

# Modernizing Content Services and Making It Easier for Users

Shawn Blessing

Director of Sales

[shawnb@genustechnologies.com](mailto:shawnb@genustechnologies.com)

Dmitry Tovb

Systems Software Engineer

[dmitryt@genustechnologies.com](mailto:dmitryt@genustechnologies.com)



# Agenda

- Genus Introduction
- Why Cloud and Containers?
- Two Customer Examples
- Observations
- Improving User Experience



# Genus Technologies At A Glance

300+

ACTIVE CUSTOMERS



INTELLIGENT  
DOCUMENT  
AUTOMATION



CONTENT  
SERVICES



PROCESS  
TRANSFORMATION



MODERNIZATION  
INCLUDING CLOUD

2000+

SUCCESSFUL PROJECTS

200+

CERTIFICATIONS

PARTNERSHIPS



**KOFAX**  
Platinum Partner

**servicenow**

Hyland | **NUXEO**

**Kodak alaris**

# Why Cloud?

- Cost Reduction
- Scalability
- Security
- Reliability
- Fast Implementation
- Availability

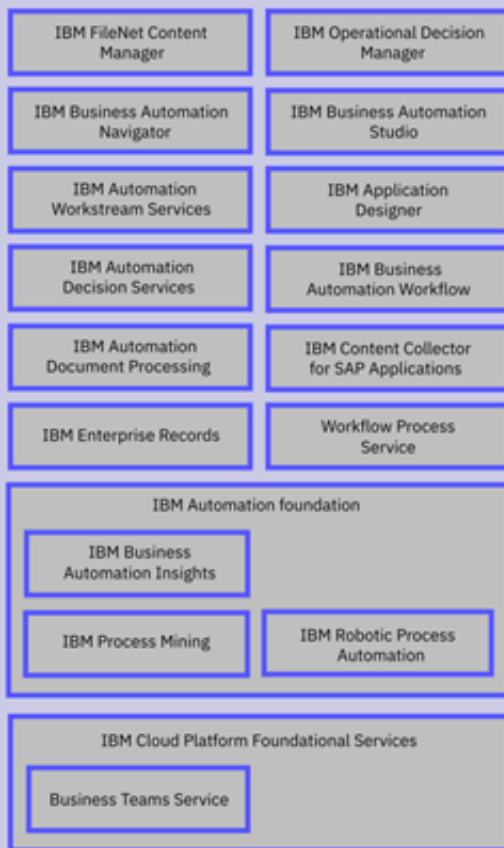


# Why Containers?

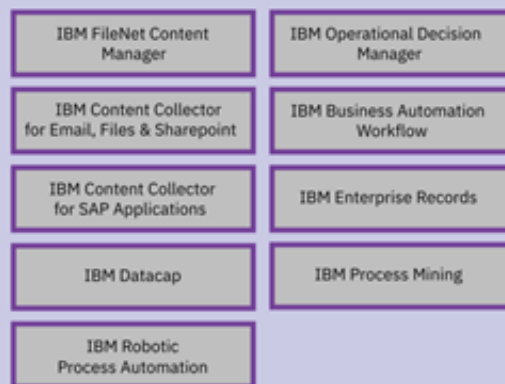
- Portability
- Efficiency
- Management
- Deployability
- Maintainability
- Elasticity



## IBM Cloud Pak for Business Automation



Kubernetes (Red Hat OpenShift)



Traditional install (non-containers)



Docker Compose

# A Major Healthcare Provider - A Parallel Effort

## Original Plans

- Google Cloud Platform (GCP)
- Google Kubernetes Engine (GKE)
- DB2
- S3 and NFS storage
- IBM directory on GCP

## Deployed FileNet Containers on GKE

- CPE, Search, ICN
- Core application CS web services containerized and deployed

## Deployed on OpenShift in parallel

- Shared resources with ODM project
- Client team deployed OS
- Found little difference between GKE and OS

