# DIGITAL TRANSFORMATION
WITH SYSTEMWARE'S CONTENT CLOUD

Whether dealing with report and output management, large enterprise digital ecosystems, scalability, or business continuity, Systemware's Content Cloud handles the brunt of the work. We've encountered these problems (and solved them with Content Cloud) when companies are ready for the benefits of transformation, but their infrastructure can't make it happen. Here is the story of two companies who had this very problem….

COMPANY A: JALOPY INFO MANAGEMENT

THE CHALLENGE

Some businesses haven't touched their IT infrastructure in a while, forcing departments to handle their information their own way with different apps to serve their individual needs. That's what's happened at Company A. When IT has to come in to do their thing…well, you can imagine how long the queue gets when they encounter the old school ECM solutions put in place. Workers can't do their jobs, and Company A's business slows.

Ancient ECM Systems → Patchwork Solutions → Longer IT Queues → Slower Work
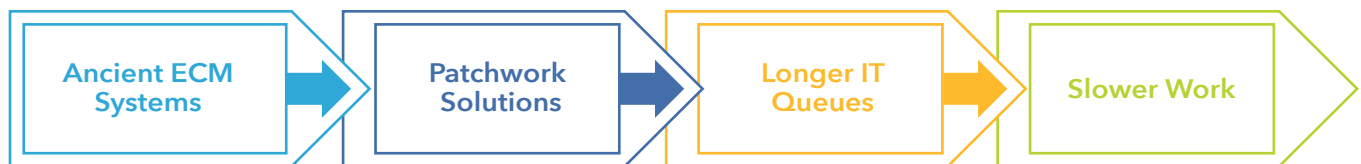
Handling (or not handling) information this way backed Company A into a corner. Their frustrated vendor provided limited services already, and then ceased innovation for such obtuse, outdated infrastructure. But, they continued to charge for their efforts. Not only was Company A slowing down, but their costs were rising because of mismanaged content.

We empower digital ecosystems with an award winning intelligent content network, Content Cloud – a hybrid offering designed for enterprises and the people using it.
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COMPANY A: JALOPY INFO MANAGEMENT

THE SOLUTION

Two words: abstraction tier. Content Cloud receives requests through an abstraction tier to retrieve content—we call this ReCon. With ReCon, Company A can identify, connect, migrate, and control their information that legacy systems hold captive. They also use ReCon to find long lost content from tangled SharePoint implementations and file systems. Now, Company A is free to dump their legacy info management systems and handle everything with Content Cloud. ReCon also passes Company A's content from web services and API to Systemware, where we continue to capture, search, and retrieve. We transform content if necessary, and ReCon hands all that back to Company A in a more manageable PDF. Is Company A happy? Oh yeah. Productive? Definitely.

YOUR PARTNER

HARD-TO-ACCESS

INTELLIGENT CONTENT NETWORK

IMPOSSIBLE TO MANAGE

IT'S A MESS
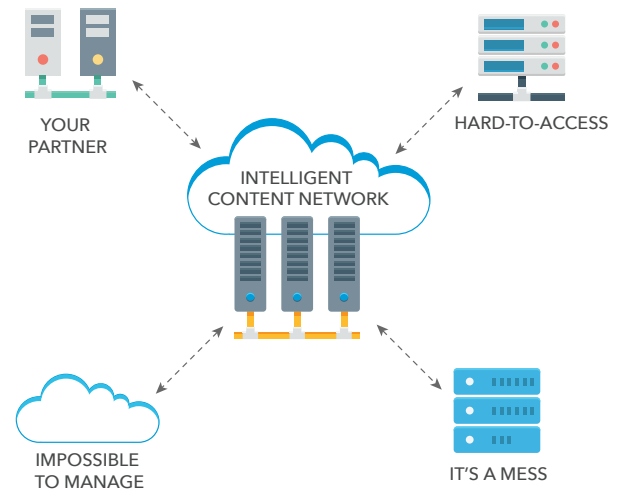
COMPANY A: JALOPY INFO MANAGEMENT

THE RESULTS

Correcting present digital ecosystem flaws is okay, but doing so in ways that impact long-term decisions is best. That's why Company A came to Systemware. Content Cloud helped them clean up shop and update to a future-facing intelligent content network with context intelligence and cognitive computing in mind.

