



Enterprise Content Management



THE IQ BUSINESS GROUP

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IQ Group Background

- Specialized management consulting firm
- Verticals: Public sector, financial services, and healthcare
- Technologies: ECM, Sharepoint, Microsoft CRM, and health records, records mgmt
- GSA SmartBUY for RM
- Sweet spot: Enterprise ECM with records management

Public Sector Experience



Commercial Experience

Capital One

ING 



Deloitte.



MCI



citi

HBO

 Merrill Lynch

 verizon

Coca-Cola Enterprises


Countrywide
Financial..



AVON
the company for women

 Mellon

AARP

Anthem 


SEVENTH-DAY
ADVENTIST
CHURCH



GRACE
A Premier Global Specialty Chemicals and Materials Company

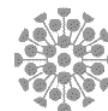


SAP




LUTHERAN
BROTHERHOOD

 macy's



Tupperware®

New World of Content

Unstructured Content



ERM/COLD



Web Transactions



EDMS and Imaging

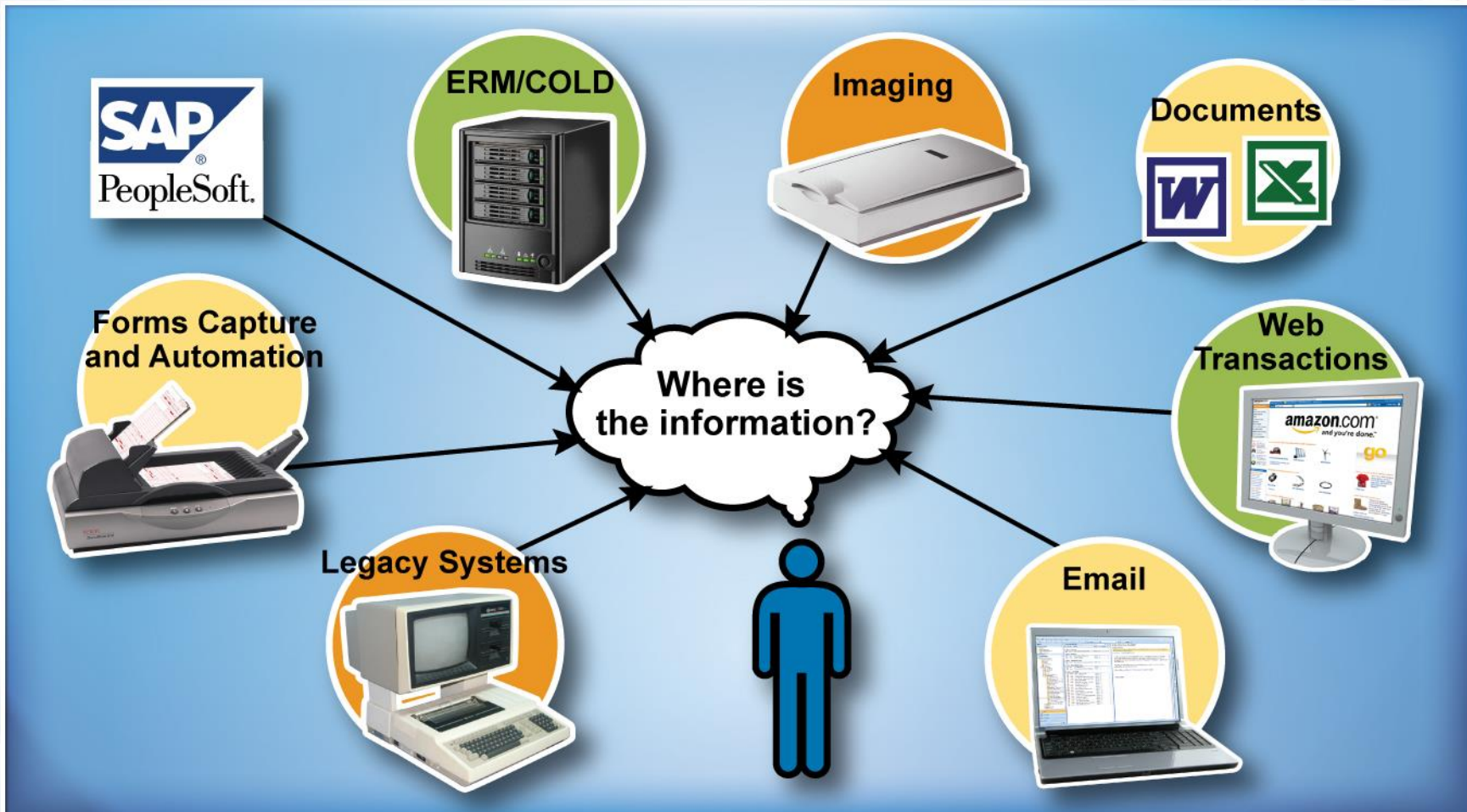


Forms Capture and Automation



Email and Office Documents







Legacy Systems



Where is
the information?



