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QUESTION 1

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 2

What is one of the challenges when working with unstructured information?

- A. Centralized information is not available for analysis
- B. Difficulty analyzing and revealing patterns in data
- C. Information governance and security
- D. Hardware maintenance

Correct Answer: B

QUESTION 3

Which of these groups are OnDemands major competitors?

- A. CA, Microsoft, SAP
- B. ASG/Mobius, EMC, CA
- C. Oracle, SAS, Apple
- D. EMC, Microsoft, Oracle

Correct Answer: B

QUESTION 4

If a bank eliminates daily courier pickups by scanning documents in the branch, approximately how many US dollars will it save per branch per day?

- A. 3 dollars



- B. 40 dollars
- C. 70 dollars
- D. 120 dollars

Correct Answer: C

QUESTION 5

What percentage of CIOs is making plans to focus on mobility?

- A. 84%
- B. 50%
- C. 27%
- D. 5%

Correct Answer: A

QUESTION 6

What is the average cost to mail a paper statement?

- A. 1-3 dollars
- B. 3-6 dollars
- C. 6-9 dollars
- D. 9-12 dollars

Correct Answer: B

QUESTION 7

Who are the two primary technology decision makers and influencers for Content Manager OnDemand solutions?

- A. Chief Information Officer and IT Director
- B. Chief Customer Officer and CFO
- C. Chief Marketing Officer and Chief Compliance Officer
- D. Chief Credit Officer and Chief Audit Executive

Correct Answer: A



QUESTION 8

What is Content Manager OnDemand "optimized" for?

- A. Workflows
- B. Content Analytics
- C. Individual documents
- D. Large scale storage of print output

Correct Answer: D

QUESTION 9

What are the key characteristics of ICM target customers?

- A. Highly regulated industries
- B. Industries where the product is often document: Financial Service, Banking and Insurance
- C. Industries where a lot of responsibility is given to the decisions of individual knowledge workers
- D. All of the above

Correct Answer: D

QUESTION 10

Which of the following is not considered a "top of mind" consideration for implementing Value Based Archiving?

- A. Reducing the risk potential for sharing sensitive, inappropriate, or private information
- B. Finding "smoking gun" emails before they can be used against you
- C. Elimination of redundant, obsolete, and trivial content
- D. Capturing email for compliance and legal purposes

Correct Answer: C

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