

EMC Documentum xCelerated Composition Platform (xCP)

Using rapid configuration, deliver repeatable case-based applications at a lower cost, with fewer resources, and with less risk

The Big Picture

- New standard for rapidly building dynamic case-based applications and solutions
- Emphasis on configuration versus coding—enabling business users and IT professionals to collaborate on and build business applications faster
- Single, highly integrated application composition platform leveraging application deployment and development tools
- Reduces the complexity of application development and deployment with component-based methodology to support the reuse of design patterns, components and templates
- Easy creation of scalable, repeatable, upgradable case-based applications that can be leveraged across multiple clients
- Improvement of margins and overall profitability through more reliable and faster solution creation and deployment

Business challenge

In today's challenging business environment, organizations are under intense pressure to reduce operating costs and organizational risk, while cultivating relationships with new and existing customers to grow market share. These organizations seek to streamline and automate their business processes, empower employees to make better decisions, coordinate the flow of information to support products, and provide faster, more efficient service to customers.

Faced with limited resources, organizations struggle to transform existing operations to deliver increased business performance and quickly take advantage of evolving market opportunities. Organizations suffer from challenges caused by manual, time-consuming processes and now must transform these processes to lower operational costs, increase customer retention and acquisition, and reduce organizational risk. One way to achieve this transformation is by adopting a dynamic case management discipline and approach as a better and more efficient way of getting work done.

Opportunities and challenges facing professional service and technology solution firms

Professional service and technology solution firms are well-positioned to build and implement case-based applications to help organizations address changing market dynamics. Providing organizations with effective case-based solutions is one way for professional service and technology solution firms to differentiate themselves in a highly competitive market. These firms are interested in providing their clients with flexible case-based applications while minimizing the cost, complexity, and risk associated with custom solutions development.

The challenge is that professional service and technology solution firms typically spend a significant amount of time and resources developing custom interfaces in order to integrate disparate products and component technologies from multiple technology vendors. Once built, these solutions can be brittle particularly when changes are needed to adjust to a new set of business requirements. They can also become difficult to maintain and upgrade due to the high level of customization needed.

This challenge is evident when deploying a case-based solution, which requires leveraging a comprehensive set of critical technologies: business process management, content management, capture, collaboration, customer communications management, and compliance—all in single, fully integrated platform. These case-based applications may include accounts payable, lending, claims management, contract management, legal case management, and other mission-critical applications.

To help reduce technical and project risk, professional service and technology solution firms need a unified, stable, and flexible composition platform for rapidly building repeatable and dynamic solutions that meet the business requirements of their clients. Firms need to deliver solutions that are highly configurable so that they can be easily maintained and modified as business demands change—substantially reducing total cost of ownership (TCO) and delivering a rapid return on investment (ROI) for their clients.

Benefits for systems integrators, consulting firms, and technology solutions firms:

- Deliver repeatable solutions and applications using re-usable, componentized functionality that can be leveraged across multiple clients with greater certainty and with less technical and project risk
- Remain competitive by providing additional strategic consulting rather than providing a singular focus on custom development initiatives
- Reduce bidding costs and accelerate sales cycles with the ability to rapidly create and deliver proof-of-concepts and prototypes
- Decrease total project implementation times through the use of pre-built components, templates, and applications
- Improve margins and overall profitability through more efficient resource management to develop and support solutions
- Leverage the capabilities of a fully integrated solution with simplified business modeling interfaces
- Upgrade easily when new product features and releases become available

The new standard for building case-based applications

EMC® Documentum® xCelerated Composition Platform (xCP) enables professional services and technology solutions firms to rapidly build and deploy dynamic case-based applications at a lower TCO and with fewer resources. Documentum xCP sets the new standard for rapidly building case-based solutions by providing a single composition platform that combines a fully integrated set of technologies along with development and deployment tooling, best practices, and a design emphasis on configuration versus coding. This enables designers, developers, and IT architects to deliver case-based applications much faster, at a substantially lower cost, and with greater agility and confidence.

Comprehensive, agile, and repeatable

Documentum xCP provides a comprehensive composition platform to build a variety of case-based applications and offers a complete set of tightly integrated technologies required to support dynamic case management including:

- **Content management and repository services:** Manage information and content with enterprise-grade security, scalability, and reliability, and a common set of policies for all content assets across an organization.
- **Business process management:** Design, orchestrate, monitor, and continuously improve business processes.
- **Intelligent capture:** Transform business-critical paper, fax, and electronic data sources into business-ready content.
- **Collaboration:** Facilitate secure, content-centric collaboration with internal and extended enterprise teams; capture and manage all contextual collaborative content.
- **Customer communications:** Automatically generate and distribute all vital customer communications via customer-preferred formats and channels (e-mail, web, print, and mobile).
- **Compliance:** Automate the entire content lifecycle to mitigate risk of non-compliance and leverage full audit control for retention policy management and records management.
- **Monitoring and reporting:** Discover, analyze, simulate, and report on processes, both in the design environment and in a Web 2.0 Flex-based environment.
- **Dynamic case management:** Design and maintain case-based applications with pre-built case management capabilities such as sample applications, best practices guides, and process templates.

Configuration versus coding

Documentum xCP delivers an application composition platform that emphasizes configuration rather than coding. Traditionally, building case-based applications using custom code has been difficult, cumbersome, expensive, and time-consuming for professional services and technology firms to deliver to clients. With Documentum xCP, professional services and technology solutions firms can easily and quickly configure applications to manage the information, business processes, and events for specific businesses operations. In addition, its service-oriented architecture allows for easy integration with existing line of business systems, applications, and external systems to gain additional value and leverage from those investments. As a composition platform, Documentum xCP provides reusable components, model-based configuration, a configurable user interface and dashboard tools, reference applications, and other best practices to enable developers and IT architects to quickly compose and easily maintain applications through the use of graphical tools.

