

EXPERT GUIDANCE THROUGH COMPREHENSIVE ASSESSMENT & PLANNING TO MOVE YOUR ECM STRATEGY FORWARD WITH CONFIDENCE.

ImageSource is a recognized leader in consulting, strategic analysis and rapid application deployment of Enterprise Content Management (ECM) solutions. Utilizing expert personnel and a broad portfolio of world leading ECM technology, we improve critical business processes that leverage the management of data, documents and integration with legacy software systems.

ImageSource has been advising, implementing and supporting ECM systems for organizations globally for over 17 years, utilizing **ECMECOSYSTEM™** methodology.

A proven process, **ECMECOSYSTEM** includes on-site analysis, enterprise business process design and IT system design. Recommendations are documented to provide a strategic, tangible road map for future ECM implementation.

Where to Start, and Why

Our Customer Partners are looking to ECM as an infrastructure platform to become more productive and operationally efficient through automation. Their objectives typically relate to customer satisfaction, corporate governance, operational improvement, financial growth and maintaining a competitive advantage.

They have found that when their customers are serviced by employees leveraging content through efficient business processes, then growth, profitability and return on investment follows.

Often the biggest hurdles to taking control of your information is knowing where to leverage ECM benefits and how to prioritize roll-out. Another challenge can be keeping current with advances in information technology and knowing what's on the horizon. Our **ECMECOSYSTEM** methodology eliminates these complexities and provides justification for your ECM strategy.

More Than a Vision—An Executable Plan

The objective of the **ECMECOSYSTEM** assessment is to utilize expert and experienced resources to provide your organization with a road map that outlines high value content and processes that either drive revenue or incur costs, and shows you how to improve both. Your **ECMECOSYSTEM** analysis will define key factors for successful implementations, so the result meets or exceeds expectations.

The report generated from an **ECMECOSYSTEM** engagement provides three essential elements. First, it will yield insight into your current processes. Second, it produces recommendations for improvement, based on industry best practices and benchmarking. Third, it will provide you with one or more business cases for project justification.

The final document will define business and technical requirements, technology recommendations and outline steps for departmental or enterprise deployment. Investment return findings can be used to identify which key departments and processes to target for operational improvement first.

In addition, the **ECMECOSYSTEM** assessment document can be utilized as a Request for Proposal (RFP) template to engage software and services vendors.

Current State Analysis

Identify Business Goals & Objectives

Future State Design

Define Business Value

Build a Vision with Achievable Milestones within Your Organization

Understand the Business Problem/ Challenge

Work with the team to understand current-state business problems, drivers for change, goals and benefits of future-state environment

Identify Gaps and Opportunities for Improvement

Model the current-state and align to business strategies and goals

Provide A Business Vision

Based on the strategic vision, ImageSource industry expertise, and the current environment

Define Technology Requirements

Technical requirements are identified based on future-state vision, business initiatives and objectives

Define the Business Value

A thorough understanding of the future-state recommendation allows for more complex ROI and business value to be calculated

ECMECOSYSTEM[®] methodology

Phase 1

Preparation and on-site meetings to conduct interviews with key line of business and IT professionals for:

- › Current state analysis
- › Identification of goals & objectives
- › Understand the business needs & challenges
- › Map out the as-is situation and identify gaps and opportunities for improvement

Phase 2

- › Future state internal analysis
- › Defining the technology requirements
- › Benchmarking
- › Identification of best practices

Phase 3

- › Consultancy reports based upon the information and determinations made in phases one and two
- › Business case for payback and return on investment (ROI)

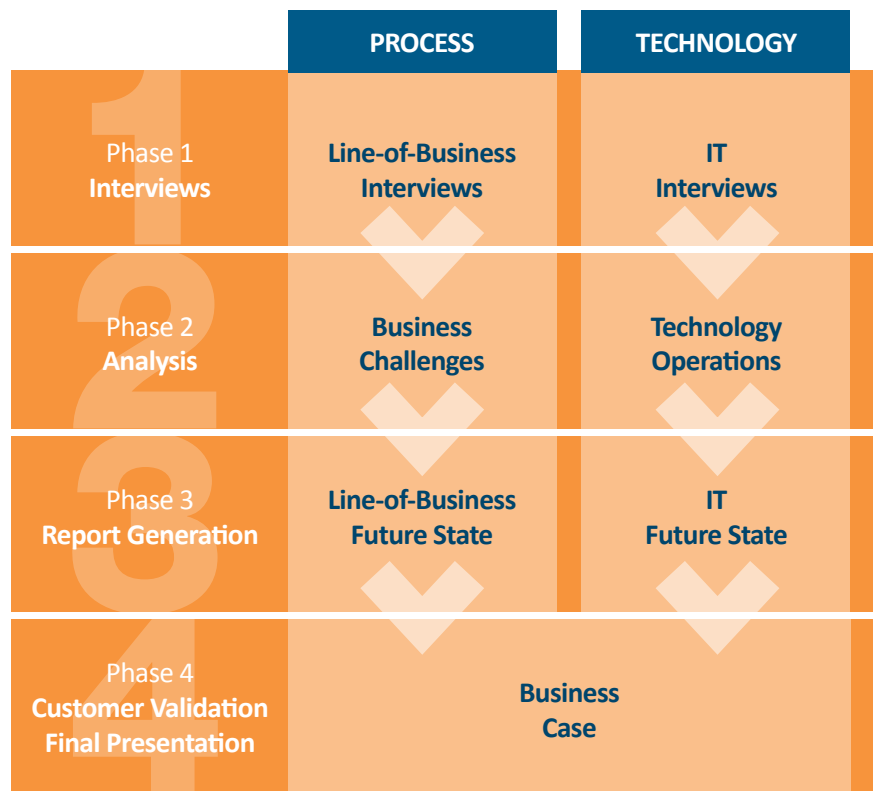
Phase 4

- › Initial presentation of findings and reports
- › Customer Partner validation of the determinations
- › Final presentation back to key line of business and IT personnel

The Most Experienced Teams in ECM

A typical **ECMECOSYSTEM** engagement consists of four phases. Specific processes and their complexity will depend on the size of your organization, and will be identified prior to the start of your assessment. (Please see questionnaire.)

Once scope for your **ECMECOSYSTEM** assessment is defined, ImageSource will deploy one of our Professional Operational Deployment (POD) teams to your headquarters (or designated location for the analysis) to engage both line of business and information technology (IT) professional staff in modeling the internal processes, line of business systems and content associated with those processes. ImageSource POD teams typically consist of a program manager, project manager and developer.



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