ECM

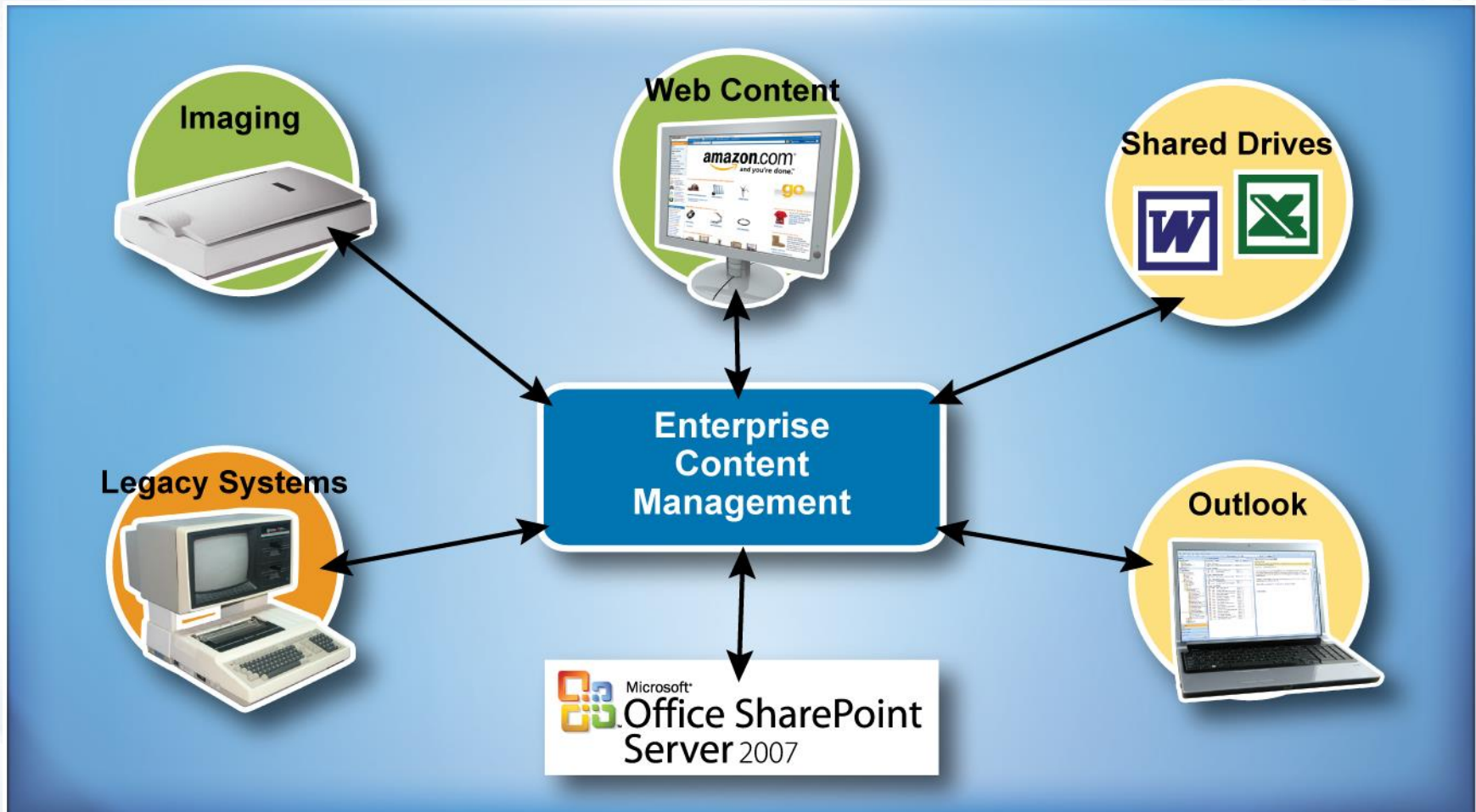




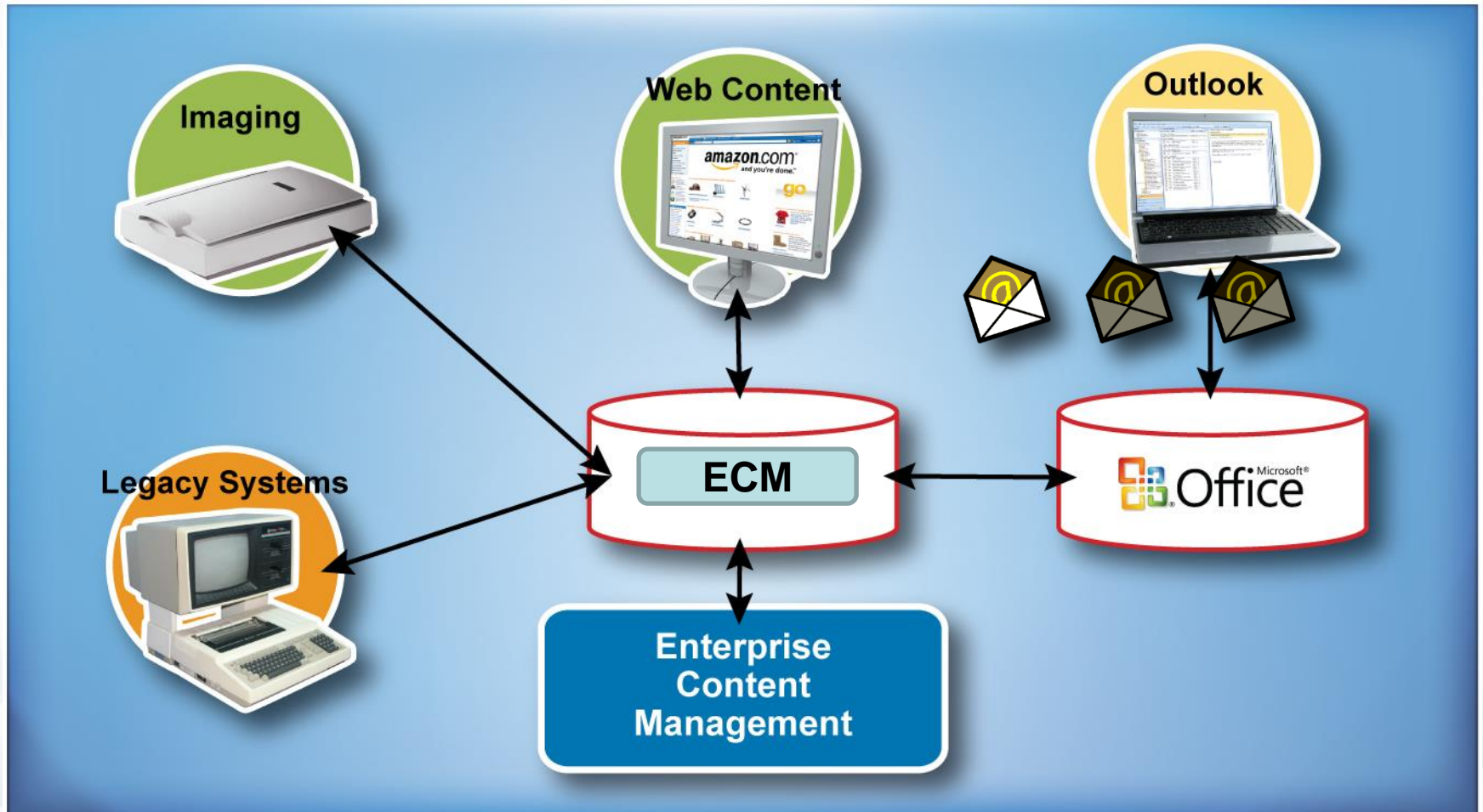
