Chapter 5

Business Systems Interfaces and IDCM Opportunities

OVERVIEW

In this chapter, we conclude the appraisal of the characteristics of IDCM systems that we commenced in Chapter 4. This chapter begins by reviewing IDCM opportunities in the context of their capability to interface with business operational and administrative systems. We relate these to document and Web content management in order to illustrate how IDCM can support other lines of business systems and their applications.

We then review some document management applications in business and government enterprises and associate these with Web publishing and content management in order to demonstrate the types of solutions that are feasible. There is a wide range of opportunities for deployment of IDCM within most business and government enterprises, and we will examine some examples of applications in different environments.

We emphasize throughout this chapter how IDCM can be deployed to support commercial and government planning initiatives, support regulatory and legal compliance, underpin continuous process improvement initiatives, and provide the foundation for exploiting enterprise knowledge.

Our objectives then are as follows:

• Discuss how IDCM repository management systems (document and Web content) can interface with core business operational and administrative systems.
• Discuss some specific document and content management solutions that may be applied in an integrated manner for managing important business documents and vital records.
• Provide an overview of some opportunities for IDCM useful for specific document and content management applications in a range of vertical industry sectors.
• Discuss the application of general document management functionality for workgroups and wider enterprise deployment.
Within the vertical market applications part of the chapter, we make reference to several case studies relating to different market sectors. These are cases for which there are references given in the general literature. Many more examples of specific case studies are provided by a number of the vendors listed in Appendix 4. The reader is referred to their Web sites for additional examples.

**SYSTEM INTERFACES**

In Chapter 4, we explained that IDCM solutions are unlikely to be implemented without giving consideration to interfacing with existing systems in associated areas. There are many areas of business activity that have an impact upon an IDCM system or are impacted by it. Depending upon the extent of integration, the functionality may be seen as part of an IDCM solution or as complementary to it. These other areas include:

- **Knowledge management** — where the recorded information in the IDCM system and the references to intellectual capacity of the organization, such as human resources expertise files or lessons learned and “Frequently Asked Questions” data may be effectively associated and retrieved. Thereby, they can be introduced to discussion threads or groupwork facilities for collaborative effort.

- **Publishing** — that implies that the viewing facilities are extended beyond the ability to provide different renditions. For example, if text is stored using a generic DDL, it is more likely to be able to be distributable to remote devices such as personal digital assistants (PDAs).

- **Translation** — particularly relevant to global corporations that may require content of the same versions in multiple languages, possible via fledgling online translation facilities, or more likely through manual production of alternate language versions of documents.

In this section, we review the applicability of IDCM when providing middle-ware services to support business systems. From the many possibilities, we consider:

- **ERP systems**;
- **Plant control systems**;
- **Supply and maintenance**;
- **Geographical information systems**;
- **Financial management**;
- **Employee relations management**;
- **CRM systems**; and
- **Call center systems**.

**ERP Systems**

Because ERP systems endeavor to provide for so many aspects of business processes, the benefits of integration with such systems cannot be underestimated. An enterprise system is typically modeled around a supply chain that looks to add value through stages such as planning of production, acquisition of materials, production, distribution, and marketing.
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