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EMC Documentum ApplicationXtender for Microsoft Office 2007

Seamlessly access EMC Documentum ApplicationXtender document management functionality from within Microsoft Office Business Applications

Organizations are taking advantage of the familiarity of the 2007 Microsoft Office system to more easily access mission-critical, line-of-business (LOB) processes and systems such as accounting and customer service applications. These companies are increasingly deploying Office Business Applications (OBAs) to transform document-based tasks into more efficient, automated processes that align with a particular LOB function.

Office Business Applications are a new breed of Microsoft applications that connect LOB systems with the people that use them through the familiar user interface of Microsoft Office. EMC® Documentum® ApplicationXtender® for Microsoft Office 2007 is designed to support and extend the concept of Office Business Applications, providing direct access to a document management system.

EMC Documentum ApplicationXtender software has helped organizations to better manage images, reports, documents, and other business-critical content for years. ApplicationXtender is an electronic filing cabinet that stores, organizes, and manages virtually any kind of business-ready content and provides role-based access to this content from either a desktop interface or a web browser. A Workflow Manager add-on module enables organizations to create departmental workflow solutions designed to improve efficiency in business processes.

Built on Microsoft .NET, ApplicationXtender provides out-of-the-box workflow samples, a user-friendly process designer, and built-in reporting tools—everything users need to design, implement, and manage their business processes without IT support. An integral part of the EMC portfolio of information management products, ApplicationXtender helps connect an organization's employees to the information they need.

Rich document management functionality for OBAs

ApplicationXtender for Microsoft Office 2007 integrates the rich document management functionality of ApplicationXtender into Office Business Applications. The product helps to simplify the process of managing documents throughout an organization. Employees can more quickly access information that is stored in documents of almost any type, improving productivity and customer service. And via its support of Microsoft ClickOnce technology, ApplicationXtender for Microsoft Office 2007 streamlines deployment and updated procedures—literally providing one-click network installation, saving time and effort for IT departments.

Simplified document management access across the organization

With ApplicationXtender for Microsoft Office 2007, organizations can create a central, easily managed repository of many different types of information—everything from reports, spreadsheets, and photos to computer-aided design (CAD) and Portable Document Format (PDF) files. ApplicationXtender supports hundreds of file extensions and can open these files even if the original applications that created the documents aren't installed on the user's computer. This feature enables users to simply locate, display, and change almost any type of document—and create new documents or collections of them—through the familiar Microsoft Office user interface.

The Big Picture

- Integrates EMC Documentum ApplicationXtender functionality within Microsoft Office 2007 applications—Microsoft Outlook, Word, Excel, and PowerPoint

- Provides an easy-to-use ApplicationXtender user interface through Microsoft Office 2007 applications

- Provides the ability to customize ApplicationXtender functionality within a Microsoft Office Business Application

- Uses Microsoft ClickOnce deployment technology for seamless deployment

Quick access to business-critical documents

ApplicationXtender for Microsoft Office 2007 helps users search for information in several ways—quickly and with minimal effort. Users can directly access many types of documents from the 2007 Office system, eliminating the need to switch back and forth between applications. Training time for ApplicationXtender for Microsoft Office 2007 is reduced because users access it through familiar Microsoft applications. The technology can help organizations save time, increase employee productivity, and serve customers better because ApplicationXtender for Microsoft Office 2007 makes it easier and faster to create, search for, and work with many types of documents.

Rapid deployment and customization

ApplicationXtender for Microsoft Office 2007 utilizes Microsoft ClickOnce deployment technology. This technology provides simple and easy installation and helps organizations take full advantage of streamlining the deployment and update process. ClickOnce applications can be conveniently distributed by using a web page, a network file share, or physical media. After they are installed, ClickOnce applications can automatically check for and download new application components as necessary. Because ClickOnce applications are self-contained and do not rely on shared components, updates are unlikely to cause version conflicts with other programs that do rely on shared components. This type of deployment and automatic updating helps minimize human involvement in the version control process, greatly improving usability for employees and saving time and effort for IT departments.

Reduced development effort for vertical solutions

Customizations to ApplicationXtender for Microsoft Office 2007 are based on XML, making it easy to extend its functionality and adapt it for vertical-market needs without the need for additional training. Additionally, ApplicationXtender for Microsoft Office 2007 offers sample XML code for common business scenarios. Companies can incorporate this code into their own LOB solutions.

Business case: Responding to a check image request

In the following business task scenario, a bank customer service representative responds to a request for submitting an image of a specified check. A customer service representative receives an e-mail message requesting that a processed check be investigated, which requires locating the check's image. The bank uses a customized version of ApplicationXtender for Microsoft Office 2007 that makes it easy to search for names and check numbers, view thumbnail images of checks, and attach the images to follow-up e-mail messages.

The customer service representative initiates a search for items using a custom query in ApplicationXtender for Microsoft Office 2007. The representative views the document (a processed check) in Outlook from a results set, and instantly attaches the document to an e-mail—accessing and leveraging ApplicationXtender without ever leaving Outlook.

This example illustrates how a predefined query can reduce searching time. Because the user will enter only a name or check number into the Query ribbon—and because only check images will be included in the results—ApplicationXtender for Microsoft Office 2007 does not have to search through the entire document repository.

As a result, customer service representatives produce higher customer satisfaction levels because they can find and modify documents faster than ever before and help finalize transactions quickly. Similarly, developers can make ApplicationXtender for Microsoft Office 2007 customizations more secure by using predefined queries to limit the areas of the document repository that ApplicationXtender exposes.

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To learn more about EMC Documentum ApplicationXtender for Microsoft Office 2007, visit **www.EMC.com** or call **800.607.9546** (outside the U.S.: +1.925.600.5802).