FileNet P8 - Actual Information in Comapare to iXOS

Information	iXOS (exCT)	iXOS (exET)	eDMS (exCT)	FileNet P8 (exET)
Operated since	January 1999	July 1999	November 2000	May 1996 (Watermark), September 2000 (Panagon), October 2005 (FileNet P8)
Current supplier	Ixtent	Ixtent	none (to be discontinued)	AutoCont, FileNet EMEA
End users licensed	4076	660	3500	approx. 2000 (--> Licenses for details)
Average license per user (CZK)	775 – 10 850	775 – 10 850	1725 – 2190	1050 – 6400 (--> Licenses for details)
DB size (used GB)	4	1	4	6 (Image Manager), 2 (Content Manager)
Repository size (occupied GB)	300	180	35	1 600 (Image Manager), 45 (Content Manager)
Average document size (kB)	78		178	105 (--> Document Statistics)
Number of documents	4 060 000	645 000	165 000	15 260 000
Agenda (currently archived & processed documents)	HR documentation (employees records, contracts, certificates, financial data)	Financial documents (invoices, tax documents, material)	Internal and managing documents (meeting minutes, analysis, forms, quality records, protocols, business cases)	Mobile customers related documentation (activation applications, service requests, complaints, correspondence)
	SAP print-outs and data archiving (analysis, huge reports)	SAP print-outs and data archiving (analysis, huge reports)	Marketing documents (price-lists, promotions, product documentation)	Credit management and legal documents (reminders, executions, legal documents)
	Logistic documents (storage records, suppliers contracts)		Project documentation, IPMS documents	Corporate accounts frame contracts, Siebel (SFA) attachments
	Financial documents (invoices, tax documents, material)		Corporate customers frame contracts	(see --> Applications and --> Longterm Conception)
Functionality	Scanning and recognition (OCR)	Scanning only	Document processing (WF)	Scanning and recognition (Barcodes, Patch Codes, OCR)
	No processing implemented	No processing implemented	Content management (versioning, check-in/out, full-text indexing)	Inbound fax routing, e-mail integration, MS Office integration available
			MS Office integration	Complete document lifecycle and records management
				Processing, distribution (WF), process analysis and simulations
				Reporting (KPI)
				Customers notification (ECHO)
				Content management (versioning, check-in/out, full-text indexing)
Integrated with systems / applications	BBP, SAP R/3, Building, RM_CA	SAP R/3, Interactive Portal	Intranet, IPMS, ePodatelna	BSCS, POS, Partners, LN, DZ, SFA, IOM, ZIS
Server infrastructure	Intel server boxes (1x server Dell PE6300, 1x server Dell PE2300, 2x server Dell PE6400	2 HP Superdome (6 CPU, 32 GB RAM)	obsolete Intel server boxes (4x Dell PE1550, 2x Dell PE6650 and 1x Dell PE2400)	2x Unix servers, 12x Intel based server boxes (for details see --> System Architecture sheet)
Jukeboxes	2x Mercury (150 CD-R slots), 1x NSM 4000 (325 CD-R slots)	2x Mercury NSM 31 (150 CD-R slots)	2x PowerVault 220S (SCSI)	2x FileNet OSAR 40 HTS (40 slots 30 GB, 1.2 TB capacity)
Servers Location	Novodvorská	UTB, Vidoule	CVS	Chodov, Nagáno
OS	Win 2000 SP4	HP-UX 11	Win 2000 SP4	HP-UX 11 (IM), Win 2003 SP1 (CM)
RDBMS	Oracle 9.2.0.1	Oracle 8.X	MS SQL Server 2000	Oracle 9.2.0.6 (IM), MS SQL Server 2003 (CM)
Application SW	IXOS-eCONserver 5.5d	IXOS-eCONserver 5.5d	FileNet Panagon Content Services 5.2 (Web Publisher, Web Services)	FileNet P8 Suite 3.5.2 (IM 4.0 SP3; modules CM, BPM, RM, RE, eMM in version 3.5.2
Client SW	thick client (particularly for scanning), thin client	thick client (particularly for scanning), thin client	thin client using client libraries of FileNET Panagon IDM DT 3.2	FileNET Panagon IDM DT 4.0, PanApli 5.2, thin clients (P8 Workplace)
IT Headcount	Development 1, Operation 2	Development 1, Operation 1	Development 0, Operation 1	Development 3, Operation 0
		(rough estimations)		
OPEX (mil CZK)	14,6	2,5	22,9	44,6
OPEX per year (mil CZK)	3,0	0,3	2,7	7,3
CAPEX without HW (mil CZK)	15,7	2,6	41,0	67,0
CAPEX including HW (mil CZK)		impossible to separate exactly from SAP R/3 costs		84,5
Total costs w/o HW (mil CZK)	30,3	5,1	63,9	111,6
Total costs incl. HW (mil CZK)				129,1
Resulting document price w/o HW (CZK)	7,46	7,85	386,97	7,32
Resulting document price incl. HW (CZK)				8,46

Cumulated data since the purchase of system to Dec 2006. Values in empty cells are not available. For more details on FileNet P8 see --> Financial Overview

FileNet P8 - Financial Overview (TCO)

Year	Image Manager (CZK)					Content Manager (CZK)				
	Licenses	Implem.	HW, disks	OPEX	Total [IM]	Licenses	Implem.	HW, disks	OPEX	Total [CM]
2000	28 465 556	2 068 842	409 332	2 210 940	33 154 670					0
2001			10 686 195	7 068 975	17 755 170					0
2002				8 682 768	8 682 768					0
2003	14 207 103		3 977 589	7 593 484	25 778 176					0
2004	1 032 559	1 012 769	104 176	6 650 959	8 800 463					0
2005	509 657	3 493 560		5 367 944	9 371 161	8 324 729	896 199	2 261 957	0	11 482 885
2006	1 615 607			6 758 231	8 373 838		5 418 288		265 730	5 684 018
SUBTOTAL	45 830 482	6 575 171	15 177 292	44 333 301	**111 916 246**	8 324 729	6 314 487	2 261 957	265 730	**17 166 903**

TOTAL (CZK)	Licenses	Implem.	HW, disks	OPEX	TOTAL
	54 155 211	12 889 658	17 439 249	44 599 031	**129 083 149**

Cumulated data since the system purchase (implementation) up to Dec 2006 (includind planned payments till the end of 2006). CAPEX is divided into separate Licenses (application, clients, scanníng and faxing SW), Implementation and HW columns. HW agregates all investments in infrastructure (servers, server support, disks, jukeboxes, magnetooptic media, scanners), nor in OS SW licences and maintenance.

October 2006

FileNet P8 - Longterm Development Summary

Time Frame	Target	Benefits	Planned Investment (mil CZK)	Responsible	Users	# Existing Documents	Grow / Year
4Q 2006	FileNet P8 platform reinstalled (due to requested migration to to2.to2cz.cz domain), system hand-overed to IT Operations		Reinstallation and migration (0,4)				
4Q 2006	Managing documents system done and launched, all documents migrated	3 applications replaced (LNRDOC, MD in eDMS and portal)	Already ordered in May 2006 (1,7)	D. Vandrovec, M. Hroch	all	30 000	5 000
4Q 2006	IOM P3 integration completed, documents processes implemented, all documents from ZIS migrated	1 system replaced (PowerDocs)	Implementation (0,6)	D. Handl, R. Baier	CS, BS	250 000	50 000
4Q 2006	eDMS applications and data fully migrated to P8, including existing functionality and processes redesign	1 system replaced (eDMS)	Implementation (0,5)	M. Končická, M. Zvoníková	fix	165 000	10 000
1Q 2007	Sufficiently licensed P8 platform		CM Licenses (3,8 ~~5,5~~ ~~15,3~~), CSAR and MSAR Licenses (1,8)	P. Budín, V. Luzar	CS, BS, RS, Legal, Security		
1Q 2007	Managing documents RFCs completed (including Info migration, portal integration)	1 system replaced (Info)	Implementation (0,3 ~~1,0~~)	M. Mošová, M. Hroch, D. Vandrovec	all	30 000	5 000
1Q 2007	Attachments from IOM moved to P8, DOCCON RFCs delivered	No disk space required and lower administration at Siebel AS	covered by service agreement (AutoCont, up to 0,2)	D. Handl	CS, BS	75 000	20 000
2Q 2007	Consolidated Customer documentation archive implemented, one scanning unit used, fax servers and faxing SW upgraded	Paper documents reduction, processing time decrease	Implementation (1,2), ~~Scanners and faxboards (2,5)~~ Ascent Capture Licenses (0,7)	M. Mošová, E. Šímová, V. Kolářová	RS, BS, CS	tens of millions	millions
3Q 2007	Documents from OSS (currently archived in DocsFusion) moved to P8	1 system replaced (DocsFusion)	0	D. Jankovič, D. Handl	BS	260 000	tens of thousands
3Q 2007	Common register office and archive used (records management, enterprise e-mails archiving, electronically signed documents)	2 applications replaced (Spisovna, eEvidence pošty)	Implementation (0,8 ~~2,0~~) ~~RM, eMM and IM Licenses (4,0)~~	J. Růžek, M. Bek	all		
4Q 2007	Some document repositories consolidated (selected LN based applications, unsupported DMS systems, shared folders, …)	at least 5 applications replaced (to be analyzed)	Implementation (0,3)	J. Fimbinger, R. Muller	?		
4Q 2007	All fix customer-related documentation digitalized in archive (if required)	Many tons of paper shredded, minimum time to access the document needed		M. Mošová, E. Šímová, V. Kolářová	mainly RS		
2008	Customer bills and detailed call images archived	many Oracle DBs replaced (BIMAGEs, DIMAGEs)		R. Groschup	Sales	tens of millions	millions
2008	System infrastructure optimized (J2EE server implemented, HW upgraded and extended)						
2008	All other document repositories consolidated (remaining LN based applications, shared folders, …)	at least 5 applications replaced (to be analyzed)		J. Fimbinger, R. Borovan	?		