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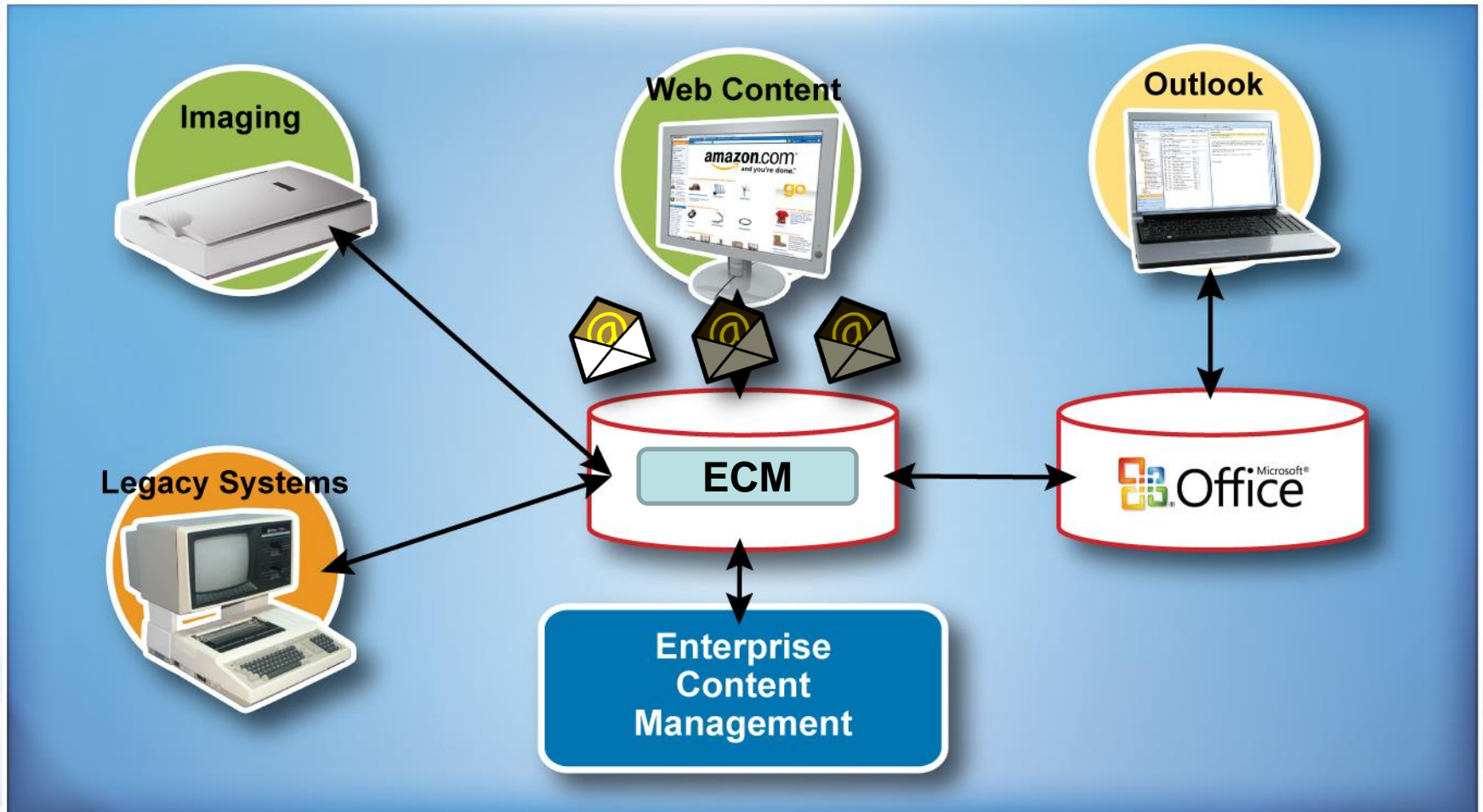
Enterprise Content Management Infrastructure



