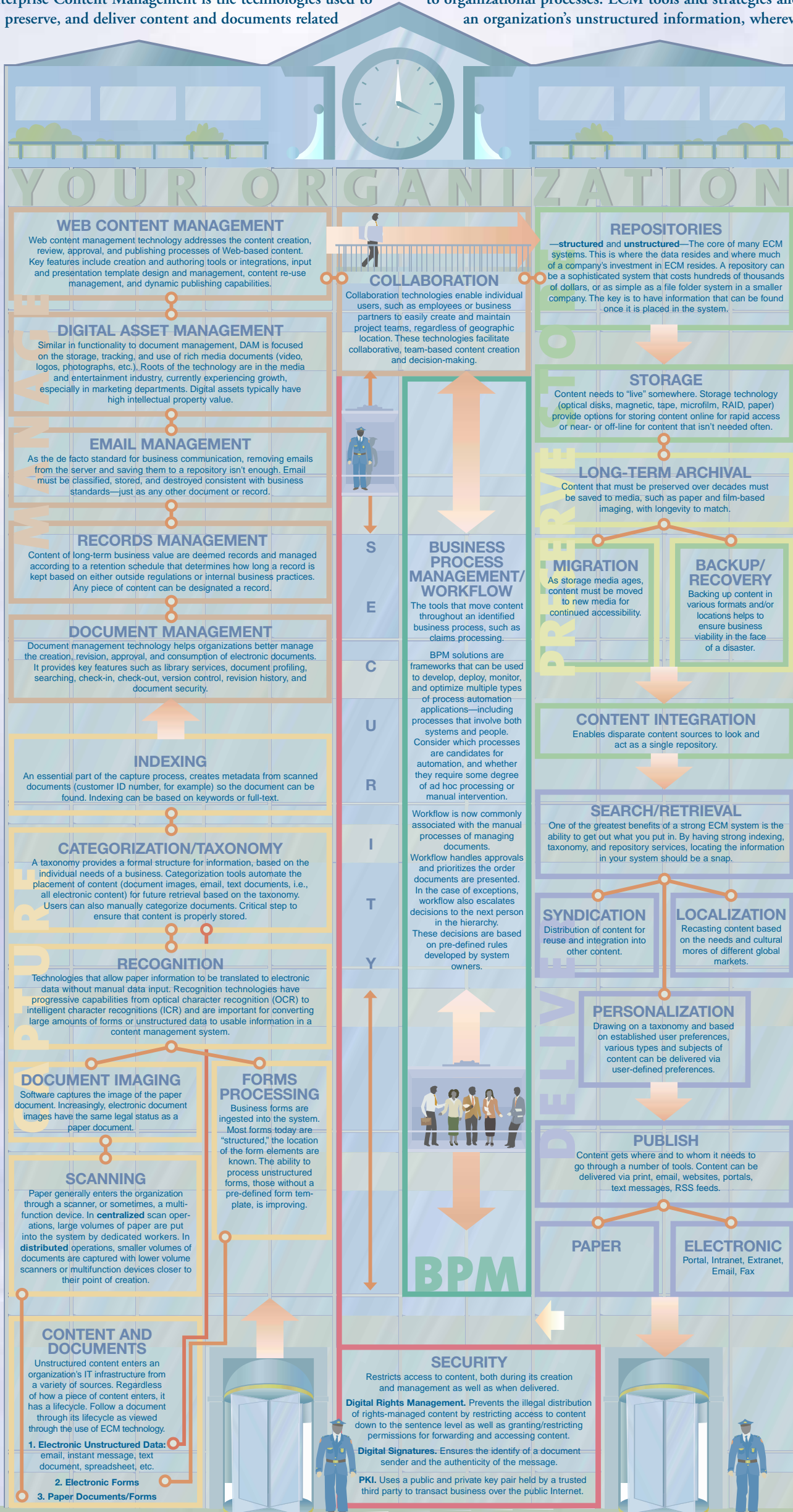


ECM at WORK

What is ECM? Enterprise Content Management is the technologies used to capture, manage, store, preserve, and deliver content and documents related

to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.



Compliance

The key to a successful compliance strategy is integrating the idea of compliance success into your business—not viewing compliance as a project that can be completed and then considered “finished.” While painful, complying with regulations should be viewed as an opportunity to improve common business processes and not just an ongoing cost to the business. It is no secret that there can be high costs associated with your compliance initiatives for both technology and employees.

