

EMC Documentum TaskSpace

The Big Picture

- Enhance the user experience through a highly configurable, single UI that unites process, content, and monitoring of business processes
- Rapidly build and deploy intuitive transactional applications that offer dynamic views and functionality based on a user's role
- Capture, manage, and view all types of content including images, forms, and other electronic business documents
- Boost employee productivity through quicker responses and more accurate decision making
- Quickly roll out business process applications and accelerate change management efforts

Highly configurable, all-in-one user interface for transactional business applications

Business process management (BPM) technologies help organizations automate and streamline business processes and realize significant improvement in financial outcomes, service delivery, and overall organizational responsiveness. In that sense, BPM technologies enable organizations to keep up with the rapid pace and complexity of change.

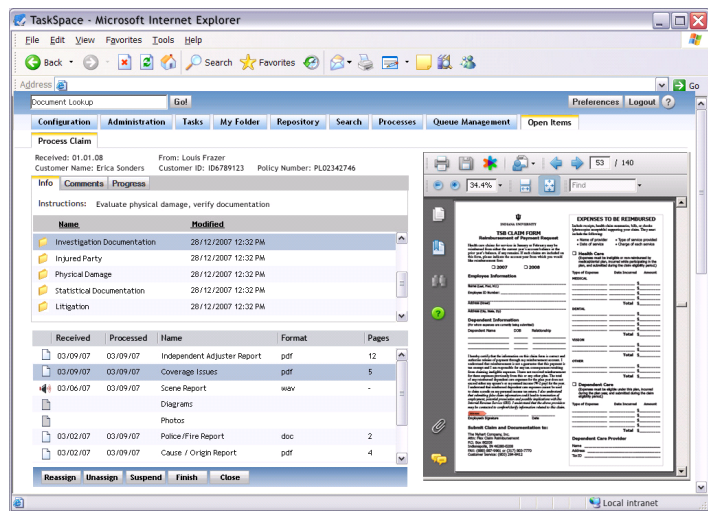
To provide value, however, BPM technologies must deliver a flexible and productive user experience that can be tailored to the specific needs of the business. They must enable the rapid development, deployment, and maintenance of business applications. And they must provide the entire context necessary for users to make rapid and informed decisions. When these requirements all come together, BPM technologies enable organizations to dramatically increase productivity and accelerate business performance.

Increasing user productivity and application agility

EMC® Documentum® TaskSpace addresses these needs by providing a highly configurable user interface that brings together process, content, and monitoring in an all-in-one user interface for transactional business applications. TaskSpace enables organization to rapidly build and deploy intuitive applications tailored to individual roles within your business processes, including users who need to receive and complete work, managers who need to distribute and track work across their teams, and executives who need a graphical, realtime performance view of their operations. And TaskSpace can be used to as the basis for functionally specific applications such as loan processing and case management, which can be created and configured quickly using graphical tools.

Documentum TaskSpace provides knowledge workers with the ability to configure, design, and lay out user interfaces in addition to core content management functionality. Specific capabilities include:

- **Rapid application development and deployment:** Helps organization quickly build powerful and flexible user interfaces for transactional business processes. Configurable and re-usable components allows you to significantly reduce the time it takes to deploy new business applications, enabling a faster time to value.
- **All-in-one BPM user interface:** Combines process management, content management, forms management and performance monitoring in a single user interface, providing users with all the context needed to make the right decisions, faster.
- **Centralized administration:** Provides administrators the ability to maintain and manage a library of TaskSpace components, including the ability to take some components offline, work on new components (without putting them online), and rename components. In addition, administrators can add users, define roles for individuals, associate applications, apply security to documents and folders, and configure process integrations to other systems.
- **High-performance document viewing:** Provides high-volume and distributed large file and annotation viewing capability to deliver a better, more productive user experience. View, annotate, and redact your scanned documents and other images, including JPEGs, BMPs, PDFs, and other formats. Annotate any supported document to help enhance communication between knowledge workers.



Highly configurable, all-in-one dynamic user-interface for transactional business applications

- **Controlled access:** Enables critical data and documents to be easily extracted for accessing and intelligently processing customers' requests. Employees can search, view, and annotate documents. Information retrieval occurs more quickly with powerful metadata search capabilities or by browsing through the folders and categories that organize the repository.
- **Role-based applications:** Supports the ability to quickly tailor end-user experiences based on a user's role, accelerating adoption and productivity.
- **Interactive forms:** Accelerates business processes with either HTML or high-fidelity e-forms (when combined with EMC Forms Builder) to quickly capture application data, eliminating the need for paper and substantially reducing processing costs.
- **Dynamic process dashboards:** Provides users with a highly interactive graphical view of realtime and historical process performance (when combined with EMC Documentum Business Activity Monitor). Users can see which processes are in flight, when they started, how long they have been running, and which activities are active, and they can respond to realtime performance alerts.

Gaining the benefits of transactional content management

TaskSpace is part of the EMC Documentum transactional content management (TCM) solutions platform that enables organizations to:

- Deliver better, more responsive customer service
- Reduce the inefficiency, expense, and risk associated with paper-intensive environments
- More effectively manage all types of related business information in a common virtual folder—from scanned documents to digital pictures, application documents, e-mail, and more
- Exert overall control for business processes as required by your operations, industry standards, or regulatory requirements
- Create highly personalized and interactive customer communications, which can drive customer loyalty and increased revenue
- Deliver superior business performance at a lower cost, leading to a competitive advantage over less effective competitors who rely on manual, paper-based processes



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Take the next step

To find out more about improving transactional processing with EMC Documentum TaskSpace, visit www.EMC.com or call 800.607.9546 (outside the U.S.: +1.925.600.5802).