## FileNet containers were less complex than CP4BA

- Now must deploy Foundation Services
- GKE could be more of a challenge



# Next Steps

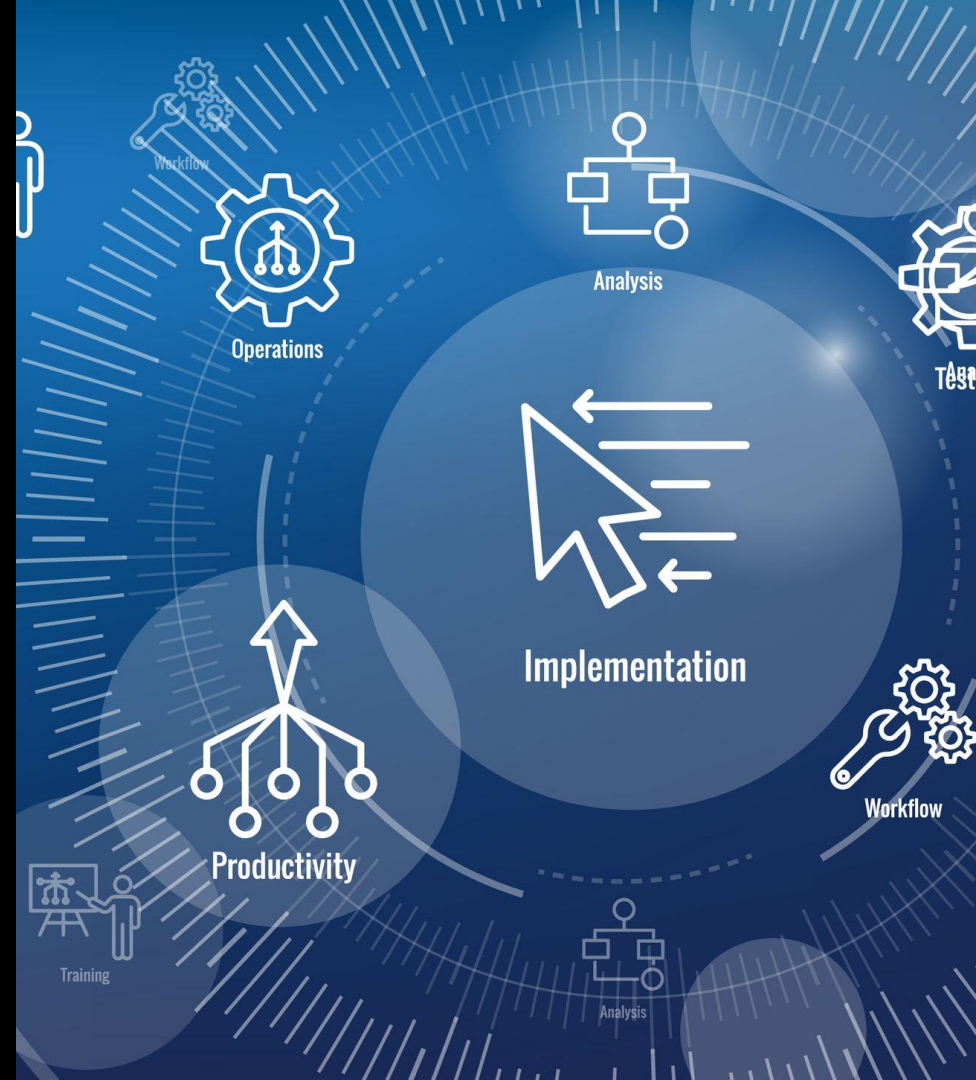
Independently licensed OpenShift  
deployed on-premises

- Using it for a non-BA IBM application
- FileNet planned as the next application
- Now must deploy Foundation Services
- GKE could be more of a challenge

Utilize Oracle

- Licensing on the cloud is a challenge
- Performance concerns

First production environment by EOY 22





# A Large Metropolitan County

- Started with a Proof of Concept (POC)
- Chosen cloud provider is Azure
- Government Cloud
- POC result
  - Deploy hybrid on private cloud, using OpenShift
  - Positioned to move to the cloud

# Project Flow

## Plan

- Azure
- Local AD
- local DB
- OpenShift
- BLOB storage

## Deployed OpenShift

- Used Azure RedHat OpenShift

## FileNet components of CP4BA

- Foundation services
- CPE, ICN, CMIS, Search, GraphQL
- Created YAML to deploy
- Deployed

