

# TRIM Context *ice*...knowledge in my world



*ice* offers a whole new approach for people who work with information. *ice* is revolutionary; it combines new tools, a new interface and a unique system, to connect with the TRIM Context 6 platform, making enterprises more effective by optimising their most important resources - people and information.

*ice* is built with you in mind. It will optimise and enhance the way that you work. Your job involves contributing to your workplace, and like most other people, you specialise in a number of diverse areas. Chances are that you probably don't know too much about the discipline that is information management, and you probably are not inclined to learn.

*ice* is a simple and intuitive way to contribute responsibly to your organisation's corporate repository, without being forced to learn a new discipline.

Right from the beginning, this system has been designed for you. Its aim is to optimise how you work, to fit in with the common metaphors, you recognise, and skills that you already have, and to help make your daily tasks easier. In short *ice* will help you organise knowledge in your world.

## How you work

*ice* contains a number of elements that allow you to control how your information appears to you. Without going into too much detail, here are just three of those elements that allow your experience to be personalised:

- You can attach a label to any piece of corporate information you care about, and recall it instantly at the click of a mouse;
- You can automate common tasks using Active Labels, and quickly perform these tasks on the attributes of people, places and things;
- You can monitor your enterprise for information that you care about, and have it highlighted.

If you work alone, or in a team, you'll find it easier than ever to work with TRIM Context 6 - no matter how you like to work.

## Accessible - Wherever, Whenever

*ice* is a web application, meaning corporate information is available to you wherever you go. If you are working from home, from a conference or overseas, the ability to perform any of the *ice* functions (search check in, check out, and collaborate) is as close as the nearest Internet connection.

It is important to note that all *ice* functionality is available in this fashion - i.e. *ice* won't go into a "reduced functionality" mode, where only certain things can be done.

## Responsive - Real Time Validation (RTV) - Annoyance Free Computing.

Information management is a complicated business, particularly for large regulated organisations. Legislative requirements can mandate complex bureaucratic processes, and impact directly on how information is retained and managed. All of this can lead to some pretty complicated business rules - you need RTV.



# Ice

Luckily, those rules are defined by skilled information managers who can decipher such things, and they are implemented by the TRIM Context 6 platform and are only presented to you when you need to know them. If your business requires that you select a folder as part of creating a new document, you'll be told that in real time, not just when you save.

Any anomalies or errors are reported in real time, as you do your work, in a non-intrusive way. Before too long you'll become familiar with the policies of the organisation, and what it is you're required to do, without being annoyed or irritated by some intrusive dialog box.

### Attractive

*ice* includes a number of elements that are designed solely to be attractive, and enhance your experience. Where possible, visual cues are given in addition to descriptive text, and these are done in a subtle way, that isn't distracting.

### Collaborative

Very few people in any organisation work totally by themselves. Central to the TRIM Context 6 platform is the relationships between the people and places in an organisation, and the way they relate to each other. *ice* takes that base, and the ability to manage sharing, revision and tracking of documents to create an understandable, yet highly functional tool for working with others.

Creating a team of people to work on a specific project is easy. The home page for the project team is automatically available to all users of the system, and recently collaborated on documents are clearly listed. There's only ever one authoritative version of every document, contained in the corporate repository, and the team can easily see what's new and what needs to be done next.

### Learnability

Because the underlying TRIM Context 6 platform is so feature rich, and there are a huge number of things that you can do, *ice* opts not to dump all of this functionality onto you at once. Rather, through example and observation, functionality becomes apparent, while not cluttering up your workspace.

Searching in *ice* is not limited to searching a particular type or subtype of information. All criteria search all relevant objects that match. This means that you end up more aware of the broader work that your organisation is doing - that means less duplicated effort, and a better running organisation overall.

### About TOWER Software

TOWER Software, a leading enterprise content management (ECM) provider, delivers electronic document and records management (EDRM) solutions. TOWER Software's award winning solutions empower organisations to manage and secure their vital information assets. Our solution is a single, integrated platform that manages business information throughout its complete lifecycle. By relying on its proven domain expertise, strong strategic partnerships, and powerful solutions, TOWER Software enables organisations to improve the accuracy of information on which business decisions are made; maximise efficiency by finding business critical information more quickly and easily; and achieve and maintain standards compliance across industries, resulting in sustained competitive advantage. TOWER Software is a privately held company with operations in North America, Europe and Asia-Pacific. For more information go to [www.towersoft.com](http://www.towersoft.com)