Only securing compliance for one regulation such as Sarbanes-Oxley or HIPAA will cause your costs to continue to grow as each new regulation is delivered over the years.

To help limit the risk and cost, proactive ECM strategies must be developed within key areas, such as records management and business process management. Ensuring that the proper business practices are followed and that content is properly captured, stored, managed, and disposed of at the appropriate and legal time in its lifecycle.

Developing a compliance initiative properly will tap many areas of expertise, particularly legal, IT, and records management; all in support of the overall business objectives of the organization. Individuals from each of these areas must contribute their knowledge and perspectives to ensure the benefits of a sound compliance program. While compliance is not always a technology problem, information technology, and the massive growth of unstructured content, contributes to corporate exposure. The tools of ECM, properly used, can help reduce the overall cost of compliance to the business.

Collaboration

Collaboration is the art of working together. The key to strong collaboration is utilizing the set of technologies—instant messaging, whiteboards, online meetings, email, etc.—that allow work to take place wherever and whenever needed. It's good business; groups can accomplish more than individuals. Collaboration allows individuals with complementary, or overlapping, areas of expertise to create better results faster than before. With today's collaborative tools, business units and teams can work together anytime—whether in adjoining offices or a world apart. The technology can now address operational objectives like saving time, streamlining processes, cutting costs, and improving time to market.

With the many different types of collaborative tools available, companies must be sure they select the correct tool for their business need. Functionality can be broadly grouped into

- (1) communication channel facilitation, which enables short-lived interaction such as chat, instant messaging, whiteboarding, etc.;
- (2) content lifecycle management, which manages content objects involved in a business process; and
- (3) project facilitation, which organizes and simplifies the way that people work toward a common goal.

However, there is a catch with collaboration. When using collaborative tools, you must be aware of records management, knowledge capture, and compliance requirements. For some industries, all customer communications must be kept. And, for a collaborative product design process, companies must be sure that the results are kept as business records.

Cost

While ECM can be a costly initiative, what are the costs of not properly managing your content? The cost of not implementing ECM tools is too often left unmeasured until too late. Things like the cost of long legal proceedings, the loss of repeat business through the inability to perform simple customer service interactions, and the cost of typical business process delays are easy to measure after the fact—lawyers' time, the cost to acquire new customers, and FTE salaries.

Understanding the cost of these potential losses will allow you to see that ECM investments have valuable benefits that often can be measured, but not always. The key is to set your key metrics for success up front and measure your success based on those expectations. Measuring the revenue based on improved information in the call center can be done as well as measuring the cost benefits of improvements in process speed for a loan application, claim process, or FDA drug approval (to name a few). The improvements will not always show on the final balance sheet but they are out there.

While identifying a direct ROI can be difficult, it is not impossible to see the impacts of the improved process efficiency on the business. ECM tools can make your organization more efficient and drive down the cost of doing business. These technologies provide value to your organization by more efficiently organizing information for its subsequent retrieval, use, and, ultimately, disposition. Plus, as these tools are used by more organizations, it becomes part of how you work. What's the ROI on a telephone? Yet, you wouldn't think of doing business without one, would you?

Continuity

Keeping a business going 24x7 is the task of business continuity planning. While often mentioned with disaster recovery, business continuity planning is the overall strategy for ensuring that operations continue in the event of any disruption—natural or man-made. Disaster recovery is more narrowly focused on getting an organization's IT infrastructure going again, a subset of business continuity. Because the lifeblood of most businesses today is represented by electronic documents, ECM has a key role to play in continuity. After all, without access to the most vital electronic documents, a business is dead in the water.

ECM technologies allow the creation of centralized repositories where all vital corporate information can reside. The method of storage will vary depending on how critical the content is to the company—from off-site back up tapes to redundant, mirrored sites separated by geography and on different power grids. A strong continuity plan will show you that not all content is critical, companies must prioritize their content to determine how quickly content needs to be back online in the event of a disaster. Business continuity begins with a sound plan and high-level executive support. Next, mission-critical processes and the entities on which they are dependent must be determined, followed by a business impact assessment to determine the impact of a disruption, or losing, those processes. Defining what a business considers a disaster and explaining how key processes will be recovered are the next steps in the plan. A crisis operations center should also be established with procedures for chain of command and other roles. Finally, don't forget to update and test the plan annually or as business needs change.

