



IBM FileNet P8 offers customers better management of content, business processes and compliance requirements. These benefits have encouraged hundreds of clients to invest in IBM's robust enterprise content management platform. But how can clients install IBM FileNet P8 software most effectively without burdening IT resources?

TriTek's Installation Practice

To provide customers with an efficient alternative to other installation channels, TriTek has created an IBM FileNet P8 Installation practice. Fully certified in all core P8 products (Process Engine, Content Engine and Application Engine) along with supporting products like eForms, TriTek's Installation Teams provide expedited services at a competitive cost to those of other installation providers. With over a decade of experience with the IBM FileNet platform and membership in the FileNet developer network, TriTek has become the leader in custom IBM FileNet solutions. Each member of our Installation Team draws on that expertise for every P8 installation to offer clients the best service possible.

Installation Methodology

For each engagement, TriTek's Certified Installation Team follows a proven methodology to most efficiently install IBM FileNet P8 at client sites:

- **Pre-Installation Preparation:** Development of an IBM-approved project plan and set of architecture diagrams for each environment. A pre-installation

worksheet is created, detailing the environment requirements, including the hardware, operating system, database and software that are necessary for the P8 installation.

- **Software Installation:** On-site or remote software downloading and IBM FileNet P8 platform installation. TriTek will perform the base software configuration.
- **Ongoing Communication with IBM:** As a certified installation provider, TriTek has an open line of communication to IBM's support group. Throughout the installation effort, TriTek's installation team validates all steps with IBM and receives priority response when collaborating with IBM to overcome any hurdles.
- **Validation:** Validation and demonstration of base functionality for each product to ensure proper system operation.
- **System Review:** Joint review of basic system operations and daily maintenance tasks with system administrators.
- **Turnover:** Completion of the project after installation and initial review is finalized.

Ongoing Communication with IBM *Validation & Priority Support*

**Pre-Install
Preparation**

**Software
Installation**

**Validation &
Demonstration**

Turnover

Complementary Services

In addition to basic installation services, TriTek offers a variety of additional services to provide a seamless installation experience. This includes **Cluster Support** for installation of P8 on each node of a cluster and validation that server configurations are producing the desired results. In addition, TriTek offers **Data Conversion and Content Migration** for streamlined movement of content from outside repositories, whether older versions of FileNet or non-FileNet data stores, to the newly installed P8 Content Engine.

TriTek also has an array of consulting services and products to optimize clients' new IBM FileNet P8 environments, including custom software development and implementation, business process application framework and line of business applications.