Content Cloud replaced their various apps and solved for legacy systems, including IBM CMOD. Now they can automate their processes to complete small process workflows for their customers. All this modernization helped shift their business strategy to SAAS—pretty powerful stuff for an intelligent content network to help a company realize what's next while managing their content.

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COMPANY B: HEAVY PAPER

THE CHALLENGE

Organizations already deal with a ton of content, but when the bulk of it is still on paper, you've got a whole other set of problems: storage, security, and an elongating paper trail leading further from a digital business transformation.

Company B exchanges information between two larger financial organizations and needed infrastructure to allow for digital automated transfers. They wanted to monetize these exchanges in their brokering system. Good idea! First, they needed a secure intelligent content network in place to keep their reputation as a trusted transfer agent.

Vendors: **27,000 +/-** ···· Knowledge Workers with Access to GUI Interface: **21,000** ···· Number of Physical Check Requests: **102,037** ···· Number of Physical Expense Requests: **12,485**
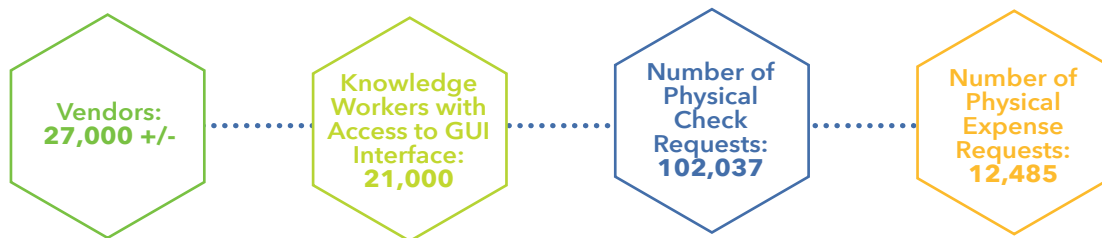
Capturing the content on physical documents was just the beginning, and Company B had a whole bunch of that. Their business processes includes these steps: call a client to request information, receive an email or physical mail with the information, download it or worse yet print it, scan the documents to their internal system, and finally key in identifying information in typically more than one system. Since Company B's clients tend to prefer more digital ways of communicating, and customer disputes or sudden updates led to more paper requests, their customer base feels disconnected when continuing tedious and disjointed processes. Company B needs to transform these processes to keep up with more agile competitors in a digital workplace.

COMPANY B: HEAVY PAPER

THE SOLUTION

This organization asked for Content Cloud because they knew this wasn't just about getting scans onto their system. Content Cloud's capture capabilities go beyond simply getting information from page to server—we learn a document's information down to the line level so indexing can be as precise as you need it to be. Now, Company B can automate a request to their system for any piece of information, no matter how specific. Content Cloud notifies the appropriate administrators of the transfer, and takes the extra step by adding the activity to a billing report.

By outputting and integrating files with their existing system, Content Cloud also eliminated Company B's multiple, outdated systems and no-value-added employee tasks. Now, knowledge worker intervention only occurs when they need to validate information.

Within Content Cloud's flexible infrastructure, Company B's expanded capture led to usable experiences and enterprise visibility through automation and future-thinking context intelligence.

COMPANY B: HEAVY PAPER

THE RESULTS

OLD

- Vendors: 27,000 +/-
- Knowledge Workers with Access to GUI Interface: 21,000
- Number of Physical Check Requests: 102,037
- Number of Physical Expense Requests: 12,485

NEW

- Vendors: 27,000 +/-
- Knowledge Workers with Access to GUI Interface: 21,000
- Number of Physical Check Requests: 55,014
- Number of Physical Expense Requests: 6,920