

## 2013 WHITE PAPER CALENDAR

### ➤ BEST PRACTICES IN ...

#### BPM & Case Management

**January 2013** **BPM/Workflow/CM/DM**  
 > Business Process Management  
 > Content Management and Integration  
 > Case Management  
 > Collaboration  
 > Cloud-Provided Services  
 > Mobile Solutions  
 > Business Process Outsourcing  
*Bonus Distribution: Gartner BPM Summit*

Reservations: 10/12  
 Materials: 11/2  
 Mail Date: 12/20

#### E-Discovery

**February 2013** **RM/Retention Practices/Email/Compliance**  
 > Enterprise Search/Information Access  
 > Records Management  
 > Email Management  
 > Information Governance  
 > Legal Hold  
 > Document Life Cycle Management  
 > Storage/Archive  
*Bonus Distribution: LegalTech New York*

Reservations: 11/9  
 Materials: 11/30  
 Mail Date: 1/22

#### ECM: Cloud, Mobile, On-Premise

**March 2013** **ECM/EDMS/DRM/KM**  
 > Web Content Management  
 > Document/Image/Forms Management  
 > Digital Asset Management  
 > Cloud and Mobile Applications  
 > Regulatory Compliance  
 > Case Management  
 > Records Management  
*Bonus Distribution: FOSE, AIRM Conference 2013, Gartner Business Intelligence Summit*

Reservations: 12/14  
 Materials: 1/4  
 Mail Date: 2/22

#### Enhancing SharePoint

**April 2013** **RM/Storage/Social Nets**  
 > Cloud Storage  
 > Search  
 > 2010 Migration  
 > Records Management  
 > Collaboration  
 > Portals  
 > Security  
*Bonus Distribution: Gartner BPM Summit, Gartner Portals, Content & Collaboration Summit*

Reservations: 1/11  
 Materials: 2/1  
 Mail Date: 3/21

#### Intelligent Search in the Age of Big Data

**May 2013** **Classification/Taxonomies/Categorization**  
 > Unstructured Content Management  
 > Text Mining/Analytics/Semantics  
 > Content Management Systems  
 > Auto-Categorization  
 > XML/Authoring  
 > Internal/External Search Strategies  
 > Litigation Support/Discovery Support  
*Bonus Distribution: Gartner Customer 360 Summit, FOSE, Enterprise Search Summit, Content Delivery Summit, LegalTech West*

Reservations: 2/10  
 Materials: 2/8  
 Mail Date: 4/22

#### Social KM & Collaboration

**June 2013** **Enterprise 2.0/Web 2.0/Collaboration**  
 > Customer and Partner Relationship Management  
 > Mobile and Cloud Applications  
 > Sentiment/Customer Intelligence  
 > Customer Experience  
 > Collaboration  
 > Virtual Teams  
 > Human Resource Management  
*Bonus Distribution: Enterprise 2.0, Info360, Gartner Security & Risk Management Summit*

Reservations: 3/15  
 Materials: 4/5  
 Mail Date: 5/22

#### KM for Customer Support

**July 2013** **KCS v5/KPIs/Analytics**  
 > Knowledgebases  
 > Contact Center  
 > Customer Relationship Management  
 > Help Desk  
 > Service Management  
 > Knowledge Management  
 > Incident Management  
 > Web Experience Management  
*Bonus Distribution: CRM Evolution*

Reservations: 4/12  
 Materials: 5/3  
 Mail Date: 7/3

#### Content Management with SharePoint

**August 2013** **EDMS/CRM/ECM**  
 > Web Content Management  
 > Collaboration  
 > Business Process Management  
 > Information Governance  
 > Blogs, Wikis, Forums  
 > Enterprise Search  
 > Storage  
*Bonus Distribution: CRM Evolution*

Reservations: 4/19  
 Materials: 5/10  
 Mail Date: 7/3

#### Information Governance & RIM

**September 2013** **Email Management/E-Records/Risk Management**  
 > E-Discovery  
 > Information Governance  
 > Document Life Cycle Management  
 > Retention Management/Archive  
 > Legal Hold  
 > Security  
 > Business Continuity  
*Bonus Distribution: ARMA, Gartner IT Financial Procurement & Asset Management*

Reservations: 6/14  
 Materials: 7/5  
 Mail Date: 8/21

#### Knowledge Management

**October 2013** **EDMS/ECM/BI/CI/E-Learning**  
 > Content Management  
 > Document Management  
 > Enterprise Search  
 > Classification/Taxonomy  
 > Collaboration  
 > Expertise Location  
 > Project Management/Modeling  
 > Business Performance Analysis  
*Bonus Distribution: ARMA, KMWorld; Enterprise Search Summit, SharePoint Symposium, Taxonomy Boot Camp, Gartner ITXpo*

Reservations: 7/12  
 Materials: 8/2  
 Mail Date: 9/21

#### Cloud Strategies & Solutions

**November 2013** **SaaS/IaaS/Storage/APIs**  
 > Web Services  
 > Multi-Tenant  
 > Security  
 > Information Governance  
 > Infrastructure/Platforms  
 > Open Source  
 > WebOS  
 > Mobile  
*Bonus Distribution: Gilbane Boston*

Reservations: 8/9  
 Materials: 8/30  
 Mail Date: 10/22

#### Customer Experience in a Multichannel World

**December 2013** **CRM/WCM/Social/Supply Chain**  
 > Authoring  
 > Site Design  
 > Usability  
 > Web Analytics  
 > Social Business  
 > Contact Center  
 > SaaS/Hosted  
 > Digital Asset Management  
*Bonus Distribution: Gilbane Boston*

Reservations: 8/16  
 Materials: 9/6  
 Mail Date: 10/22