

Enterprise Core Solution Framework

An EMC Consulting best practice approach to enterprise content management deployment

The Big Picture

- Provides simple, fast deployment of enterprise content management across your business
- Provides a common solution framework that can be deployed across the business
- Maximizes adoption
- Enables compliance with information architecture and business process requirements
- Minimizes total cost of ownership
- Enables real business agility

EMC Consulting has vast experience in deploying EMC® Documentum® solutions across the globe. Through successful implementation projects over many years, EMC Consulting has consequently built a deep understanding of the approaches that work and those that do not.

In order to package this knowledge into an easily consumable format, EMC Consulting provides the Enterprise Core Solution Framework (ECSF). ECSF is a best-practice implementation of Documentum that is pre-configured in order to reduce the complexity, time, and effort required to obtain value from your software investment. Already in use by many Documentum clients, ECSF significantly reduces the technical effort required to deploy Documentum, while also increasing adoption rates with business users.

Business challenges to achieving ECM success

According to a 2008 Forrester analyst report¹, current approaches to enterprise content management (ECM) result in low adoption rates and frustrated users. The way users create and use content continues to change, thanks to ever-increasing usage of new technologies. To meet evolving needs and drive broad adoption of ECM, enterprises must understand how business people and business processes use content.

The biggest ECM challenges are:

- Lack of best-practice implementation approaches
- Lack of standards for managing unstructured content
- Little reuse of content across applications and departments
- Lack of common access control policies and security
- Low user adoption due to lack of ownership

Addressing challenges for all business constituencies

In the experience of EMC Consulting, often implementation of an over complicated solution causes business users to feel the solution is being done “to” them rather than “for” or “with” them. This is, in EMC’s experience, one of the most significant inhibitors to user adoption. In order to alleviate this problem, ECSF follows an innovative business-layered approach which identifies the three constituent communities and addresses the different challenges each face.

Business users

Typically business users working with a solution don’t need, or want, to know too much about the ECM technology that is supporting them. The underlying complexity needs to be hidden from them wherever possible. Where this is not possible, the technology needs to be simplified and consistent across the business so users can move from one solution to another easily and find related content that they might not have created. ECSF provides simple role-based access control and automatic population of metadata to help this community be more productive.

¹ *Enterprise Content Management’s Next Step Forward*, February 29, 2008. Forrester, Craig Le Clair and Ken Poore.

Business authorities

The key to successful EMC technology implementation are the business authorities. While not always easy to identify, these individuals know how the department works inside and out, probably because they have been performing a specific role for many years. This community is responsible for defining and maintaining the information architecture that is enforced by ECSF. Most importantly they are able to do this without having to ask IT every time they want to change a business configuration. With ECSF these individuals can create and maintain their documents and folders, pick lists, templates, security profiles, and containment rules themselves—feeling ownership of the solution moving forward.

Technology community

The ECSF approach aims to take the technology community off the critical path for system deployment, content production, and consumption. By providing a pre-configured set of business services, with defined extension points, ECSF allows the technicians to focus on value adding activities such as systems integration. The ECSF support offering from EMC Consulting also provides issue resolution services and a guarantee of compatibility with new releases of the Documentum platform.

ECSF features

ECSF provides the following features over and above those provided by the Documentum platform:

- Simple, role-based access control on documents and folders
- User manageable pick lists
- Automatic attribute inheritance based on storing a document in the correct location in the taxonomy
- Automatic attribute inheritance based on choosing the correct business document type
- Primed folders to manage repeatable concepts such as projects or cases
- Folder containment rules to ensure the information architecture is self-enforcing
- Automatic attachment of business process based on document type
- Simple document distribution approach
- Simple template management
- XML-based configuration file to reduce need for IT involvement
- Service-orientated architecture to provide easier integration
- Event-driven plug-in extension framework
- Full support from EMC Consulting, including forward compatibility guarantee (as part of optional support contract)

Predictable, repeatable, and reliable deployment

ECSF offers a fundamental and proven alternative to current “silo” deployment approaches. When used in conjunction with the ECM Roadmap Study and ECM Project Delivery Methodology, also from EMC Consulting, the ECSF is the best way to ensure enterprise success with Documentum.



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Take the next step

To learn more about the Enterprise Core Solution Framework, contact your local EMC Consulting representative, visit www.EMC.com, or call **800.607.9546** (outside the U.S.: +1.925.600.5802).