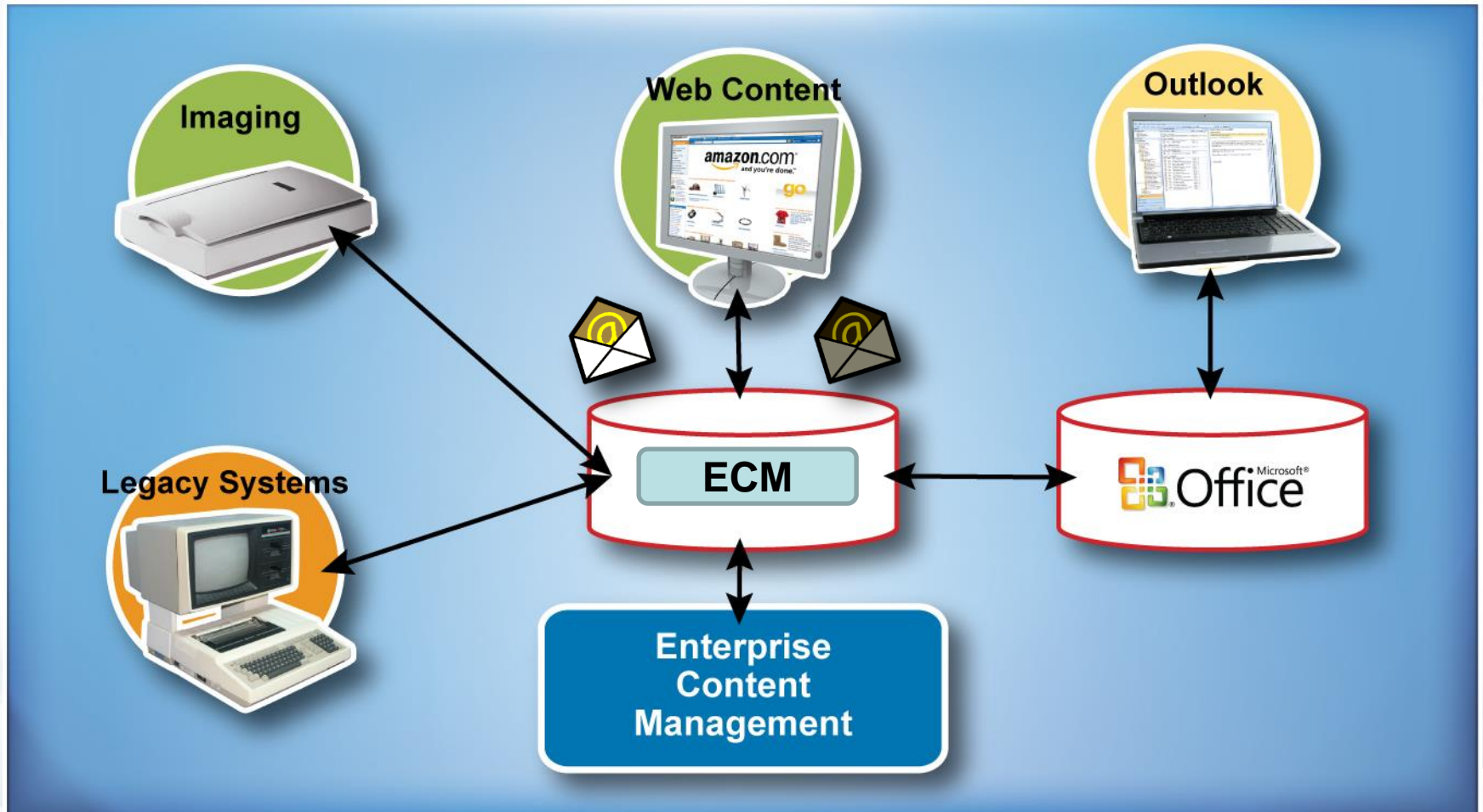
Email Archive



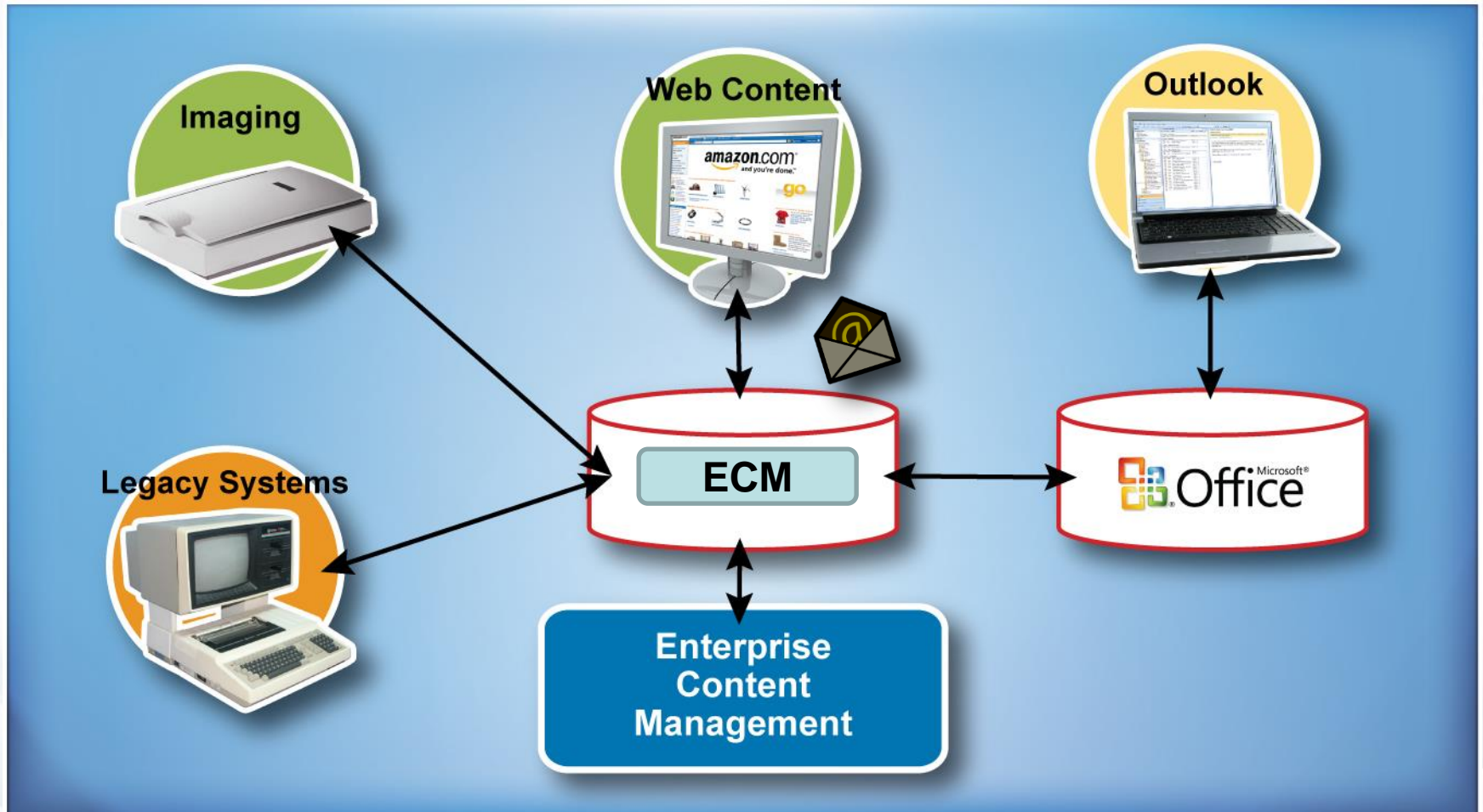
Email Archive



Email Archive



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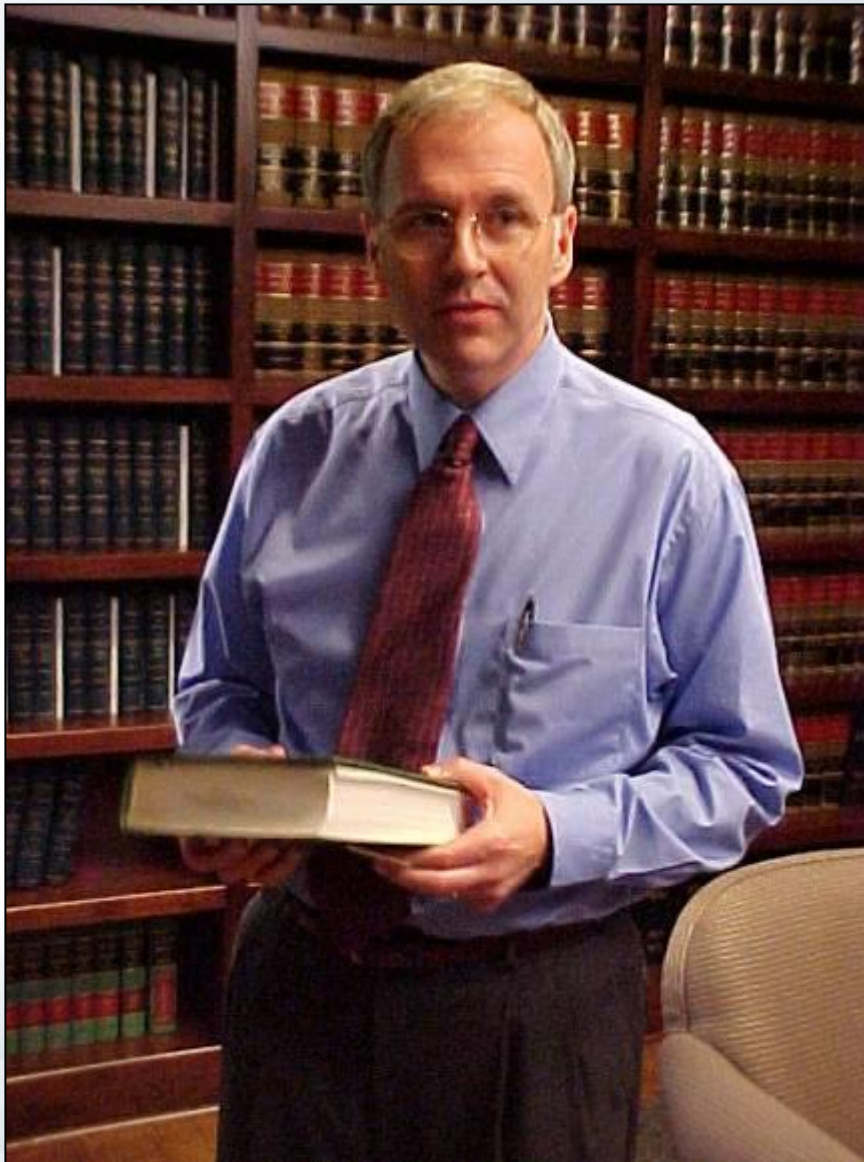
Public Access

- FOIA demands still high
- FOIA being replaced with 'transparency'
- Public comments (like eRuleMaking)
- Improved relationships with external stakeholders
- Cost reduction

Legal Issues



HIPAA:
*Privacy, Security, and
Electronic Transactions
Standards*



Why Organizations are Vulnerable

“Federal judges do not care about the cost of compliance. They expect it.”

Source: Jason Baron
NARA
Director of Litigation

eDiscovery

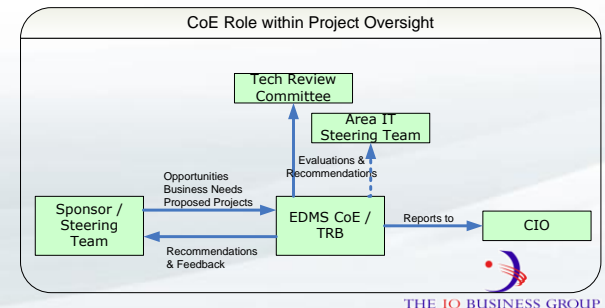
- Federal rules of evidence are clear
- No difference between paper and electronic
- Discovery costs are very expensive
- Tools have two parts:
 - Search for ESI
 - Content review for disclosure
- Discovery costs likely to disrupt authority of General Assembly and Governor