FileNet P8 - Investment & Development Plan for 2007

Project / Item	BP (k CZK)	Period	Supplying Team	Summary	Background / Current situation	Objective	Comment / Details
FileNet P8 licenses	~~5 000~~	(4Q 2006) - 1Q	TO2CR measurement, AutoCont delivery upon order	An additional licenses for existing FileNet P8 modules are required due to increased amount of users	FileNet P8 platform (DMS, Document Management System) has been implemented in ET in late 2006. All exET users are already covered by purchased license, but not the CTc ones. Real needfulness of licenses will by measured at least by the end of the year 2006 to make the best of this investment. The estimation is based on earlier purchases.	Sufficiently licensed system. eDMS discontinued (exCT DMS based on FileNet Panagon CS 5.3)	See sheet "Licenses P8" exhibiting maximum figures. MSAR and CSAR licenses is required. Additional user licenses to be covered by business budgets. ~~Some licenses to be also purchased as a part of other activities (see following lines)~~
Managing documentation application development (Řízená dokumentace)	300	1Q	AutoCont	Enhancement of the currently implemented application for managing documentation management.	This application based on FileNet P8 Content Manager provides a complete management of managing documentation (document creation using elementary text units, approval process, document rendition and publication, controlled and secured access).	Single and simple system for any kind of managing documentation (e.g. Strategic documents) and for any business unit or division. Interfaces to WCM (publication on extranets or even internet), replacement of some document repositories. Portal integration	Extension for Process documentation, including migration of Info repository (exCT). ~~Additional CM and BPM licenses required~~
Customer documentation consolidation	1 900	(4Q 2006) - 1Q	TO2CR, partially AutoCont	Enhancement of the exEurotel customer's documentation system to cover TO2CR requirements consisting in processes analysis, system redesign, upgrade of the capture software, development and extension of client applications, and implementing general archiving policy.	This system based on FileNet P8 Image Manager (formerly called Panagon) provides a complete inbound document lifecycle management (faxing using fax servers, inbound faxes routing, high-volume document scanning, document storing, archiving and retrieving). System has been used and developed in Eurotel since 1996. In the year 2000 system was significantly redesigned and is used this way up to these days. Now it is required to archive old documents (exCTc data), process and manage new ones.	Common system and processes for all customer-related documentation (used by all Corporate, Business and Residential Segment BO and FO), thin clients for non-frequent users, single archive, single scanning unit, integration with billing / ordering systems.	~~New scanners planned (2 pcs, up to 2 mil CZK) and new digital fax boards (2 pcs, up to 1.5 mil CZK).~~ Disc capacity extension planned in budget of IT Operations. Covers also partial system architecture redesign (elimination of jukeboxes) and enterprise domain migration (corp.telefonica.cz --> to2.to2cz.cz). Additional ~~IM licenses and~~ MSAR required.
Register office and archive	800	2Q - 3Q	AutoCont	Purpose of this project is to develop and implement new register office for processing and overall lifecycle management of both inbound and outbound correspondence using best-practice from both origin companies. Cost reduction and new functionality extension is requested (records management, electronically signed documents, document scanning).	Solution used in ET was based on Lotus Notes platform and covered mail registration and distribution, also simple records management was available. In CTc there has been only mail registration implemented using MS IIS/IE technology. TO2CR at this moment needs a new common registry office covering not only paper document management but also electronically signed documents sent via e-mail. Some documents are even required to be available quickly to any user at any location (must be scanned), similar is also required for outbound communication.	Common central system for registry office (distributed processing, inbound outbound communications, e-mails with el. signatures, records management, archiving). Aligned with regulatory requirements (e.g. Sarbanes-Oxley).	Reusing an existing scanning utility ~~(extended by investment described in line above).~~ ~~Additional RM and eMM licenses required.~~
Document repositories consolidation	500	3Q - 4Q, and next years	TO2CR, partially AutoCont	Migration of other existing document repositories to central FileNet P8 Content Manager.	FileNet P8 has been recently implemented as a new platform. Currently there are in TO2CR millions of documents archived and managed in tens of systems, databases and other repositories (Lotus Notes, e-mail systems, shared directories). All these orphans should be migrated to centralized DMS, FileNet P8 and original systems discontinued.	Common central system for all internal documentation (project server documents, internal audit records, architectural documents, …)	Includes rebuild of document repository consisting in use of EMC Centera and backend system architecture redesign. New CSAR license required.
TOTAL	**8 500**						

FileNet P8 - Existing Applications or Currently in Development

Application / Agenda (* in Development)	Description	Responsible (Our contact)	Users	# Users	# Existing Documents	Actual Grow / Year
Customer documentation	All inbound and outbound mobile customer documentation	E. Šímová	All Customer Care, Sales	1200	13 975 000	1 750 000
Credit Management documentation	Legal proceedings and suggestions, executions, communication with CTU	M. Novotný	Finance, Credit Mgmt.	60	560 000	125 000
Smlouva	Scanned contracts (frame, product, special) with key customers	L. Krch, L. Vaněk	CS, BS, Sales	600	65 000	14 000
Siebel	Appendixes to SFA datat entities	L. Krch, L. Vaněk	CS, BS, Sales	600	105 000	48 000
Depozits	Deposits to HW and services	Z. Rosenbaum	All Customer Care, Sales	1200	12 500	350 000
Product catalogue	Document store for PC	M. Hačecký	The company	all	2 000	500
Fraud - High usage reports	Automatic processing of inbound roaming HURs	P. Molínek	Fraud	30	10 000	10 000
Marketing documents	Document store for MD (price lists, memos, promotions)	T. Veselý	All Customer Care, Sales	1200	4 000	1 000
Delivery reports	Invoices expedition confirmations issued by Czech post	T. Veselý	All Customer Care, Sales	1200	500	2 000
Phones	Information source on all marketed mobile phones	T. Veselý	All Customer Care, Sales	1200	2 500	100
Identif.zák		T. Veselý	Sales support	10	0	0
*Strategic documents	Strategic documents of top management	I. Kuneš	Top management	50	1 000	300
*Architecture documents	Documents of IT Architecture	J. Fimbinger	IT Architecture	30	2 000	1 000
*Managing documents	Managing documents (instructions, working procedures, …)	D. Vandrovec	The company	all	30 000	5000
*IOM P3 orders	Attachments to the IOM/ZIS ordering systems	R. Baier, D. Handl	All Customer Care, Sales	1200	250 000	50000

