

# Beyond the printed statement: The evolution of Enterprise Output Management

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|---------------------|--|
| <b>Headquarters</b> | Toronto, Ontario   |
| <b>Offices</b>      | Regional HQs: Walton-on-Thames, UK, Paris, France  |
| <b>Customers</b>    | 350 Global Customers, 170 top-tier accounts in financial services, insurance, telecommunications and others  |
| <b>Services</b>     | Over 25 years as a leading provider of high-performance data and document management solutions   |
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***Enterprise-class output management for high-volume print and electronic documents***

# What is Output Management?

*Wikipedia\* defines Enterprise Output Management (EOM) as;*

***“An Information Technology practice that deals with the organization formatting, management and distribution of data that is created by enterprise applications like Banking information systems, insurance information systems, ERP (Enterprise Resource Planning Systems), CRM (Customer Relationship Management), retail systems and many others.”***



*\*Kenneth Chin, Toby Bell, James Lundy, MarketScope for Distributed Output Management, 13 March 2006.  
Peter Mills, Principal ICT Consultant*

***Historically, Output Management has meant an irregular jigsaw of disparate point solutions, custom scripts and internally developed IT code.***



- ***Document Composition***
  - Started with custom code on the mainframe
  - Each printer has it's own language so each application was customized for specific printers
  - Continued to evolve through the 80's, 90's becoming easier to use and adding WYSIWYG design



- ***Printing***
  - With the evolution of document composition, printers became even more important in the process
  - As composition evolved, printers needed to keep up with the volumes of statements



- ***Mail Room***

- Sorting and stuffing of envelopes was initially performed manually
- Machines were introduced to sort documents and insert into envelopes
- Barcodes and OMR: Added to output from document composition vendors for sorters and inserters to make decisions



- ***Archiving***
  - Regulatory requirements: Statements were printed twice or transferred to microfiche
  - Led to massive data warehouses to hold filing cabinets



# Output Management Evolves

- ***Archiving***
  - COLD systems evolved in order to store electronic versions of the printed content
  - These were typically versions stored as images



- **Transformation**
  - Enable the communication between document composition and diverse printers
  - Enable the viewing of print-ready content on electronic presentment channels
  - Document repurposing and reengineering



- ***Electronic Presentment***
  - Organizations wanted to offer customers the ability to get statements via the web
  - Allowed them to reduce reliance on print, and reduce costs
  - Introduced additional applications, vendors and complexity



- ***ECM***
  - Imaging
  - Workflow
  - Document Management
  - COLD
- ***Save Money***
- ***Improve information access***
- ***Audit***



- **ECM**
  - Document Management (DM)
  - Web Content Management (WCM)
  - Search & Collaboration
  - Records Management (RM)
  - Digital Asset Management (DAM)
  - Work-flow Management (WFM)
  - Capture & Scanning



# What is this Mess??



- ***Corporate mergers and acquisitions***
- ***Mergers and acquisitions within the ECM industry***
- ***Desire for vendor consolidation***
- ***Need for centralized control, audit and reporting***
- ***Industry consolidation***
- ***Governance requirements and regulatory control***
- ***Operational cost control and efficiencies***

# Enterprise Output Management



- ***A single repeatable tool set for technical and business users***
- ***Operational cost reduction***
- ***Reduction in vendor population***
- ***Rapid deployment and scalability***
- ***Reduced risk of project failure and project cost overruns***

# Output Management – Today

- **Multitude of outputs:**
  - Print
  - Mobile
  - Electronic
- **Interactivity**
  - Dashboards
  - In-memory analytics
  - Long-term trending



- ***Process and Control***

- Create
- Identify
- Route
- Manage
- Audit

- ***Transformation***

- Reengineering
- Rich Interactive Applications
- In-Memory Content Analytics



- ***Patchwork of technologies/vendors***
- ***End-to-End Output Management Suites***
- ***Consumer and channel relevance***
- ***Process and control***
- ***Continued evolution of Output Management Suites***

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## *Questions*



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