Shared Services

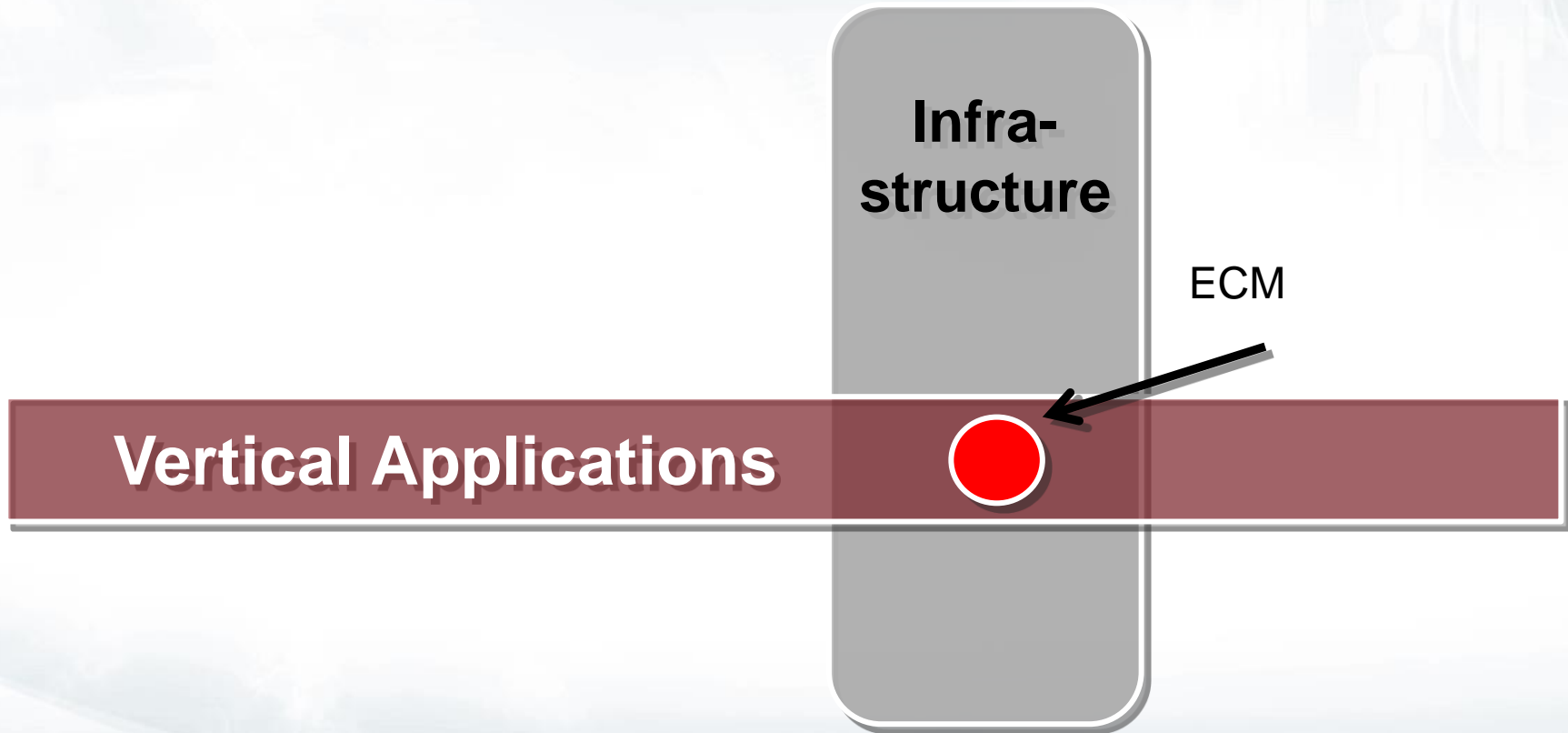
- Even a basic governance model can help
- Real opportunities for leveraging Virginia's existing investments
- Shared services could bring substantial benefits to localities as well
- Unique benefits: reduce costs, improve service, reduce risks, better transparency

ECRM Governance

- ECRM is not a project – it is a program
- Significant cost savings can be achieved with planning
- Center of Excellence (CentEx) models work – if they have management support
- Governance includes a baseline....
... but it also includes a roadmap



ECRM: A Balance



For More Information



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