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QUESTION 1

Which is not a "Top of Mind" need for case interested executives?

- A. Effectiveness of core LOB applications
- B. Providing comprehensive visibility into process metrics, spend and customer satisfaction
- C. Increasing IT spending
- D. Adhering to regulatory compliance and maintaining proper controls and records

Correct Answer: C

QUESTION 2

In Malaysia Bii Maybank eliminated the time it takes to open a new account and dramatically increased customer satisfaction in the process. By how much did Bii Maybank reduce account opening time?

- A. 22 percent
- B. 33 percent
- C. 41 percent
- D. 60 percent

Correct Answer: D

QUESTION 3

What is IBM's market position in ECM?

- A. Number 1 with 13% market share
- B. Number 2 with 5% market share
- C. Number 3 with 3% market share
- D. Number 4 with 2% market share

Correct Answer: A

QUESTION 4

Which of the following is NOT included in the IBM Records and Retention Management solution?

- A. Advanced visualizations and machine learning technology for records classification to help organizations gain insight into data usage, data value, and clean up legacy data



- B. A DoD V5015 Certified Records Management application which supports regulatory compliance for record keeping, automates records capture, records retention and disposition
- C. Statement presentment and report management to generate a fast and significant ROI by reducing print and storage costs
- D. An application to manage the global retention schedule, records taxonomy and legal citation library with auditing support for schedule changes and jurisdictional differences in the retention policy

Correct Answer: C

QUESTION 5

IBM Case Manager includes key differentiators across the competition including:

- A. Based on an industry leading BRMS (business rules) platform
- B. Rapid time-to-value with template support and a LOB based design environment
- C. Based on an industry leading collaboration platform
- D. All of the above

Correct Answer: B

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