



Globalization and Enterprise Content Management Systems and Processes Optimization



COMSYS Enterprise Content Management

The management of content and documents throughout the enterprise can be costly and a time consuming proposition. Compounded by the challenge of exponential growth of content, documents and the new Federal Rules for Civil Procedure around eDiscovery; the effort to develop an optimized approach to content and document management is becoming increasingly critical to complete in the global marketplace. In concert with our Globalization offering, we will work with you to address and optimize the processes and systems that surround global content and document management including authoring and creation, aggregation, delivery to an increasingly sophisticated and multi-cultural end user population.

Business Landscape

The management of digital content throughout the enterprise and across multilingual audiences can be costly and a time consuming proposition. It is now clearly understood by that there is a close financial efficiency link between; content authoring and tagging, enterprise content management, Federal Rules Civil Procedure (FRCP) around eDiscovery and localization/translation for usability across multilingual markets. Management is now required to address the issues around the content supply chain head-on in order to remain competitive and maintain compliance with FRCP and Sarbanes-Oxley rules and regulations.

The COMSYS Solution

COMSYS' Enterprise Content Management offering features a family of solutions to optimize a client's content supply chain and the user experience. The content supply chain includes authoring processes and systems, enterprise content management systems and multilingual processes and systems. These four core disciplines are integrated with business process considered best in class while meeting each client's unique situation. Selecting and implementing the most optimum process requires the experience, expertise, and technology independence to assist in the review, business case analysis, and the deployment of a business process to make your organization successful.

Authoring Processes and Systems

Authoring for style consistency is an important link in the "content supply chain" and the related value proposition. Specifically, properly designed authoring processes and systems improve content quality, and enable a more cost effective localization process for multilingual



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markets. We provide you with the skills training necessary to properly author for style consistency. Since we have a through understanding of each of each link in the content supply chain, an analysis is provided within the framework of “content supply chain” best practices to address each client’s unique business situation. In instances where clients have higher volumes of content and document authoring, it may be necessary to review the possibility of “best in class” software systems for authoring optimization.

Enterprise Content Management Processes and Systems



Enterprise content management processes and systems are critically important to the administration and control of digital content in all its forms and ultimately the user experience. Clearly proper administration allows for minimizing the expense associated with enterprise communication and localization. Processes and systems must conform to the regulatory governance requirements for security

and timely communication. We understand the broad landscape of enterprise content management system providers. We are systems agnostic and have the business and IT experience necessary to analyze each client’s unique business situation and provide recommendations within the framework of industry “best practices”, global requirements and the strengths of respective content and document management systems.

Globalization and Multilingual Systems

Properly designed localization (of which, translation is a component) business processes and systems is the third critically important link in the content supply chain and the related value proposition. Globalization business processes must be defined with respect to quality and regulatory governance requirements. These processes can be automated with “best in class” multilinguistic or globalization management systems or within the enterprise’ enterprise content management system. Part of the optimization process concerning this link revolves around the, intellectual property that is created in the form of past translations or “translation memories”. Optimizing globalization business process while leveraging a properly maintained “translation memory” enables an enterprise to minimize the expenses associated with multilinguistic communication requirements while addressing message quality and regulatory issues.

Content Compliance

Compliance requirements around Sarbanes-Oxley, HIPPA and eDiscovery require both a tactical and strategic focus. Today, most organizations reactively deploy point solutions every time a discovery request comes in, even when they’re aware of eDiscovery platform business benefits. Amendments to the Federal Rules of

Civil Procedure that took effect on December 1st, 2006, however will prevent enterprises from operating in the shield of ignorant bliss. Organizations are now required to address issues regarding electronically stored evidence at the onset of litigation (meaning the first meeting with an opponent’s lawyer). The specific rules that have bearing on records/retention management and information technology are:

- **Rule 16-26.** These rules call for organizations to “...give early attention to issues relating to electronic discovery, including the frequently-recurring problems of the preservation of evidence...” This means being ready to discuss a strategy for dealing with electronically stored evidence at the very first meeting with the other parties in litigation.
- **Rule 37(f).** This rule provides a “safe harbor” for data destruction. This means that organizations face no penalties for deleting electronically stored information in keeping with routine operation of IT systems IF the party took reasonable steps to preserve it. However, any destruction must be due to routine operations in good faith, a synchronized framework must be in place, and this systemized framework must have integrated litigation hold procedures.
- **Rule 34(b).** This rule requires organizations to produce electronically stored information in its native format with its metadata intact and to prove chain of custody. If a defensible process is not demonstrated, litigation opponents may be granted access to an organizations network.

Services Delivery Engagement Approach

COMSYS offers clients a range of engagement approaches to meet each your unique situation. The spectrum of engagement approaches include delivery of skilled contractors under the your guidance, or on the other end of the spectrum, a complete solution delivery from strategy and business case (ROI) development, request for proposal development, implementation and post-implementation support.

COMSYS Clients Include

Vignette Corporation, EMC/Documentum, Hewlett Packard, MRO Corporation, Christian Children’s Fund, YMCA, City of Greenville, NC, City of Alexandria, VA, Portsmouth Public Schools, Anteon Corporation, United Way of Greater St. Louis, Opteum Financial Services, Canon ITS Services, City of Frisco, TX, City of Ft. Worth, TX, Sitbo Catalog, and Wells Fargo.

Where can we take you?

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