FileNet P8 - Licenses - Actual Situation & Purchase Plan for 2007

USD		24,00 Kč
discount		40%

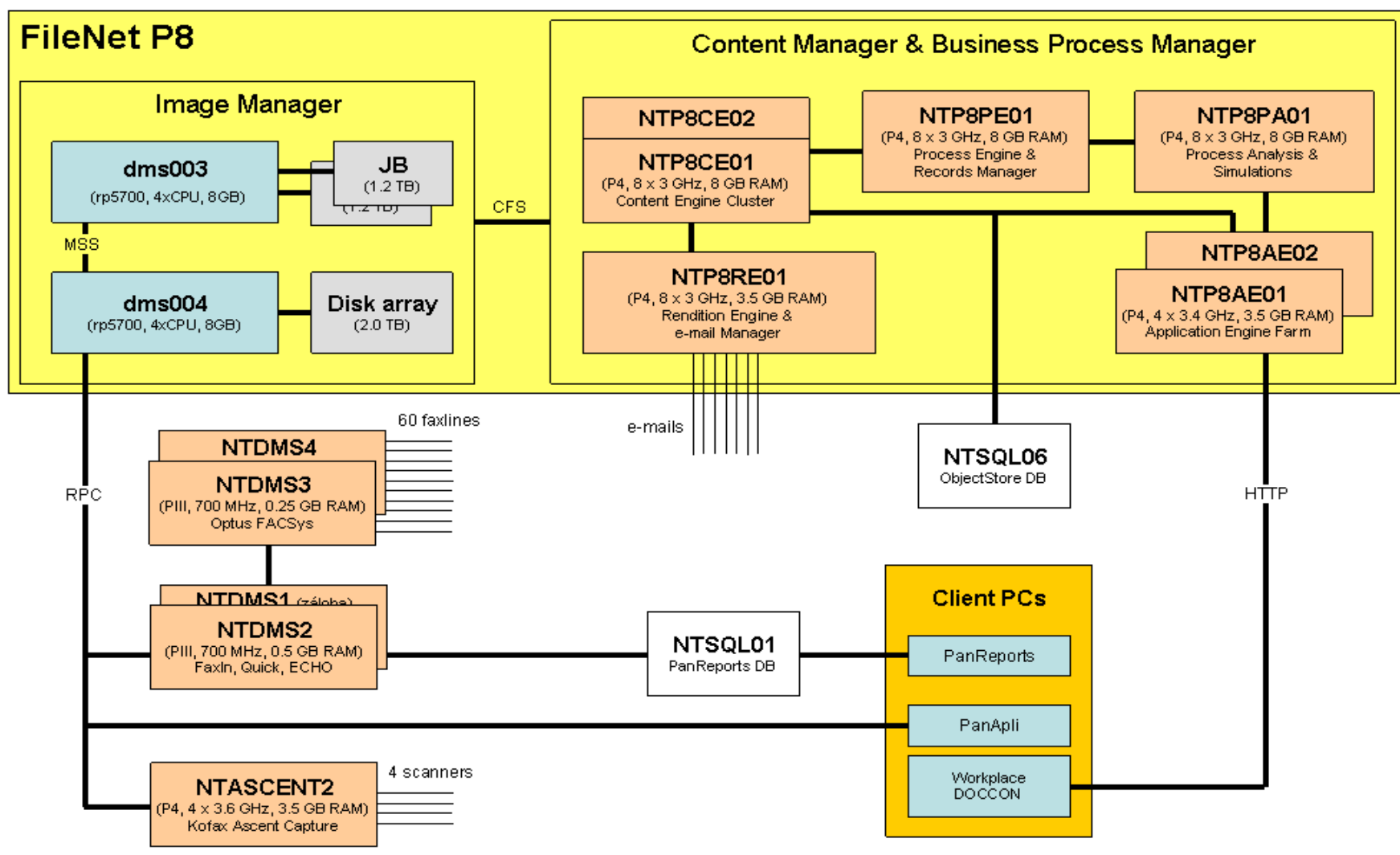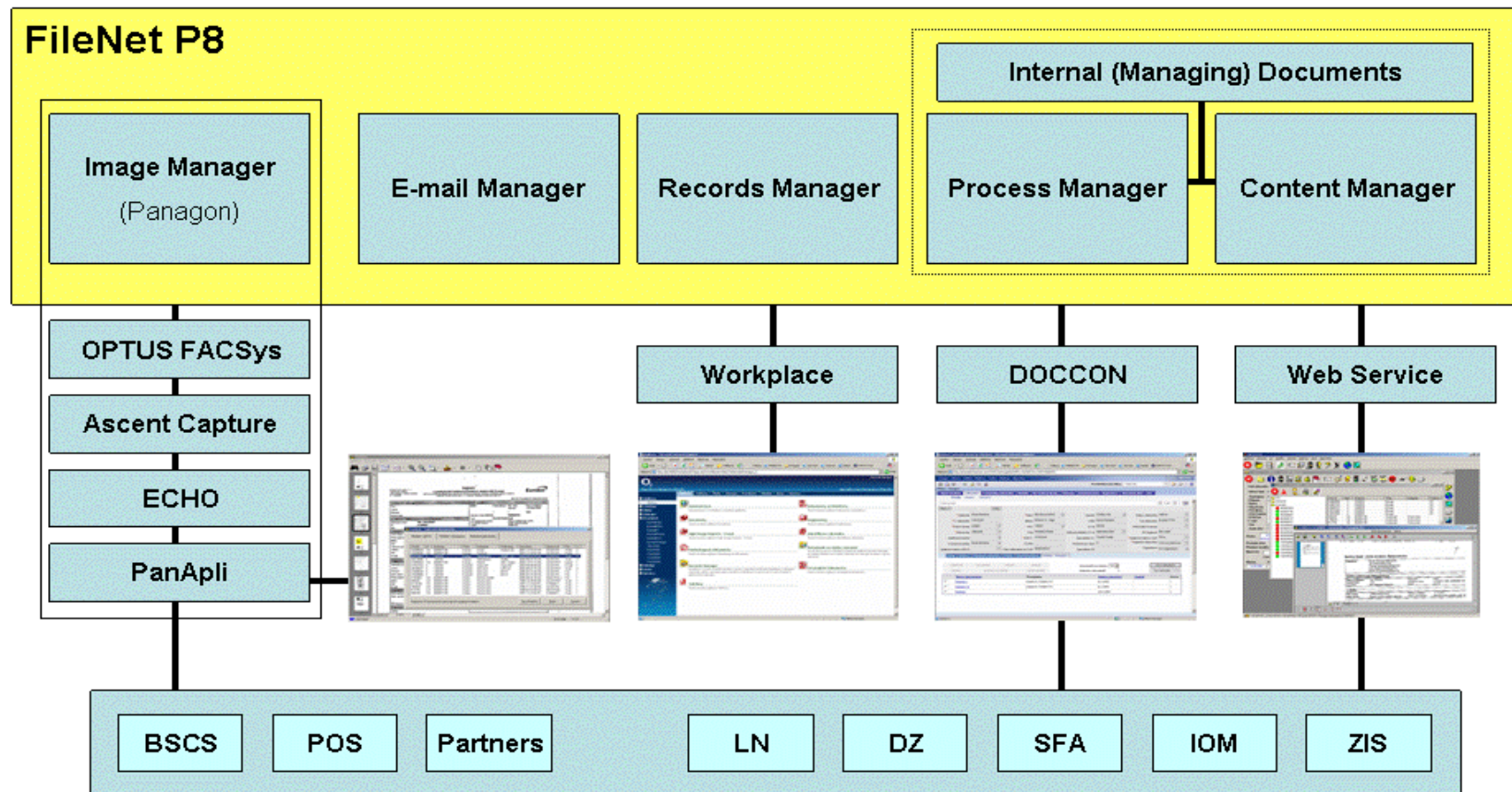| Product	Users Pool (SLU)	List Price (USD)	Net Price (CZK)	Price / User (CZK)	Already Purchased	# End Users	Purchase Plan (SLU)	Target # End Users	CAPEX (USD)	CAPEX (CZK)
Image Manager Shared Lic (1:10)	10	5 250	50 400	5 040	275	2 750		7 750		
Image Manager eBusiness Lic (1:50)	50	8 100	77 760	1 555			100		324 000	7 776 000
Content Manager Shared Lic (1:10)	10	3 600	34 560	3 456	200	2 000		7 000		
Content Manager eBusiness Lic (1:50)	50	5 400	51 840	1 037			100		216 000	5 184 000
Business Process Manager Shared Lic (1:10)	10	6 600	63 360	6 336	100	1 000		6 000		
Business Process Manager eBusiness Lic (1:50)	50	9 900	95 040	1 901			100		396 000	9 504 000
Records Manager Shared Lic (1:10)	10	6 000	57 600	5 760	40	400		400		
Records Manager eBusiness Lic (1:50)	50	9 000	86 400	1 728						

