



Cincom ECM

Enterprise Content Management

Instant, secure access to enterprise information assets – any time, anywhere.



SIMPLIFICATION THROUGH INNOVATION™

Control, access, share enterprise content

“Cincom ECM is easy to use, has accelerated the flow of documents throughout our organisation and reduced operational risk. The ROI is easily demonstrated.”

Jean Santos, Deutsche Bank S.A.

In a nutshell

- Instant document & record retrieval
- Familiar, easy-to-use look & feel
- Responsive customer care
- Increased productivity
- Operational cost reduction
- Impressive ROI
- Secure, authorised access
- Rapid deployment
- Widespread user access
- No geographical barriers
- Accurate version control
- Rapid navigation & context search
- Less time spent locating lost files
- Streamlined workflow for approval routing
- Effective information sharing
- Well-informed decision making
- Preservation of document quality
- Standardised working practices
- Physical space savings
- Indisputable audit trails
- No duplicates
- High staff morale
- Risk management & compliance
- Accommodates growth & new processes

Companies of all types and sizes must maintain tight control of their information assets to achieve business efficiency, competitive edge and compliance. Customer care and service delivery depend on it.

By ensuring the right information is available to the right people, at the right time, organisational resources can be shared not duplicated, staff members are empowered to respond instantly to client communications and operational costs are contained.

Successful handling of unstructured enterprise ‘content’ (correspondence, email, faxes, paper-based documents etc.) is an essential element of all effective information management strategies.

Cincom ECM – experience the difference

Cincom has delivered Document Management solutions globally for more than 25 years. We understand intra-company relationships and we appreciate the interactions between people, content and processes. Our proven solutions improve business agility, increase productivity and reduce costs.

Our clients enthuse about the level of performance, ease of implementation and operational savings associated with Cincom ECM. As a native web-based application all authorised users have instant, round-the-clock access to corporate information assets via a familiar, easy-to-use interface. Implementation is inexpensive and Return on Investment (ROI) is remarkably short.





Platform-independent versatility

Cincom ECM offers out-of-the-box ECM with a platform-independent Open Source architecture. Powerful, server-side configuration allows rapid deployment and unlimited possibilities for extranet, intranet and internet-based implementations.

Hardware configurations become irrelevant and interoperability conflicts are avoided. Initial implementations are fast and inexpensive, avoid operational disruption and are conducive to user co-operation. Ongoing maintenance costs are minimal.

Full functionality web access

Cincom ECM harnesses the power of the Internet to deliver fully functional document and content management. Users can access the entire range of Cincom ECM functionality dependent on access rights, via their preferred web browser, enabling widespread usage by geographically dispersed individuals and offices. User training is minimal and rate of acceptance is very high.

Best-in-class capture, index & search

Newly created documents, scanned images and emails can be uploaded from local directories or captured directly from desktop applications and scanners. All electronic files are auto-indexed and then stored in native format. Cincom ECM incorporates a supremely fast and accurate search capability that finds stored documents in just a few keystrokes. Once located, content is viewed via a web browser or can be downloaded to local applications.

Collaboration & workflow

Process automation is delivered via a range of collaboration and workflow tools. Document versioning is tightly controlled and full audit trails are maintained to facilitate tracking. Built-in task management enables automatic notification, tracking and monitoring, eliminating delays caused by lost documents and optimising business process control.

Application integration

Cincom ECM quickly integrates with most line-of-business applications including finance, ERP, HR and manufacturing. Its open, standards-compliant architecture provides integration across multiple platforms and environments. This assures Cincom ECM's immediate and future integration with other IT systems, at minimal effort and cost.

Failsafe security, user roles & rights

Data and document security is paramount. Cincom ECM tightly controls internal and external user access to ensure total privacy and integrity. Designed for use via the Internet or a company's own intranet, Cincom ECM complies with all relevant security conventions to safeguard corporate information assets.

Business continuity

Cincom ECM supports disaster recovery planning and strengthens an organisation's IT system resilience, thereby safeguarding mission critical documents, records and emails. Whether Cincom ECM is used on an enterprise-wide basis, departmentally or in collaboration with external partners and clients, business continuity is assured if disaster strikes.

ECM worth waiting for

Ease the process of change

Everything about Cincom ECM is familiar from the outset – from the user interface to the structure. Cincom ECM can use the same naming conventions as a company's pre-existing paper-based filing system, to ease the process of organisational change. Training is minimal; Cincom ECM is accessed via the Internet, through the user's web-browser of choice, enabling them to use conventional instructions (e.g. 'Save As') to manipulate the ECM process.

Reduce time to value

While off-the-shelf solutions are typically quick to implement and relatively low risk, they can prove inflexible when compared with programmable, custom solutions. Cincom ECM combines the best of both worlds. By incorporating extensive scripting capabilities into a solution that is essentially off-the-shelf, costly consulting fees are eliminated and most Cincom ECM clients experience ROI within weeks of deployment.

Sustain mission critical business

Cincom ECM enables clients to access a lifetime of documents in just a few keystrokes, freeing time to focus on mission-critical business activities and service delivery. Many organisations spend vast amounts of time creating, locating, duplicating, distributing and sharing documents. Cincom ECM clients eliminate organisational chaos and make best use of their intelligent, resourceful and valuable workforce.

Optimise collaborative processes

Companies want to collaborate with everyone from colleagues to customers and partners to suppliers. When organisations rely on paper-based processes, collaboration is at best hindered, at worst totally unachievable. Cincom ECM clients collaborate as a matter of course, saving time, improving service delivery and making better, well-informed decisions.

Grow at your own pace

Cincom ECM's compact, web-based architecture is highly scalable from just a few users to many thousands. Regardless of the number of users, there is no need for incremental hardware or software installations. Cincom ECM clients share information between disparate offices, remote workforces, external partners and customers, any time and from any place.

What is Enterprise Content Management?

Enterprise Content Management (ECM) is the strategies, methods and tools used to capture, manage, store, preserve and deliver content and documents related to organisational processes. ECM tools and strategies allow the management of an organisation's unstructured information, wherever that information exists. (Source: AIIM, The ECM Association).

What is content?

All documents, records and information received and generated by organisations every day:

invoices, accounts, statements, contracts, receipts, orders, policies, procedures, case files, correspondence, job cards, references, handwritten notes, reports, application forms, Microsoft Office files, job descriptions, birth certificates, resignations, acknowledgements, email messages, web forms, performance reviews, training documentation, delivery notes... and more.

About Cincom ECM

Cincom delivers and supports innovative software and services that simplify complex business processes. For over 40 years, Cincom has enabled thousands of clients worldwide to increase revenue, control costs, minimise risk and achieve rapid ROI. Cincom serves clients in multiple industries around the world including Airbus, Aviva, Deutsche Bank, France Telecom, HSBC, LVMH, MasterCard and Total. For more information about Cincom's products and services, visit the company's website at www.cincom.com.

Building on over 25 years of Cincom experience in document management and numerous award-winning solutions, Cincom ECM is an innovative, yet proven content management solution, developed in response to the evolving needs of the market and our clients. As a pioneering content management solution, Cincom ECM offers the latest functionality to meet the needs of your business today, on a future-proof Open Source platform.

To find out more, visit <http://ecm.cincom.com>.



Cincom is an active Advisory Trade Member of AIIM, the ECM Association.

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“The implementation time and quality of work were excellent.”

Pascal Ngo Van, GE Capital Bank

For a proven solution that improves business agility, increases productivity and reduces operational costs **consider Cincom**. The next generation in powerful yet affordable web-based ECM.

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