Effectively delivering on a continuity plan will enhance your ability not only to recover during a system failure but will enable you to better define the priority of your business content and improve your overall ECM strategy.

Content at Work

It's not enough to “manage” content. Of course, the ability to access the correct version of a document or record is important, but companies must go further. Content must be managed so that it is used to achieve business goals. Central to this strategy are the tools and technologies of ECM, which manage the complete lifecycle of content, birth to death. To drive understanding of these tools, this poster highlights a typical process for a piece of content as well as four primary areas in which content, and ECM, is fundamental to the success of your company: **Compliance, Collaboration, Continuity, and Cost.**

While there are ECM technologies, more importantly, ECM is an ongoing and evolving strategy for maximizing how your content is to be used. Use the poster as a starting point to review a common content lifecycle. Map a current process to the poster and see where you may find overlap and room for improvement for the applications and strategies that your business is developing. The poster only hints at the complexity inherent in any process that deals with managing an organization's content. As always, you must match up the technology tools to address YOUR businesses needs. Technology can enable streamlined management of content, but the underlying strategy must come first. Now, get to work.



Platinum Sponsors: **ABBYY**, **FILENET**

Gold Sponsors: **ANACOMP**, **BANCTEC**, **Captaris**, **CAPTIVA**, **Esker SOFTWARE**

fast, **hp invent**, **KOFAX**, **METAFILE**, **MOBIUS**, **OnBase**, **SMEAD**, **STELLENT**, **SUUT**, **TOWER SOFTWARE**, **Xerox DocuShare**

Platinum Sponsors

ABBYY Software House

47221 Fremont Blvd.
Fremont, CA 94538

Telephone: 510-226-6717
Fax: 510-226-6069
sales@abbyyusa.com
www.abbyy.com



ABBYY is a leading developer of document recognition, conversion, data capture, and linguistics technologies. As a technology provider, ABBYY licenses its cutting-edge technologies to many leading capture and ECM vendors and provides the foundation for many of today's content management and capture solutions.

ABBYY's product offering includes FineReader Engine, a powerful development toolkit that includes OCR, ICR, OMR, barcode recognition, and data capture technologies in one development platform. This award-winning SDK has won acclaim from software developers and VARs that have integrated it into their own applications. The ABBYY FormReader line of data capture solutions is designed to extract information from paper forms and transfer captured data to databases or information management systems. The new FlexiCapture Technology is regarded by industry experts as a state-of-the-art data capture technology for locating and extracting data from semi-structured documents and forms. As an add-on component for FineReader Engine or FormReader, FlexiCapture adds extensive capabilities for classifying, indexing, and extracting data from various semi-structured documents and forms. Semi-structured documents and forms such as contracts, EOBs, invoices, and accounts payable-related paperwork can be automatically processed for ECM or ERP systems. ABBYY's technology offerings are also available as add-on modules for capture platforms and middleware, and can be integrated with ECM and document management systems.

FileNet

3565 Harbor Blvd.
Costa Mesa, CA 92626-1420

Telephone: 800-FileNet (800-345-3638)
or 714-327-4800
www.filenet.com



FileNet Corporation (NASDAQ: FILE) helps organizations make better decisions by managing the content and processes that drive their business. FileNet's enterprise content management (ECM) solutions allow customers to build and sustain a competitive advantage by managing content throughout their organizations, automating and streamlining their business processes, and providing a spectrum of connectivity needed to simplify their critical and everyday decision-making.

FileNet ECM products are designed to deliver a broad set of capabilities that integrate with existing information systems to provide cost-effective solutions that solve real-world business problems.

Since the Company's founding in 1982, more than 4,000 organizations, including more than three quarters of the FORTUNE 100, have taken advantage of FileNet solutions for help in managing their mission-critical content and processes.

Headquartered in Costa Mesa, Calif., the Company markets its innovative ECM solutions in more than 90 countries through its own global sales, professional services and support organizations, as well as via its ValueNet® Partner network of resellers, system integrators and application developers.

Gold Sponsors

Anacomp

15378 Avenue of Science
San Diego, CA 92128

Telephone: 800-364-9870
Contact: P.J. Johnson
pjjohnson@anacomp.com
www.anacomp.com



Anacomp provides secure capture, management, storage, and delivery of critical documents through its Information Management Solutions. docHarbor Web Presentment delivers an integrated and massively scalable suite of content management technologies to address the competitive environment of today's Web-enabled enterprise. docHarbor Desktop solution combines secure content management with analysis and collaboration technologies to streamline business processes while accessing and presenting disparate information via a desktop application. Capture Services provide document preparation, scanning, and indexing with proven quality controls for paper and film-based applications. Micrographic Services produce high quality document and image output to film, enabling long-term and economical document storage.

