

# 2012 WHITE PAPER CALENDAR

## ➤ BEST PRACTICES IN ...

### BPM: On-Premise, Cloud, & Mobile

**January 2012** **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: 10/14  
Materials: 11/4  
Mail Date: 12/21

### E-Discovery

**February 2012** **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, CAPTURE 2012*

Reservations: 11/11  
Materials: 12/2  
Mail Date: 1/20

### Enterprise Content Management

**March 2012** **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: Gartner Portals Content and Collaboration Summit, Gartner Customer 360 Summit, Info360, AIIM Conference 2012*

Reservations: 12/16  
Materials: 1/6  
Mail Date: 2/23

### Adopting and Enhancing SharePoint

**April 2012** **RM/Storage/Social Nets**

- › Cloud Storage
- › Search
- › 2010 Migration
- › Records Management
- › Collaboration
- › Portals
- › Security

*Bonus Distribution: Gartner BPM Summit, Gartner BI Summit, FOSE*

Reservations: 1/13  
Materials: 2/3  
Mail Date: 3/21

### Intelligent Search

**May 2012** **Classification/Taxonomies/Categorization**

- › Unstructured Content Management
- › Text Mining/Analytics/Semantics
- › Content Management Systems
- › Autocategorization
- › XML/Authoring
- › Internal/External Search Strategies
- › Litigation Support/Discovery Support

*Bonus Distribution: Enterprise Search Summit, Content Delivery Summit, LegalTech West*

Reservations: 2/10  
Materials: 3/2  
Mail Date: 4/20

### Social Business Solutions

**June 2012** **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: 3/16  
Materials: 4/6  
Mail Date: 5/22

### Knowledge-Centered Support

**July 2012** **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: 4/13  
Materials: 5/4  
Mail Date: 7/5

### SharePoint Solutions

**August 2012** **EDMS/CRM/ECM**

- › Web Content Management
- › Collaboration
- › Business Process Management
- › Information Governance
- › Blogs, Wikis, Forums
- › Enterprise Search
- › Storage

*Bonus Distribution: CRM Evolution*

Reservations: 4/20  
Materials: 5/11  
Mail Date: 7/5

### Information Governance & Compliance

**September 2012** **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 Mgmt*

Reservations: 6/15  
Materials: 7/6  
Mail Date: 8/22

### Knowledge Management

**October 2012** **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: KMWorld; Enterprise Search Summit, SharePoint Symposium, Taxonomy Boot Camp, Gartner ITxpo*

Reservations: 7/13  
Materials: 8/3  
Mail Date: 9/20

### New Solutions in Cloud Computing

**November 2012** **SaaS/IaaS/Storage/APIs**

- › Web Services
- › Multi-tenant
- › Security
- › Information Governance
- › Infrastructure/Platforms
- › Open Source
- › WebOS
- › Mobile

*Bonus Distribution: Gilbane Boston, Enterprise 2.0*

Reservations: 8/10  
Materials: 8/31  
Mail Date: 10/22

### Web Experience Management

**December 2012** **CRM/WCM/Social/Supply Chain**

- › Authoring
- › Site Design
- › Usability
- › Web Analytics
- › Social Business
- › Contact Center
- › SaaS/Hosted
- › Digital Asset Management

*Bonus Distribution: Gilbane Boston, Enterprise 2.0*

Reservations: 8/17  
Materials: 9/7  
Mail Date: 10/22