



For users of IBM FileNet Image Services 3.6 and 4.0, the time to upgrade to IBM FileNet Image Services 4.1 has arrived, since all support for the older versions ended in 2008 and 2009 respectively. Upgrading to IBM FileNet IS 4.1 also offers customers new products and architecture while maintaining extensible technology. When planned for properly, upgrading to IS 4.1 can be a straightforward process. But how can clients upgrade IBM FileNet IS software most effectively without burdening IT resources?

TriTek's Upgrade Planning Practice

To provide customers with an effective alternative to upgrading and migrating their current Image Services system to IS 4.1 in house, TriTek has create an Upgrade and Migration Planning practice. Fully versed in the products and architectural differences between IS 4.1 and all previous versions of Image Services, the Upgrade and Migration Planning team provides expedited planning services at a competitive cost to those of other planning services providers. With over a decade of experience with the IBM FileNet platform and membership in the FileNet developer network, TriTek is the leader in understanding IBM FileNet solutions. Each member of our Upgrade and Migration Planning Team draws on that expertise for every IS upgrade to offer clients the best service possible.

Upgrade & Migration Methodology

For each engagement, TriTek's Upgrade and Migration Team follows a proven methodology to plan for upgrades and migration to IBM FileNet Image Services 4.1:

- **System Review:** Joint review of basic system operations and patch levels, system maintenance pain points and areas where best practices can be introduced.

- **Log As-Is System:** A list that identifies all capabilities and functionality currently in the IS source system, designed to be a launching point when identifying needs or changes required during the upgrade.
- **4.1 Validation:** Review of base architecture for the IS 4.1 system to ensure proper system operation.
- **Catalog Changes:** Establish necessary upgrades or changes to core components and custom applications. Verify what functionality will not be available in the IS 4.1 system and recommend an alternative.
- **Recommend Approach:** Propose an upgrade and migrations approach that is in line with the business, technical, and timeline needs of the client.
- **Develop Action Plan:** Identify remaining tasks and outstanding questions that must be addressed before beginning the upgrade and migration implementation.
- **Ongoing Communication with IBM:** As a partner of IBM, TriTek has an open line of communication to IBM's support group. Throughout the upgrade and migration effort, TriTek's team has direct access to the IBM Upgrade Solutions Acceleration Team to collaborate with IBM to overcome any hurdles and keep abreast of new developments and best practices for upgrading and migrating to Image Services 4.1.

Ongoing Communication with IBM



Complementary Services

In addition to upgrade and migration planning services, TriTek offers a variety of additional services to provide a seamless upgrade experience. This includes assisting clients with creating an **Implementation Road Map** for the upgrade and migration. This plan details project timelines, lists necessary resources, and estimates development time for required changes. In addition, TriTek can assist in the actual **Upgrade Implementation**. With the support of the Infrastructure Services team the upgrade of the IBM FileNet Image Services system can run more smoothly, as the team ensures that all capabilities and functionalities are brought to the new system and tested appropriately. TriTek also has an array of consulting services and products to optimize clients' new IBM FileNet IS environments, including custom software development and implementation, business process application framework and line of business applications.