BancTec

2701 E. Grauwlyer Rd.
Irving, TX 75061

Telephone: 800-BancTec
Fax: 972-821-4831
inquiries@bancotec.com
www.bancotec.com



BancTec provide innovative solutions that simplify the process of capturing and managing information across the enterprise. BancTec has become a recognized leader in enterprise content management (ECM) by providing our customers complete end-to-end solutions. With customers in over 50 countries, BancTec counts among its customers some of the most prominent companies in the world. We are committed to the success of our customers and to providing solutions that add value to our customer's business.

Captaris

10885 NE 4th St., Suite 400
Bellevue, WA 98004

Telephone: 425-455-6000
Fax: 425-638-1500
info@captaris.com
www.captaris.com

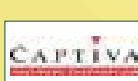


Captaris Business Information Delivery solutions help organizations of all sizes automate the document flow throughout the information lifecycle (capture—process—archive—deliver). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. The product line includes fax server, workflow, and document and records management software. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. The company was founded in 1982 and is publicly traded on the NASDAQ National Market under the symbol CAPA. For more information please visit www.captaris.com.

Captiva Software

10145 Pacific Heights Blvd.
San Diego, CA 92121

Telephone: 858-320-1100
Fax: 858-320-1010
info@captivasoftware.com



Captiva Software Corporation (NASDAQ: CPTV) is the leading provider of enterprise input management (EIM) solutions. Since 1989, Captiva's EIM solutions have been used to capture and perfect business-critical information from paper, faxed and scanned forms and documents, internet forms, and XML data streams before it is delivered into content management systems, databases, and records management systems. Captiva solutions significantly improve information lifecycle management, accelerate business processes, improve information quality, and reduce operating costs. Captiva's solutions are used by thousands of customers in insurance, financial services, government, business process outsourcing, healthcare, and other markets. Regardless of origin or format, Captiva EIM solutions serve as the crucial first step for driving intelligence into enterprise applications.

Esker Software

1212 Deming Way, Suite 350
Madison, WI 53717

Telephone: 800-368-5283
www.esker.com

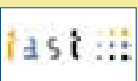


Esker DeliveryWare is the leading solution for intelligent automation to eliminate manual processes involved in enterprise document content integration, delivery, and storage. Esker DeliveryWare addresses the business need for optimum efficiency by enabling enterprises to automate every phase of delivery of purchase orders, invoices, RFQs, remittance advice, dunning notices, sales order acknowledgements, account statements, shipping documents, reports, and other business documents into and out of enterprise applications. In doing so, Esker DeliveryWare Platform helps organizations solve common problems related to manual business communication: slow processes, IT complexity, high postage and telecom costs, competitive pressures, human errors, and more.

Fast Search & Transfer, Inc.

117 Kendrick Street, Suite 100
Needham MA 02494

Telephone: 888-871-3839
Fax: 781-304-2410
partners@fastsearch.com
www.fastsearch.com



Fast Search & Transfer™ (FAST) creates the real-time search and filter technology solutions that are behind the scenes at some of the world's best known companies with the most demanding search problems. FAST InStream, FAST's OEM enterprise search solution, is designed to increase the value of enterprise applications and boost ROI for the partner's customers by leveraging the power of FAST ESP™ (Enterprise Search Platform) technology. Supporting both structured and unstructured data, FAST InStream provides unique value across many software applications including enterprise content management systems, portals, CRM, ERP, and BI suites, as well as storage and archiving solutions.

Hewlett Packard

3000 Hanover St.
Palo Alto, CA 94304-1185

Telephone: 650-857-1501
Fax: 650-857-5518
www.hp.com/go/documentmanagement

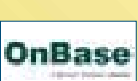


HP's document management solutions help organizations establish and maintain regulatory compliance, streamline workflows, and raise productivity through collaboration. HP is a leading global provider of products, technologies, solutions, and services to consumers and business. The company's offerings span IT infrastructure, personal computing and access devices, global services, and imaging and printing. Our \$4 billion annual R&D investment fuels the invention of products, solutions, and new technologies so we can better serve customers and enter new markets. We invent, engineer, and deliver technology solutions that drive business value, create social value, and improve the lives of our customers.

