



Fully managed and seamlessly integrated document and content management services: the key to successful ECM projects.

Fully Managed Document & Content Management Services

Enterprise Content Management (ECM), fully managed

Whether you're planning to introduce ECM or upgrade your current ECM – a lack of technical and professional expertise means enterprise content management projects are often slow to get off the ground.

IT and business resources are frequently diverted from essential core business tasks to deal with ECM. The result is often higher total cost of ownership (TCO), sluggish change management and excessive demands on, staff, IT and specialist departments.

A fully managed and seamlessly integrated ICIM (Intelligent Content and Information Management) platform, as provided and operated by Swisscom, offers a solution.

Creating a modular structure for this ICIM platform – from input to output management, including document management and digital archiving – allows a needs-based combination of all these services, with seamless, digital end-to-end business process support.

Our ECM experts advise and support our customers in the transition to this managed service. A team of experts ensures stable operation and rapid change management.

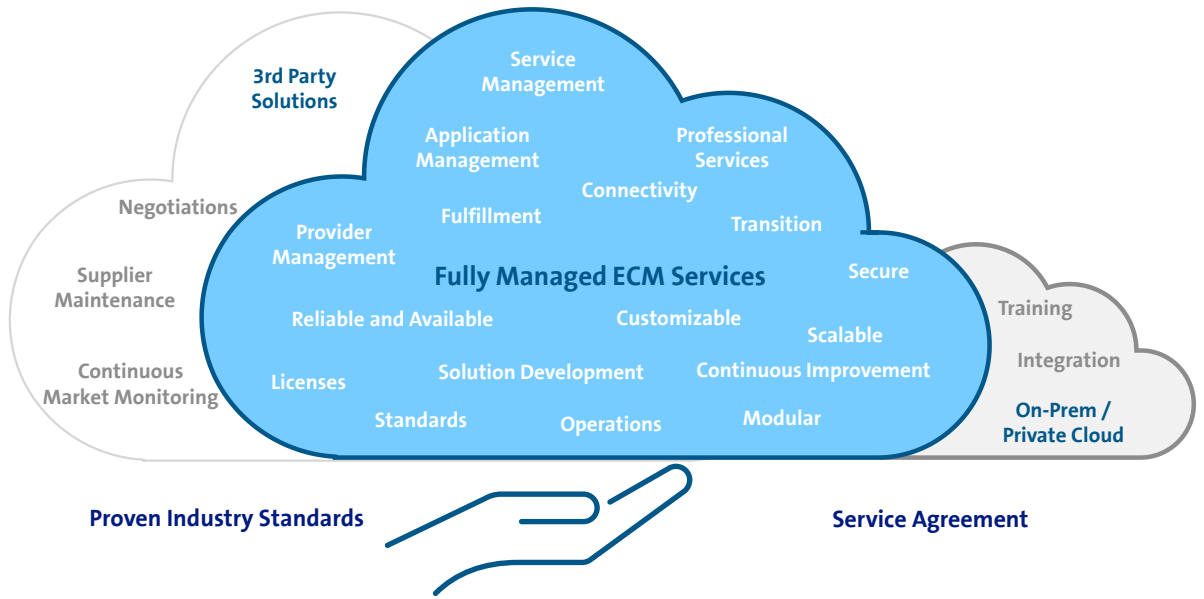
How you benefit

With our Managed ICIM Services

- you gain a proven ECM standard from input to output management, with workflows, document/case management and digital archiving.
- we give you the opportunity to take gradual, modular steps into our ECM service world, with the option to purchase our ECM services individually or as a package.
- you have a single point of contact for all your document and content management needs.
- you free up your valuable IT and technical experts, allowing their more targeted deployment for core business issues.
- you can meet the expectations placed on you from different departments on time.
- you achieve a low TCO for document and content management initiatives.
- we save you the need to invest in software, hardware and maintenance.
- you benefit from the continuous development of our managed services.
- you gain stable operation and fast, effective change management.
- you can measure our promises and service quality in clearly defined SLAs.



The details in this document do not constitute a binding offer. They can be changed without prior notice.



Facts and figures



Seamlessly integrated and intelligent document and content management solutions, provided and managed by us (Managed Service).

Completely managed

Your experts can focus on your core business again, while we take care of this essential groundwork for digitisation.



Available individually or as a package

All our ECM services can be purchased individually or combined in a package.

Our continuous development considers industry-specific needs and incorporates valuable feedback from our customers.

Flexible packages make it easy for customers to step into our world of Managed ECM Services at any time.



Long-term partnership

A unique partnership: from needs analysis to creating a document and content management strategy and implementing and managing our ECM services.

Vendor-independent services for all standard ECM requirements.

Innovative and trusted advisor for all your document and content management needs.



Additional services

Intelligent Content and Information Management (ICIM)

Swisscom offers a broad portfolio of managed services for input management, content and document management, output management and printing. These managed services, usually referred to as enterprise content management, allow you to outsource individual or complete ECM processes to Swisscom. This allows us to noticeably increase the success rate of your own ECM initiative and optimise the corresponding processes. Modular SLAs, high scalability, stable operation and continuous further development support the flexible structure of this unique service.

For further details and to contact our experts, go to [swisscom.ch/business](https://www.swisscom.ch/business)

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