

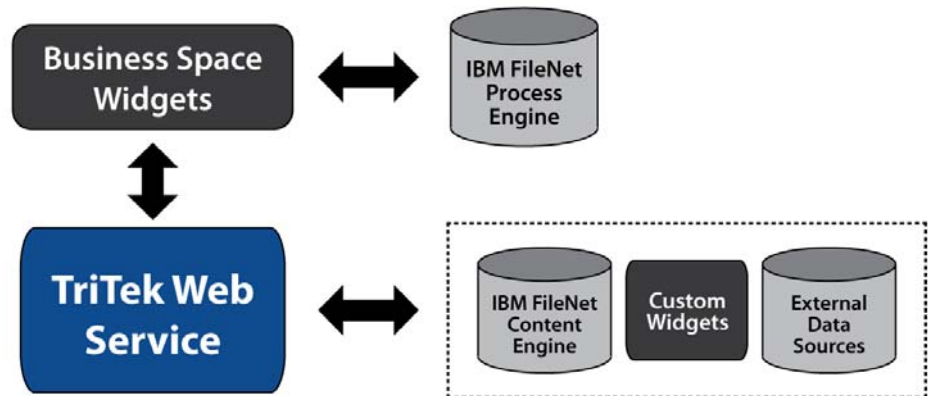


Mashup Applications provide companies with the opportunity to rapidly adapt to changing business needs by integrating interface components that unlock diverse sources of information and functionality in the form of widgets. Through the use of widgets and mashups, users are empowered to create their own work environments without relying on IT departments. ECM widgets, which are offered as part of the current release of IBM FileNet P8 product suites, extend enterprise content management specific capabilities within a highly customizable environment.

TriTek was included in a select group of business partners that received access to IBM's ECM widgets and mashup environment prior to their release. Through this access, TriTek gained familiarity with the capabilities and limitations of widgets. Based on this knowledge of widgets and expertise with IBM FileNet solutions, TriTek has developed a series of services and collection of software assets to assist clients in deploying widgets in the most effective manner.

### TriTek Web Service

IBM ECM widgets natively support communication with IBM FileNet Process Engine and DB2. However, since widgets are designed as light applications based on IBM's iWidget standard, no direct application queries are permitted. This prevents connections to other data sources and non-DB2 databases.



To address these limitations, TriTek has created a REST API web service to allow communication with outside sources, including IBM FileNet Content Engine, other custom widgets and external data sources. This web service adheres to IBM's iWidget standard, with all calls going to a web service rather than directly to an outside application. With TriTek's web service, widgets can leverage all systems and platforms within the client's ECM and BPM environments-- greatly enhancing their capabilities and capacity to create a more comprehensive mashup.

### Installation & Configuration

TriTek has created an IBM FileNet P8 installation practice, comprised of teams of certified installation experts. Widget installations provided by this team include WebSphere Business Space and out of the box ECM widgets.

In addition to installation services, TriTek offers enhancements and configuration of existing widgets. This includes user interface enhancements and the creation of custom user interface themes specific to a company's needs. Configuration of security settings to limit user access to widgets and the information presented through widgets is also available. Content displays may also be configured to show document types not natively supported.

### Custom Widget Creation

Although IBM's out of the box ECM widgets provide a base for mashups, TriTek has created a series of widgets based on its award-winning transaction processing framework, Trans@ction eXpress, to expand the ECM widget library. A **Business Monitor** widget presents a list of queues, with key statistics such as number of work items, thresholds and time to completion, along with a graphical representation of work throughput over time. **Work Search** enables users to search for work currently in an active workflow.

Custom widgets based on unique customer requirements, such as interaction with internal systems or line of business specific applications, are also available.