Product	License Unit	List Price (USD)	Net Price (CZK)	Price / Unit (CZK)	Already Purchased	Purchase Plan (Units)	Target # End Units	CAPEX (USD)	CAPEX (CZK)
eMail Manager Server Lic	mail system	25 000	240 000	240 000	1				
eMail Manager Mailbox Lic	mailbox	12	115	1	200	7 000	7 200	33 600	806 400
MSAR - driver for disk array (5 TB)	DA	47 000	451 200	451 200		1	2	18 800	451 200
CSAR - driver for EMC Centera (5 TB)	EMC system	58 000	556 800	556 800		2	2	46 400	1 113 600

TOTAL	1 034 800	24 835 200

(Maximum estimation based on current situation and potential requirements)

FileNet P8 - Logical and Physical Architecture

FileNet P8

| Image Manager (Panagon)	E-mail Manager	Records Manager	Internal (Managing) Documents	
			Process Manager	Content Manager

- OPTUS FACSys
- Ascent Capture
- ECHO
- PanApli

Workplace	DOCCON	Web Service

BSCS	POS	Partners		LN	DZ	SFA	IOM	ZIS

FileNet P8

Image Manager

dms003 (rp5700, 4xCPU, 8GB)	JB (1.2 TB)

MSS

dms004 (rp5700, 4xCPU, 8GB)	Disk array (2.0 TB)

CFS

Content Manager & Business Process Manager

NTP8CE02	NTP8PE01 (P4, 8 x 3 GHz, 8 GB RAM) Process Engine & Records Manager	NTP8PA01 (P4, 8 x 3 GHz, 8 GB RAM) Process Analysis & Simulations
NTP8CE01 (P4, 8 x 3 GHz, 8 GB RAM) Content Engine Cluster		

NTP8RE01 (P4, 8 x 3 GHz, 3.5 GB RAM) Rendition Engine & e-mail Manager	NTP8AE02
	NTP8AE01 (P4, 4 x 3.4 GHz, 3.5 GB RAM) Application Engine Farm

60 faxlines

e-mails

NTDMS4	
NTDMS3 (PIII, 700 MHz, 0.25 GB RAM) Optus FACSys	

RPC

NTSQL06 ObjectStore DB

HTTP

NTDMS1 (záloha)	
NTDMS2 (PIII, 700 MHz, 0.5 GB RAM) FaxIn, Quick, ECHO	

NTSQL01 PanReports DB

Client PCs

- PanReports
- PanApli
- Workplace DOCCON

4 scanners

NTASCENT2 (P4, 4 x 3.6 GHz, 3.5 GB RAM) Kofax Ascent Capture

FileNet P8 - Measurements & Statistics

Number of Simultaneously Logged-in Users in Image Manager

An increased number of SLU can be seen since July 2006. Next increase is expected after IOM P3 Go Live.
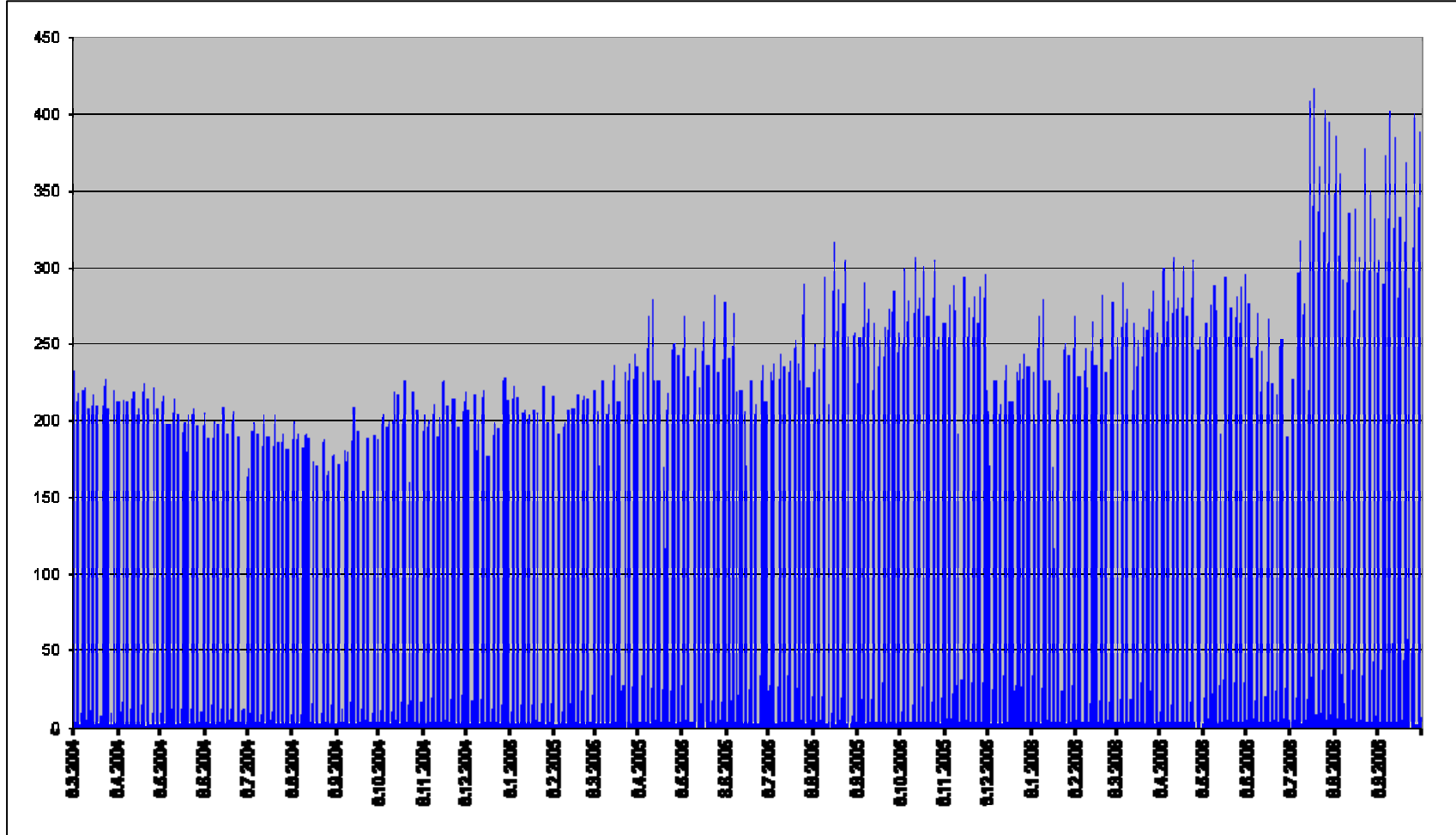
Number of Archived Documents in Both Image Manager and Content Manager