## Testing

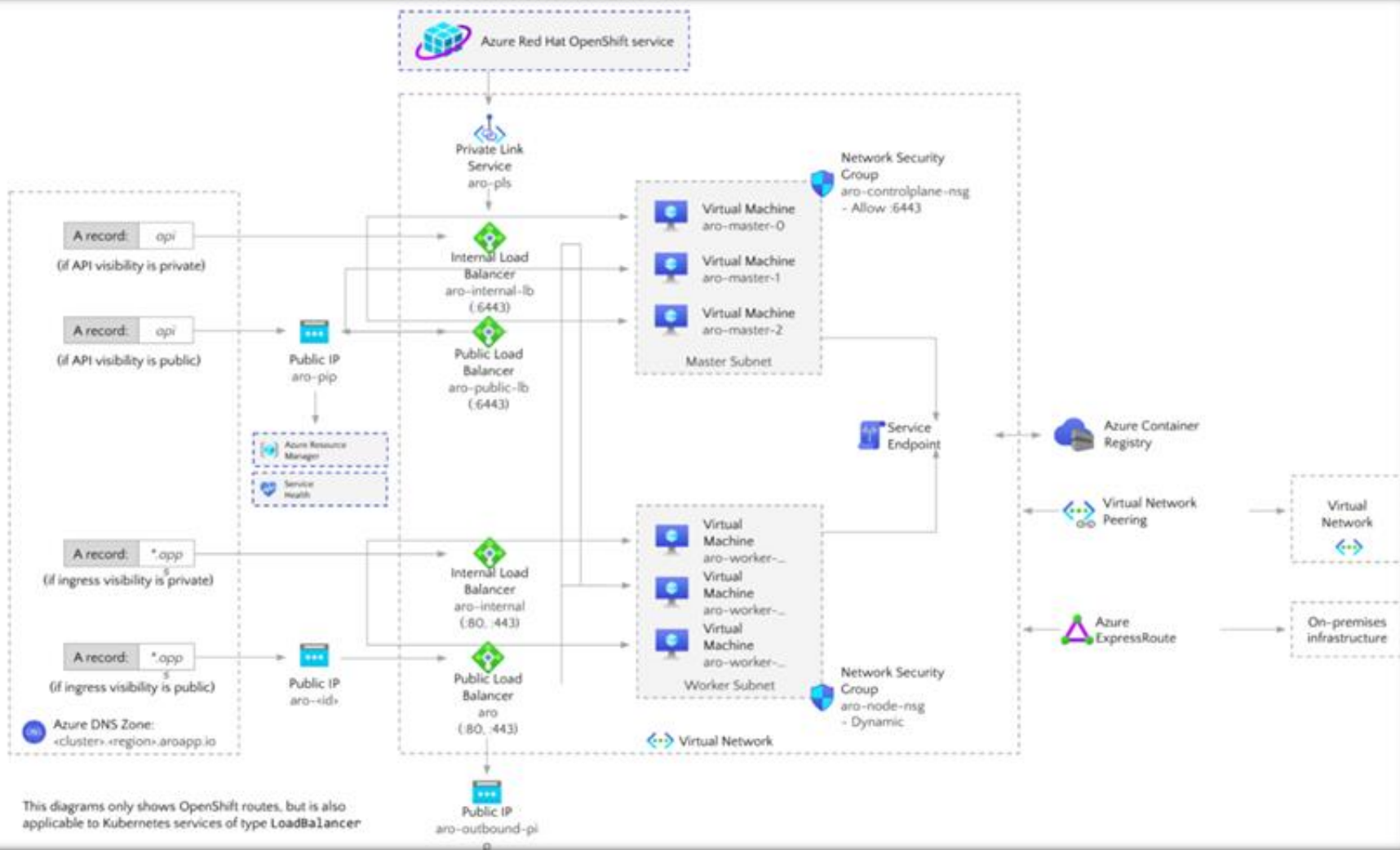
- Informal testing using ICN
- Performance testing with Apache Jmeter to generate loads

## Installed GFEX for improved UX and Compliance

## Integrated with Azure BLOB S3 interface

## Quick deployment

- Scratched and reinstalled to demonstrate deployability



# Next Steps



Project underway to deploy the first production environment

- Will be hybrid on private cloud

Concern about Azure costs

- Standard OpenShift requires a broad server instance set
- Azure charges regardless of servers up or down
- Options to improve, but would require a lot of services to deploy

# Observations

Container-based upgrades remain a challenge

- Deployment scripting changes
- Recommend disabling automatic upgrades

Cloud-based deployments require proper resources

- Difficult to locate problems

Plan domain names and certificates upfront

- Difficult to change after deployment

Requires substantially more compute resources than traditional deployments

Plan storage upfront

- Assumes unlimited disk resources
- Manage logs

Plan for monitoring

Easy to scale once up and running

Some challenges with elasticity

- Liberty tends to spike processor loads
- Can solve with custom rules

Plan for network

- Requires configuring OpenShift

# User Experience

# Business Value



Familiar User  
Experience



Lifecycle  
Governance



Compliance



Control



# Genus Customer UX Priorities

MS Windows & Mac OS

Check-in, Check-out

Versioning

Drag and Drop

Linked documents

Windows or FileNet Security

Single Sign On (SSO)

DocuSign integration

Office 365 Integration

IER record-enabled folders

ICN TeamSpace

Content-based retrieval

Recycle Bin

# It Can be Easier

Containers are the future

- Design
- New skills

Seamless desktop connections

- Simplify interaction with Content Services
- Improve compliance



**Genus has the expertise you need to move your IBM FileNet into a modernized cloud and containerized system for dynamic scalability and ease of management.**



# IBM Business Automation 2022 User Group Event



Shawn Blessing  
Director of Sales  
[shawnb@genustechnologies.com](mailto:shawnb@genustechnologies.com)

Dmitry Tovb  
Systems Software Engineer  
[dmitryt@genustechnologies.com](mailto:dmitryt@genustechnologies.com)