Hyland Software

28500 Clemens Rd.
Westlake, OH 44145

Telephone: 440-788-5000
Fax: 440-788-5100
hyland@onbase.com
www.onbase.com



Hyland Software's OnBase® solution is enterprise content management software that combines integrated document management, business process management and records management in a single application.

OnBase enables organizations to import, route, manage and archive the content that drives all of their processes. Migrating documents, tasks and rudimentary operations away from the user and into the OnBase system enables organizations to extract maximum value from the information around them and better utilize human capital for higher impact, strategic tasks.

As a result, organizations achieve increased efficiencies, improved productivity, assured compliance and the refocusing of resources that culminate in effective, efficient operations.

Kofax

16245 Laguna Canyon Rd.
Irvine, CA 92618

Telephone: 949-727-1733
Fax: 949-727-3099
info@kofax.com



Kofax is the world's leading provider of information capture solutions. Our products accelerate business processes by **collecting** paper documents, forms, and e-documents; transforming them into accurate, retrievable information; and **delivering** it to your business applications and databases.

No other company has the same global reach, depth of experience, or breadth of technology devoted to capturing business information—from the patented **VRS** (VirtualReScan) that maximizes scanning productivity, to **Capio** software that enables desktop capture of personal documents, to the industry-leading **Ascent** platform that automatically captures information from documents and forms to drive business processes and archives.

Metafile, Inc.

2900 43rd St., SW
Rochester, MN 55901

Telephone: 800-638-2445
Fax: 507-286-9065
info@metafile.com
www.metafile.com



MetaViewer is the Web-enabled integrated suite of content management products from Metafile. MetaViewer provides report and document management, workflow, imaging, and enterprise search capability from a single, seamless solution. The system will capture anything a computer (LAN, midrange, or mainframe) can print and organize and manage it using an internet-like full-text search engine.

Metafile is now also offering its full line of ECM products in an outsourced, Web service format at a fix monthly cost. ECM as a Web Service™ gives you all the advantages of ECM without the upfront investment and risk and without straining existing human and hardware resources.

Mobius Management Systems, Inc.

120 Old Post Rd.
Rye, NY 10580

Telephone: 914-921-7200
or 800-235-4471
Fax: 912-921-1360
info@mobius.com

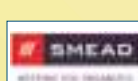


Mobius is the leading provider of *total content management* solutions that support regulatory compliance, automate business processes, and integrate content across the enterprise. ViewDirect® TCM is a comprehensive suite that provides integrated email and records management as well as Web content management, business process management, a compliance module that ensures the accuracy and consistency of enterprise information, and content integration across disparate repositories and platforms. Mobius solutions, used by more than 60 of the Fortune 100 companies, have achieved industry-wide recognition for their breadth of functionality, breadth of supported formats, and support for high-volume, high-performance requirements.

Smead

600 Smead Blvd.
Hastings, MN 55033

Telephone: 800-216-3832
or 800-216-3837
softwaresales@smead.com
www.smeadsoftware.com



Smead's Smeadlink® Express integrated document management software addresses and manages business content, regardless of form. Paper, email, reports, PC files, and images are all managed in one powerful, yet easy to use application. Records retention is automatically applied to records, ensuring records are managed in an accountable and trustworthy manner. A complete record-keeping solution, Smeadlink Express is easy enough to use in a single department, yet powerful enough to roll out to your entire organization. Smeadlink Express helps manage information wisely, securely, and efficiently.

Stellent, Inc.

7777 Golden Triangle Drive
Eden Prairie, MN 55344

Telephone: 877-332-9567
Fax: 952-829-5424
salesdev@stellent.com
www.stellent.com



Stellent, Inc. is a global provider of content management software solutions that drive rapid success for customers by enabling fast implementations and generating quick, broad user adoption. With Stellent, customers can easily deploy multiple line-of-business applications—such as websites, call centers, dealer extranets, compliance initiatives, accounts payable imaging, and claims processing—and also scale the technology to support enterprise-wide content management needs. More than 4,300 customers worldwide have selected Stellent solutions to power their content-centric business applications.

SWT US, Inc.