The number of documents is slightly increasing. Majority of documents (customers related) is archived in Image Manager, the rest (internal documents, up to 0.5 mil) in Content Manager implemented in late 2005
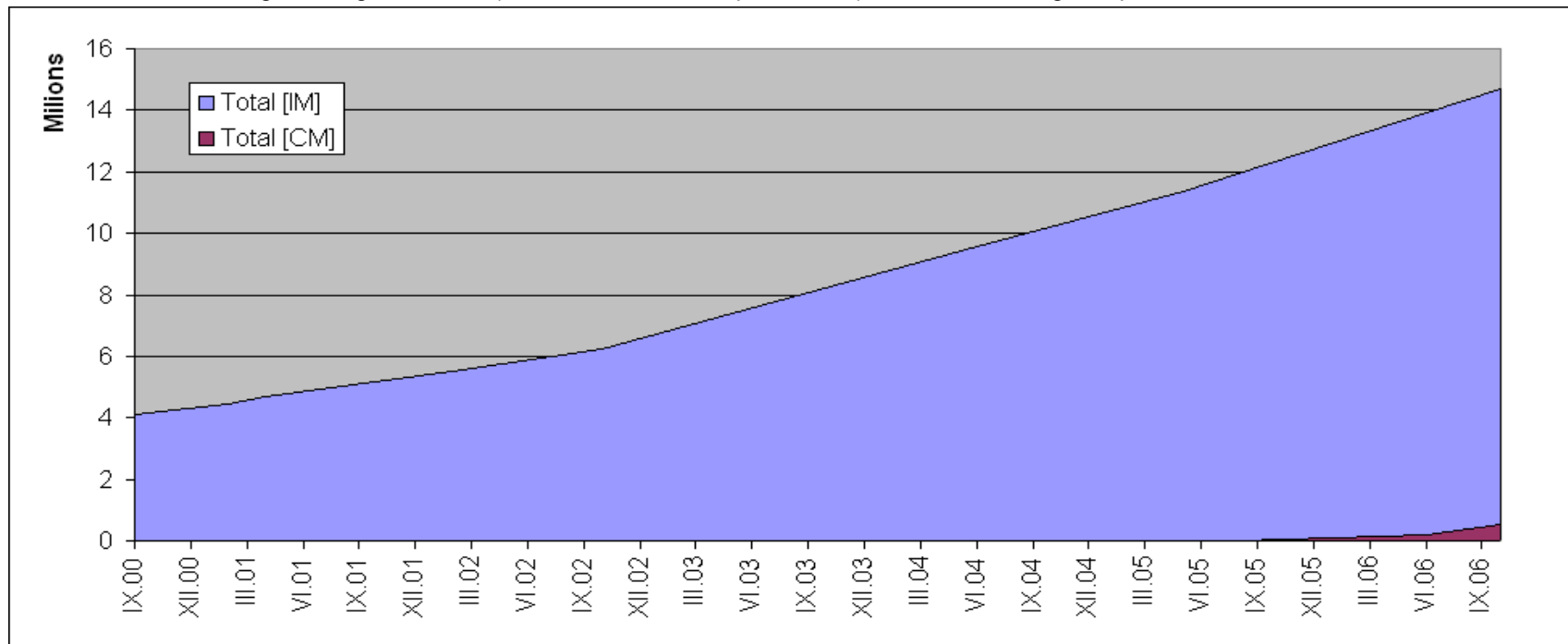
Disk Space Usage in Image Manager

Two disk arrays (2 TB) are currently used in Image Manager. The trend corresponding with # documents is clear from the figure
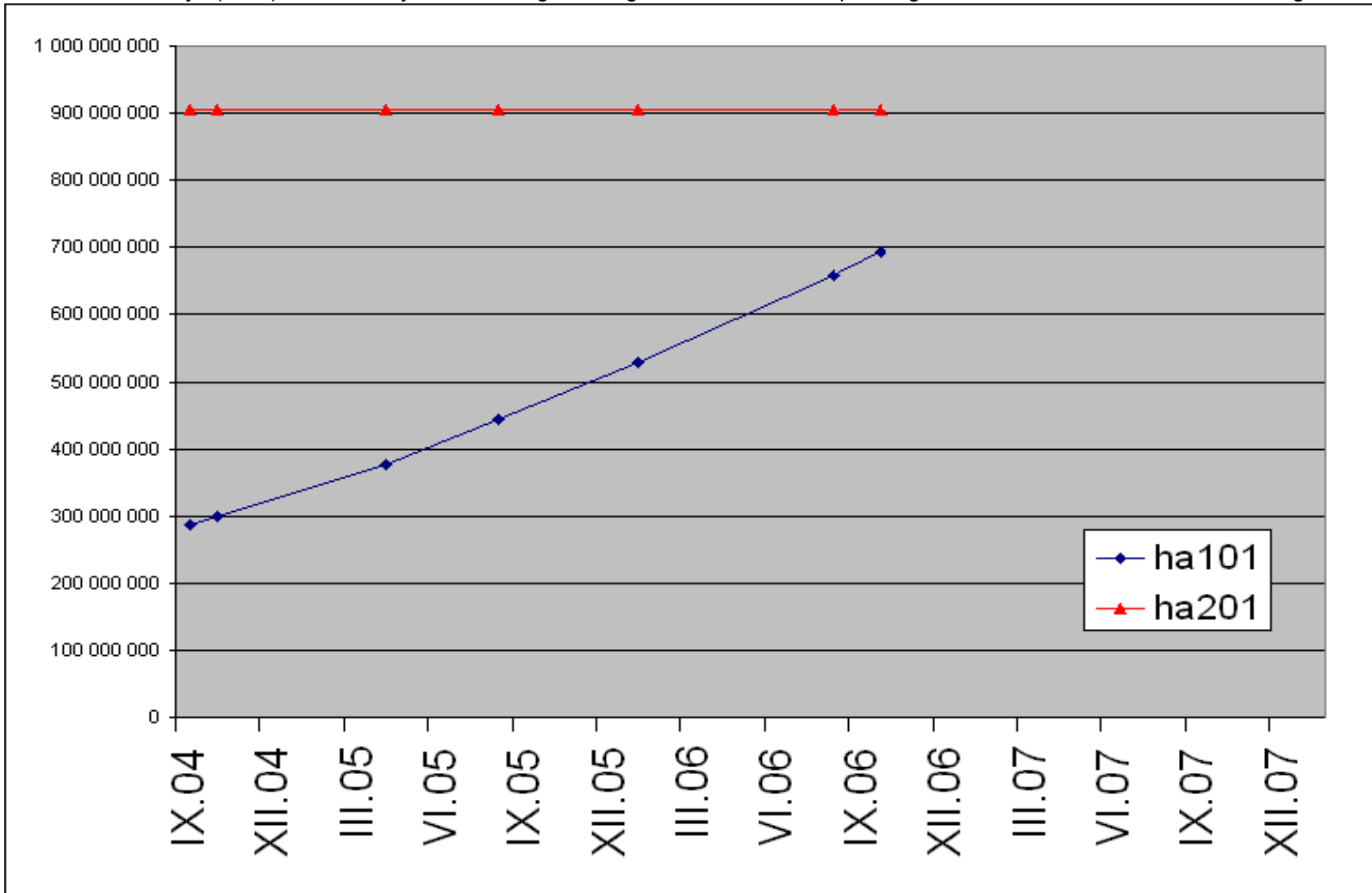
Image Manager CPU Load (Year 2006, Week 41)

A typical shape of CPU load corresponds to a working hours (6:00 am to 10:00 pm, system backup is scheduled daily at 11:00 pm)
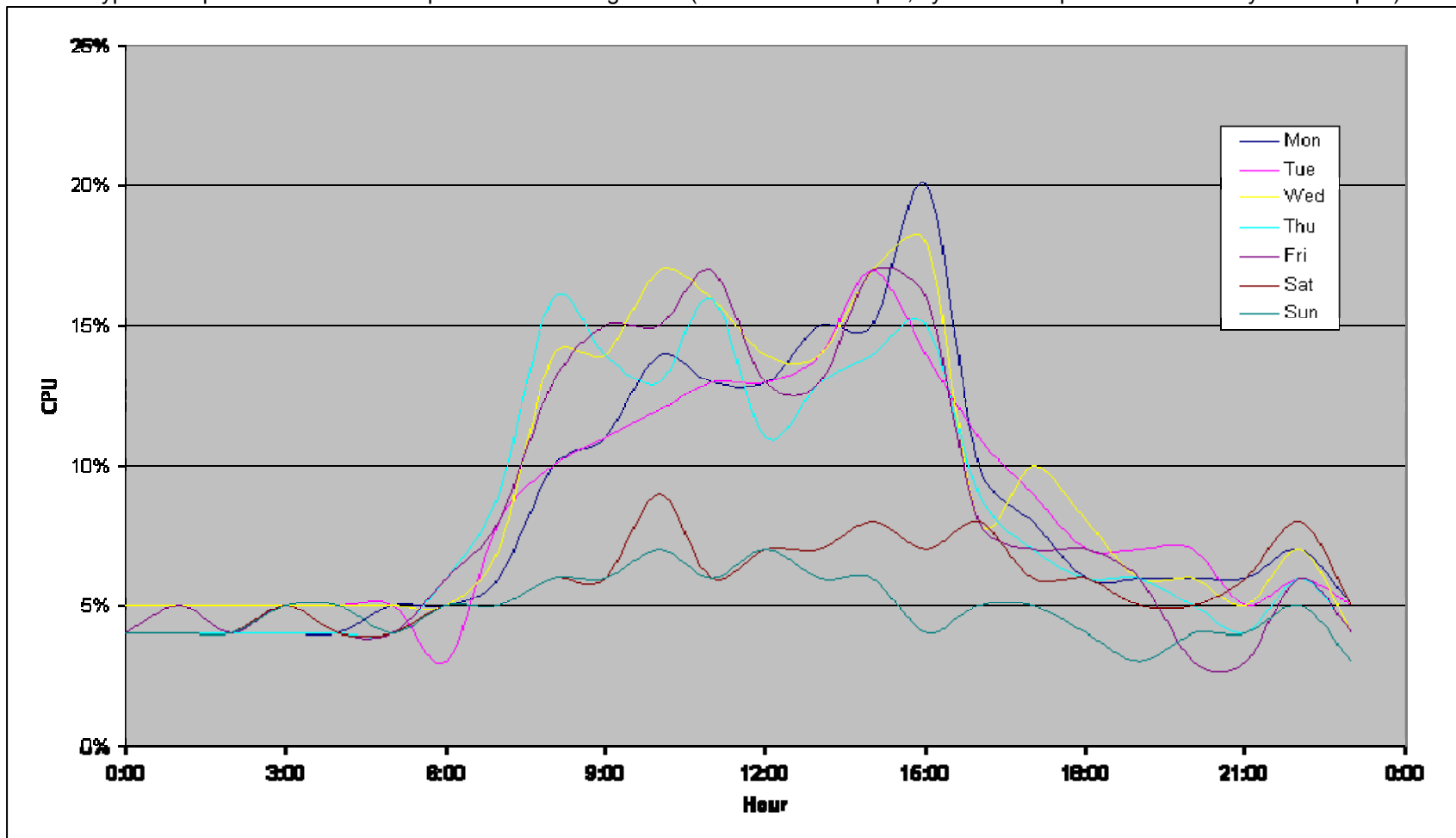
BTW: Last "biggest" crash of system was registered in April 2002. This was caused by an error in a client application ...