Documentum xCP minimizes implementation time by providing a graphical configuration environment with pre-defined and customizable templates for constructing process activities. It also enables a designer to easily configure process activities such as simple manual tasks, high-volume work queues, automated content management actions, and data aggregation from systems integrations, through easy-to-use visual design tools. Deployment of standard process templates enables IT organizations to maximize both productivity and standardization through their reuse across multiple applications and business functions.

Case management is a pattern of work common to a variety of industries that requires a group of people to systematically collaborate on a case folder that consists of both content and data.

Process designers can collaborate with people who use and manage business processes to generate process maps, multi-dimensional process views, reports, and analysis as required. Monitoring and reporting capabilities can be configured to quickly gather realtime performance data to optimize processes and respond to changing market conditions. Graphical debugging functions enable process designers to interactively test and validate logic as they build processes, greatly enhancing the accuracy and speed of deployment. Once created, these process models can be continuously monitored using a comprehensive set of analysis capabilities to develop greater insights into process performance, for goal tracking, resource utilization, and operational costs.

In addition, Documentum xCP provides composition tools to easily and rapidly create specific user experiences to best serve case-based activities. Process, content, monitoring, and administrative capabilities are all brought together in an all-in-one, highly configurable user interface. Developers, IT architects, and business analysts can rapidly build and deploy intuitive applications tailored to the individual roles required by case-based processes.

Documentum xCP sets the new standard for rapidly building dynamic case-based applications by providing a single, comprehensive integrated technologies composition platform that offers:

- **Model-driven configuration:** Use pre-defined process models and repeatable activity templates to configure workflows as the basic building blocks of your solution.
- **Configurable user interface:** Design tailored user interfaces for each case-based solution via point-and-click configuration setup and reusable components.
- **Role-based applications:** Quickly build intuitive end-user experiences based on user roles.
- **Configurable dashboards:** Create dashboards graphically, with no programming, for realtime process performances.
- **Process and content unification:** Deliver applications that combine processes, documents, forms, and dashboards in a single user interface.
- **Rich integration capabilities:** Integrate processes, content, and repository services with other systems, such as SAP and Oracle.
- **Reference applications:** Create and optimize case-based solutions using established design patterns.
- **Best practices:** Readily determine the optimal way to build the most effective solution for your application area.

Achieving benefits with Documentum xCP

Documentum xCP provides a set of pre-built software components that can be configured by professional service and technology solution firms to create solutions based on proven and documented design patterns.

Using Documentum xCP, firms will be able to build case-based solutions quickly with minimal risk while maintaining a high degree of flexibility for meeting individual client requirements. In this way, solution development becomes component assembly and configuration—without the need for programming.

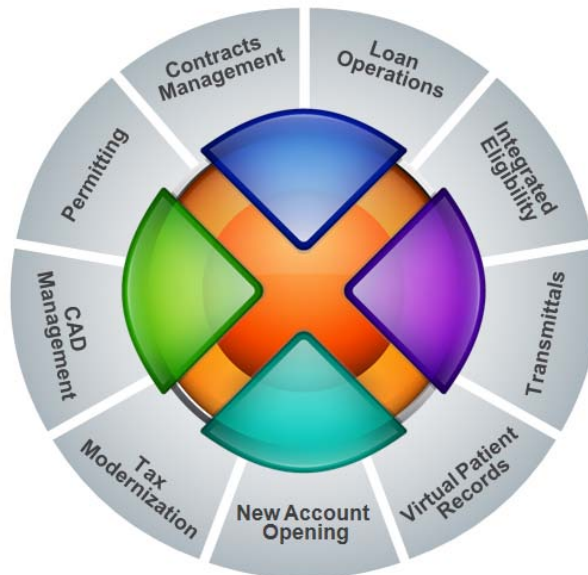
The scalability of the platform also helps ensure predictability, repeatability, and upgradeability for project implementations across multiple clients—improving margins and profitability. Overall complexity is also reduced, enabling more efficient resource management and decreasing the inherent project risk associated with technology integration and custom coding.

The Documentum xCP Installer allows firms to install all components with a single click. With fully integrated technologies and best practices, developers can configure and reuse components, reducing the time it takes to implement, test, and deploy new case-based applications.

Documentum xCP also helps accelerate the sales and competitive bid process by enabling rapid prototyping and proof of concept creation. In combination, these capabilities enable firms to focus on higher value strategic consulting services and achieve a significant competitive advantage.

EMC Documentum xCP provides the ability to manage and optimize processes for virtually any industry, as well as for applications that apply to every organization.

- Financial services: loan origination, new account opening, credit dispute review
- Insurance: claims processing, policy underwriting
- Life sciences: clinical trial management, labeling management
- Healthcare: virtual repository for patient records, revenue cycle management
- Public sector: grants management, case management, investigations
- Telecommunications: account provisioning, service order management
- Cross-industry: accounts payable automation, contract lifecycle management, employee on-boarding



Application and solution examples built using EMC Documentum xCelerated Composition Platform (xCP)

Summary

EMC Documentum xCelerated Composition Platform (xCP) enables professional services and technology solutions firms to rapidly build and deploy case-based applications at a substantially lower cost and improved resource management. It also allows firms to significantly reduce the total cost of ownership by creating applications that are easier to modify and maintain. Delivering the new standard in application development, Documentum xCP combines fully integrated technologies, development and deployment tooling, and best practices into a single composition platform that emphasizes configuration versus coding. With Documentum xCP, organizations can achieve a faster time to market, reduce development costs, increase services margins and substantially reduce exposure to project risk.



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