964 Fifth Ave., Suite 231-235
San Diego, CA 92101

Telephone: 619-544-1447
Fax: 619-664-4239
Sales.usa@swt-concept.com
www.swt-concept.com/us



SWT, a leading European document capture vendor, has developed a highly innovative solution called b-Wize™. b-Wize is an intelligent document capture software able to automatically (at very high speed) process batches of heterogeneous and mixed semi-structured and unstructured scanned documents, without the need of patch sheets or bar-codes.

b-Wize is available in the United States as the b-Wize Dispatcher™ "plug in" already integrated by major EDM and ECM software vendors. It offers a powerful and unique image and text-based IDR engine, automatic template generation, free-form technology, and folder management.

TOWER Software

12012 Sunset Hills Rd.
Two Discovery Square, Suite 510
Reston, VA 20190

Telephone: 800-255-9914
or 703-476-4203
info@towersoft.com
www.towersoft.com



TOWER Software, a leading enterprise content management (ECM) provider, delivers electronic document and records management (EDRM) solutions. Our award-winning TRIM Context solution is a single integrated platform that manages business information throughout its complete lifecycle, empowering organizations to manage and secure vital information assets. TOWER Software enables organizations to improve the accuracy of information on which business decisions are made, maximize efficiency by finding business-critical information more quickly and easily, and achieve and maintain standards compliance across industries, resulting in sustained competitive advantage. TOWER Software is a privately held company with operations in North America, Europe, and Asia-Pacific.

Xerox DocuShare

3400 Hillview Ave.
Palo Alto, CA 94304

Telephone: 800-735-7749
<http://docushare.xerox.com>



DocuShare, an intuitive, Web-based application, allows organizations, large or small, to rapidly implement sophisticated enterprise content management (ECM) solutions at a very competitive price. Leading the industry in ease of use and speed of deployment, DocuShare delivers value-rich functionality for document management, collaboration, personalization, workflow, records management. Web content publishing, and imaging, allowing customers to capture, manage, share, and deliver critical information easily. Scalable and extensible, DocuShare helps organizations address immediate and long-term ECM challenges to improve operational efficiency, gain compliance, and reduce risk. Coupled with Xerox multifunction devices, DocuShare provides an end-to-end document lifecycle solution from one trusted brand.

ECM: Things to Think About

Enterprise content management technology has come of age. Organizations that effectively use these technologies can gain significant competitive advantage and streamline their operations while providing a better customer and employee experience. The information on this page will start you thinking about how you can use ECM.

Business Drivers

Content access and retrieval

Organizations can substantially reduce operating costs if their employees can effectively search for and access the content needed to do their jobs.

Doing more with fewer resources

Optimizing content creation processes is critical for organizations with numerous business processes and applications that involve the creation of content.

Compliance and risk reduction

The need to meet regulatory requirements is increasingly moving to the forefront of many organizations' key priorities, especially when it comes to taking proactive measures to ensure business continuity and reduce the risk of litigation.

Managing content throughout its lifecycle

Most organizations, especially those in industries with heavy regulatory requirements, require lifecycle management in which content is managed from the time of creation or aggregation, while it is actively used within applications, and finally as an archived asset.

Technology Trends

Broad coverage with packaged business and vertical applications

Some solution providers cover the gamut of ECM by offering several packaged solutions. Each solution addresses a different vertical application, business problem, or content type within the ECM market. These vendors typically have tight integration across their various solutions and components so that organizations can extend their deployments as needed.

Pure-play vendors

Other vendors specialize on one aspect of the ECM market. These vendors offer highly sophisticated solutions in one or two areas, such as Web content management, imaging, or portals.

Some vendors try to have their cake and eat it, too

While their solutions are specialized in one major area, such as Web content management, they have extensive partnerships with other solution providers in the ECM market. They have built adapters to their partners' solutions to make it easier for customers to integrate their solutions with others in the ECM space.

AIIM



AIIM provides:

- **Market Education**—AIIM provides unbiased information through *AIIM E-DOC Magazine* and *MID* (Managing Information and Documents), the leading industry magazines in, respectively, North America and the UK; its 20-city Content Management Solutions Seminar in the U.S. and Canada; the Managing Information and Documents Road Show held throughout the UK; and Infolreland.
- **Professional Development**—AIIM's industry education roadmap provides a variety of opportunities for professional development. Our Web-based *ECM Certificate Program* familiarizes users with the core concepts and technologies related to ECM. AIIM Wednesday Webinars round out user education on key issues.
- **Peer Networking**—Through chapters, networking groups, programs, partnerships, and the Web, AIIM creates opportunities that allow, users, suppliers, consultants, and the channel to engage and connect with one another.
- **Industry Advocacy**—AIIM, as an ANSI (American National Standards Institute)-accredited standards development organization, acts as the voice of the ECM industry in key standards organizations, with the media, and with government decision-makers.