October 2006

Image Manager Monthly Average CPU Load (2 Years Back Comparison)

An average CPU load is slightly growing what exactly corresponds to an increasing number of archived documents and user count.
CPU load outside usual working hours is caused by background operations and integration with other systems (DZ, POS, Siebel)
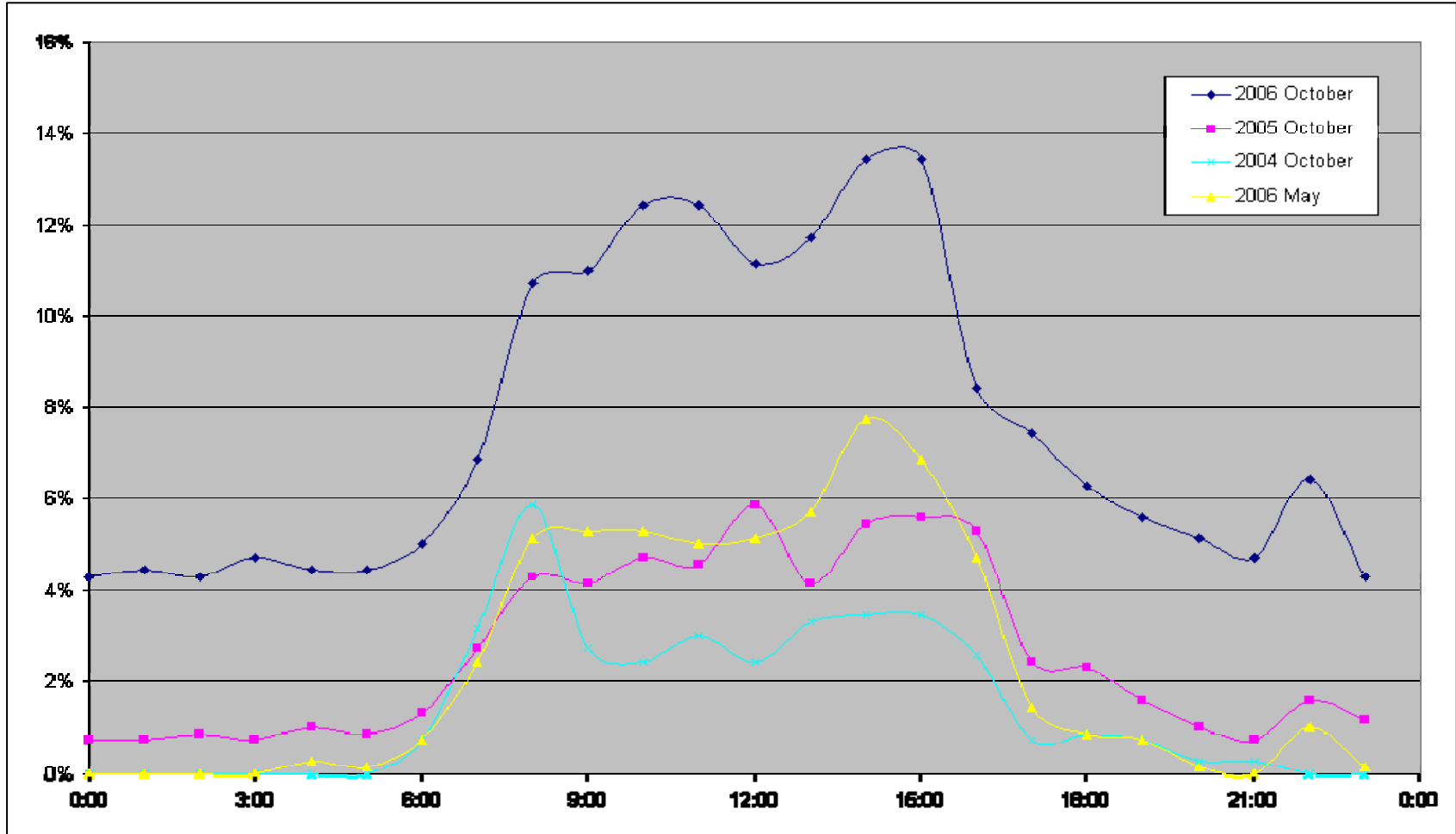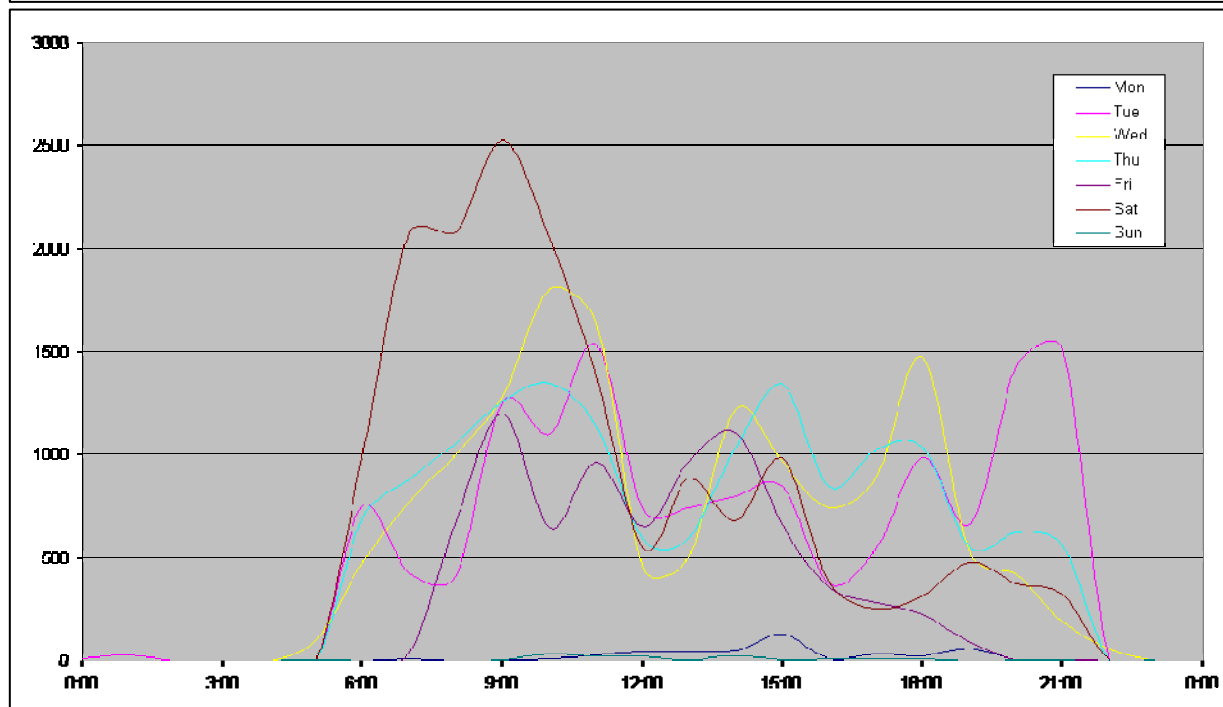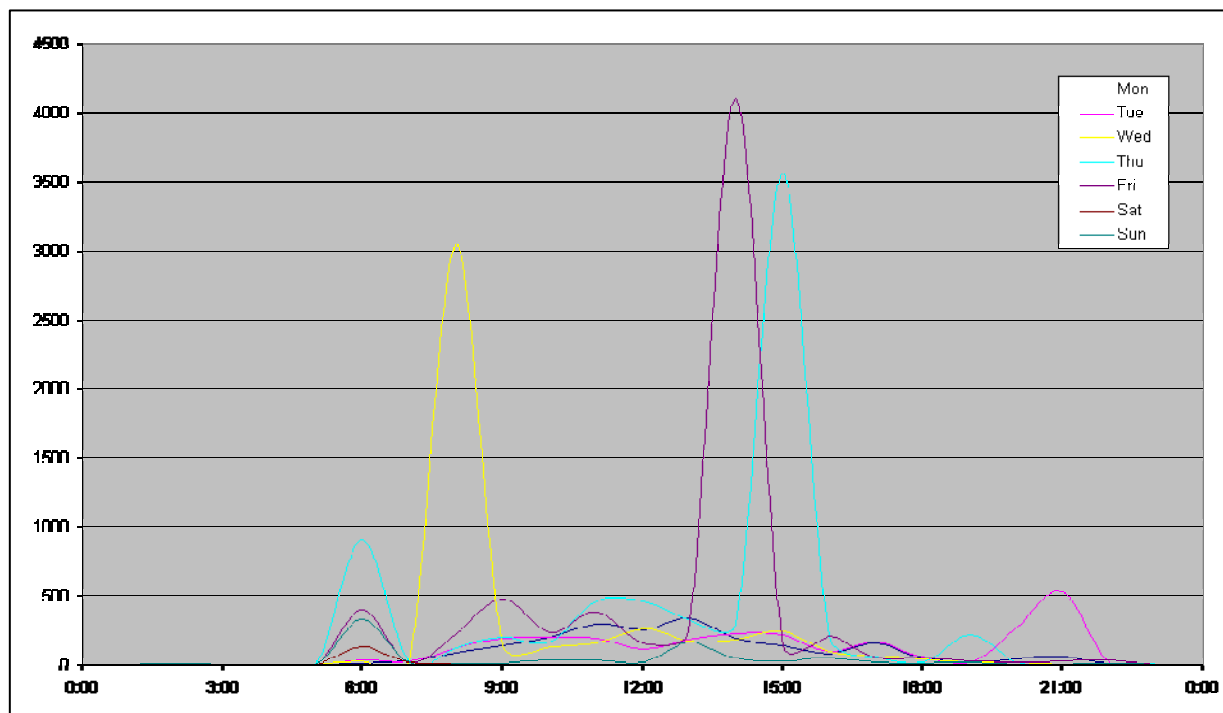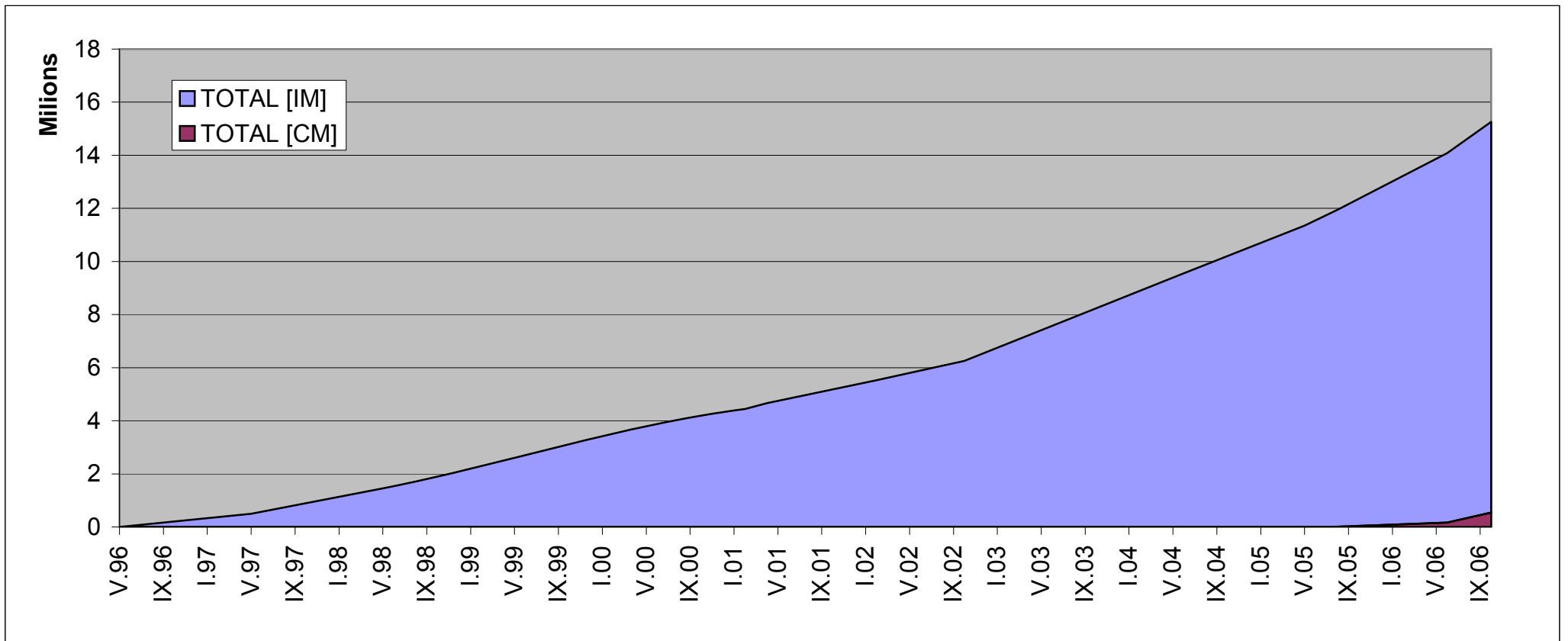

