



# CUSTOMER SUCCESS STORY

## Insurance and Medical Guidance Company

### Why was Lighthouse brought in?

This insurance and medical guidance company had an old content management system that was no longer meeting their needs. They contracted Lighthouse to build an infrastructure that would: store emails; store completed insurance forms; process feeds to and from various vendors; build workflows to process data; scan images and store them; and validate data being captured.

### Lighthouse solution:

Lighthouse proposed and implemented IBM DB2 Content Manager as a base content management solution. In addition, Lighthouse implemented IBM DB2 CommonStore for Lotus Domino for e-mail archiving and attachment of email to customer records. Lighthouse also implemented a Kofax scanning solution. As part of these solutions, Lighthouse helped the customer migrate over 2.5 million documents as well as associated annotations from their old system.

### Customer benefits:

This new content management infrastructure will help the customer manage all types of digitized content across multiple platforms, databases and applications, in effect digitally managing the lifecycle of their business information. In addition, the customer will benefit from simpler system maintenance, greater document security, and better overall performance.

## State Government Department of Taxation & Finance

### Why was Lighthouse brought in?

This state government department's Lotus Notes servers were experiencing tremendous disk storage growth, and were experiencing increasing backup windows.

### Lighthouse solution:

Lighthouse developed a solution to archive email for 6000 Lotus Notes users in order to tighten the backup window and decrease storage requirements, all without adding more Lotus Notes servers to the infrastructure. To accomplish this, Lighthouse worked with IBM to design a DB2 Content Manager archive with DB2 CommonStore as a mail archiving backend.

### Customer benefits:

The customer reclaimed approximately 50% of their storage space, resulting in performance increases on their mail servers as well as cost savings for storage. This storage decrease also resulted in dramatically decreased backup windows.

Lighthouse's design also enables the customer to use Hierarchical Storage Management tools to move mail to cheaper storage media in the future, should they need to.

### ABOUT LIGHTHOUSE ENTERPRISE CONTENT MANAGEMENT SERVICES:

Lighthouse Computer Services has years of experience helping small to large companies manage their mountains of hardcopy and electronic documentation.

Using best-in-class technologies and frameworks, our certified Content Management and IT Compliance associates can assess, design and implement solutions that not only meet stringent industry and governmental regulations, but also ease the accessibility and usability of this content for your employees and customers alike.

Lighthouse's Content Management services include:

- Content management system assessment, implementation or migration.
- Hierarchical storage management solutions.
- Document management solutions.
- Workflow and collaboration design.
- Email and document archival.
- IT Regulatory Compliance Readiness.



# Major Energy Company

## Why was Lighthouse brought in?

This energy utility faced many litigation discovery requests in the past, costing the company huge amounts of time and money. In order to reduce the time spent restoring email data from backup tapes, the company called on Lighthouse to create a user-friendly, quick-access email archiving solution to support their litigation discovery requests.

## Lighthouse solution:

Lighthouse designed and implemented a complete DB2 CommonStore solution that stores the company's email in a central Content Manager repository. When emails are archived, full text indices are created for each email. This allows full text searches of all company emails at any time.

## Customer Benefits:

The new system allows litigation discovery requests to be handled in a matter of hours, not weeks, saving the company thousands of dollars for each request. In addition, searches can now be performed by any company personnel, without the need for IT personnel to become involved.

# Multi-Billion Dollar Wealth Management Firm

## Why was Lighthouse brought in?

Lighthouse was contacted by IBM and engaged as a part of the sale of over \$1,000,000 in software, including Content Manager OnDemand. IBM asked Lighthouse to develop an add-on reporting package to assess server performance and storage growth, and provide billing reports based on system usage.

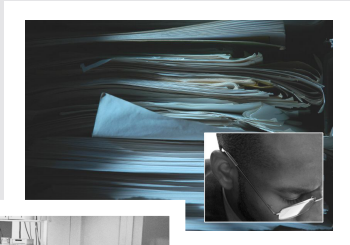
## Lighthouse solution:

Lighthouse developed a custom reporting package to work in conjunction with Content Manager OnDemand, which was being used to manage customer statements, mainframe reports and COLD (Computer Output to Laser Disk) data.

## Customer benefits:

The customer now has a reporting package which displays server performance and storage growth, which can help the company make informed decisions about future server and storage purchases and maintenance decisions. The reporting package also allows the company to bill customers based on system utilization. ■

To learn more about the benefits of our Content Management solutions, or to schedule a consultation, please call us at **888-542-8030**.



## About Lighthouse Computer Services

Lighthouse Computer Services is a trusted IT advisor to leading companies throughout the Northeast U.S., offering consulting, integration and maintenance services on the latest hardware and software. Using best-in-class technologies—including those from IBM, Microsoft, Enterasys, Tivoli, Symantec, NetApp, VMware, SEPATON, STORServer, Lotus, Acopia, and APC—as well as a first-class Professional Services team, Lighthouse is able to design and implement cutting-edge solutions for complex enterprise environments.

## About Lighthouse Enterprise Content Management

Lighthouse's Enterprise Content Management team specializes in enterprise content and information lifecycle management solutions for a wide variety of industries, including banking, finance, insurance, medical and government. Our full spectrum of enterprise content management solutions—including assessments, implementations and custom software engineering—maximize our customers' returns on their valuable investments.



LIGHTHOUSE  
ENTERPRISE CONTENT  
MANAGEMENT