Join the AIIM community today! Visit www.aiim.org/join, send email to aiim@aiim.org, or call us at 800-477-AIIM (2446). Outside of North America, call +44 (0) 1905 727600, send email to info@aiim.org.uk, or visit www.aiim.org.uk.

Doculabs, Inc.



Doculabs, Inc. is a technology consulting firm backed by research and extensive client experience. Our services lower the business risk of technology decisions through client-specific recommendations, objective analysis, and in-depth research. Founded in 1993, Chicago-based Doculabs provides consulting services that are based on our fundamental belief that in order to protect a client's long-term interest, technology advisors should not be implementers.

Doculabs helps clients deliver on their business objectives through customized services that address technology initiatives related to business challenges in areas such as strategy development, technology acquisition, and go-to-market initiatives. Doculabs' consulting services are completely objective because the firm does not sell software or integration services. For over 10 years, our research methodology has provided customers facing mission-critical challenges with the information and advice they need to make confident and well informed decisions.

Hundreds of leading organizations within the *Fortune 1000*—from financial services companies to major technology software providers—have turned to Doculabs for assistance with their technology strategies.

Contact Doculabs at 312-433-7793, info@doculabs.com, or www.doculabs.com.

Carefully assess your content goals and priorities to avoid getting lost in this complex market

Content is the tangible form of an organization's knowledge assets. Managing these assets is a complex challenge, especially when the assets are in different formats, affect multiple aspects of the business, and often physically reside in numerous locations.

The ECM market has emerged as organizations and solution providers work toward finding the best approach to managing content. Unfortunately, the market is complex. ECM encompasses multiple business challenges and an even greater number of technologies designed to address them. Some challenges span several applications and content types—from highly structured content or Web content to images and documents—while others are unique to a single area. Similarly, the available solutions differ in terms of the number of applications and content types they address.

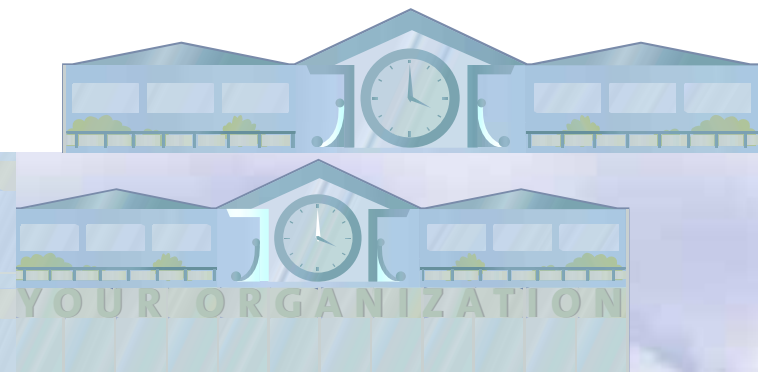
Some of the key business drivers for managing content are enabling easy access and retrieval, as well as reducing risk and meeting regulatory requirements.

These two areas alone can help organizations dramatically reduce the costs associated with their content-rich applications. Further cost cutting can be realized through streamlined content production processes, which increase productivity.

Looking a little deeper into ECM, things start to get complicated. Each application within an organization has numerous types of content. Some applications share content, but not necessarily in the same format. ECM gets more confusing when you consider that the technologies designed to manage content are often specialized for certain applications such as Web content management and document management, or vertical applications such as mortgage processing or publishing.

The best way to plan ECM strategies, or to select the right solution, is to carefully identify goals and priorities. These goals can then be used to start weeding through the options, and the priorities can help shape your solution requirements.

The good news for organizations is that it's a buyer's market. Because the market is not yet mature, there are still many vendors providing solutions, and many new vendors are entering the market on a regular basis. As such, vendors are willing to be flexible with buyers as they look for solutions and approaches that meet their short- and long-term needs.



ECM at WORK

Enterprise content management tools can help your company work better, faster, and smarter.

A supplement to:



Written by Bryant Duhon, Jeetu Patel, and Rick Tucker.