Image Manager Document Reads and Writes (Year 2006, Week 41)

Number of retrieved (up) and stored documents (down) moreless corresponds to a previously showed CPU load and working hours period.

# FileNet P8 - Number of Archived Documents

Object Store / Class	Image Manager					Content Manager				
Period	Watermark	Contract	Corresp.	Other	TOTAL [IM]	Internal Documents	Managing Documents	ZIS / IOM / SFA	Other	TOTAL [CM]
May 1996	0				0					
May 1997	495 000				495 000					
May 1998	1 455 000				1 455 000					
May 1999	2 600 000				2 600 000					
May 2000	3 785 000				3 785 000					
August 2000	4 045 000				4 045 000					
September 2000	4 120 000				4 120 000					
February 2001	4 165 000	225 000	55 000		4 445 000					
April 2001	4 200 000	380 000	85 000		4 665 000					
February 2002	4 200 000	1 080 000	245 000		5 525 000					
October 2002	4 200 000	1 700 000	350 000		6 250 000					
June 2004	4 350 000	4 345 000	600 000	260 000	9 555 000					
May 2005	4 335 000	5 840 000	745 000	430 000	11 350 000					
August 2005	4 335 000	6 355 000	795 000	457 000	11 942 000					10 000
June 2006	4 335 000	8 030 000	950 000	593 000	13 908 000					170 000
October 2006	4 335 000	8 625 000	1 015 000	740 000	14 715 000	105 000	20 000	415 000	2 000	542 000

Origin of Documents

Document Origin	Portion*
Scanned	87%
Faxed-in	11%
Imported & e-mails	2%

*from a total number of documents
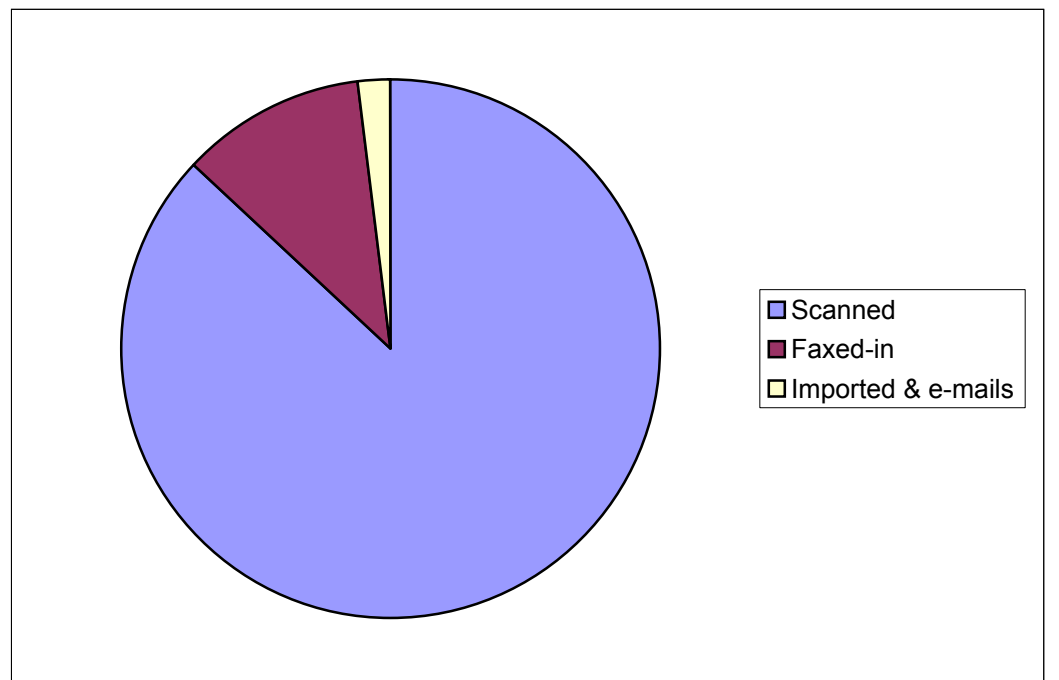
Format of Documents

Document Format	Portion*
TIFF	95,1%
DOC	1,2%
XLS	1,1%
TXT	0,9%
PDF	0,4%
DXL (e-mail)	0,3%
Other	1,0%

*from a total number of documents
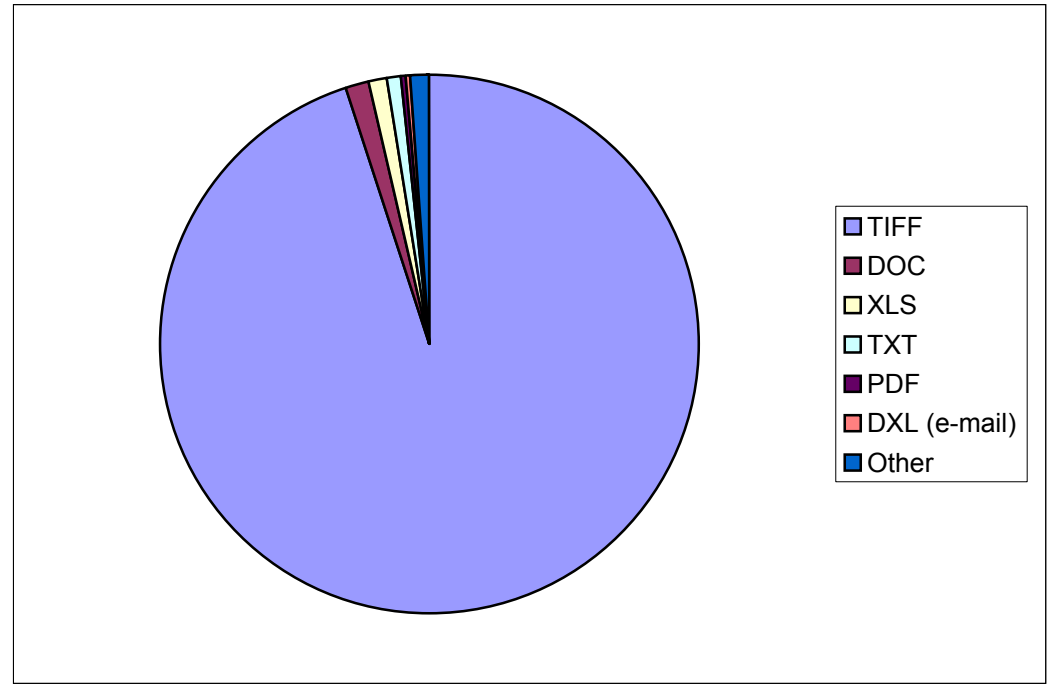
Retrievals Depending on Document Age
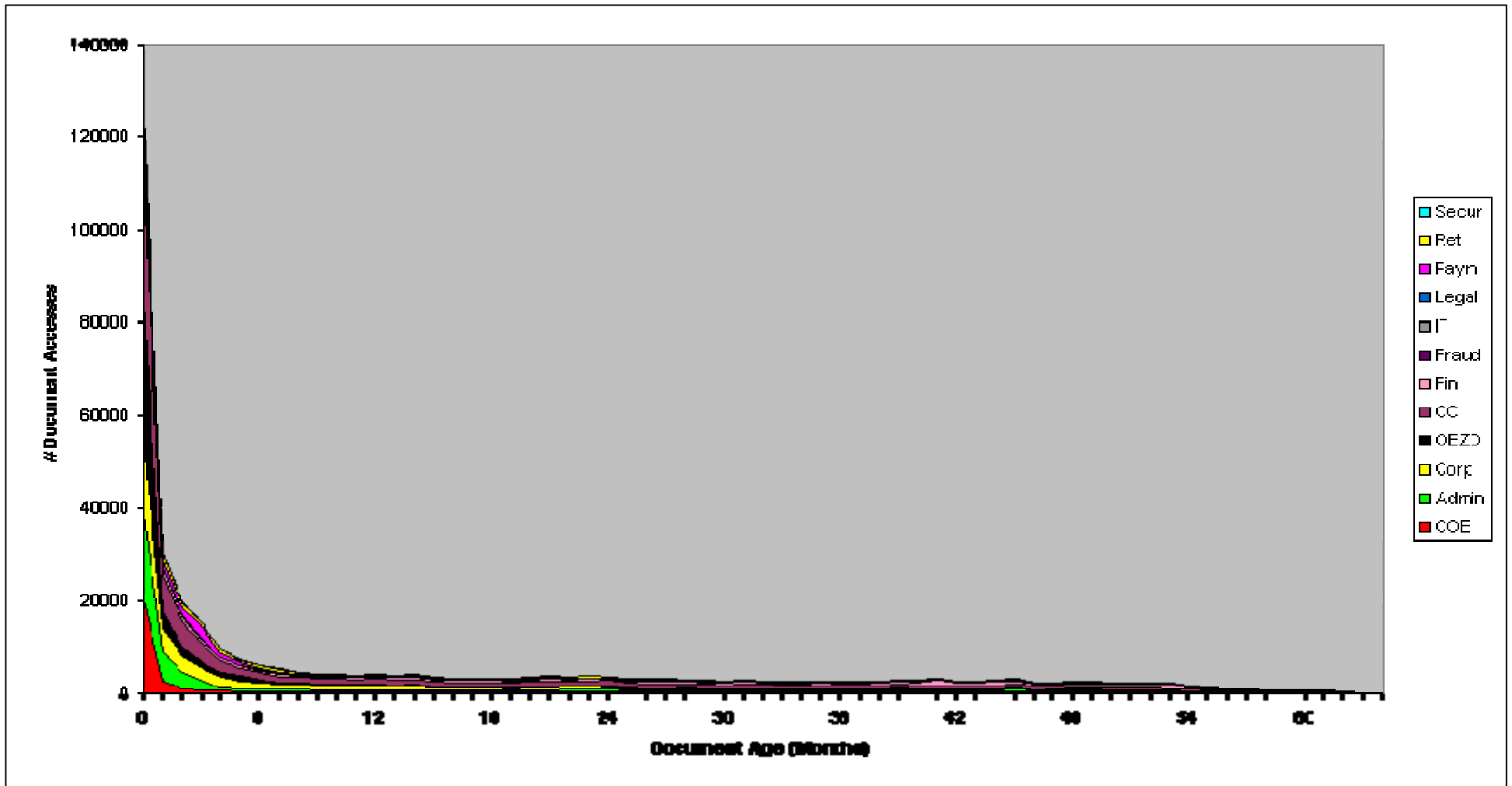
The same graph with extended X axis