IBM Content Cortex

From documents to trusted knowledge and controlled action

Manage Enterprise Content and Prepare It for AI

IBM Content Cortex brings enterprise content management, AI-powered information access, governance, security, records management and intelligent archiving together on one platform. It helps organizations do more than store documents: it enables them to find and understand the right content, use it securely and turn it into governed AI-driven operations.

How Much Value Does Your Enterprise Content Deliver?

Contracts, customer and employee files, invoices, claims documents, technical drawings, correspondence, forms, records and other unstructured content are among an organization's most valuable information assets.

When this content is scattered across file servers, email inboxes, user devices, legacy document systems and physical archives, significant challenges arise:

- *Employees lose time searching for the right document.*
- *The current and valid document version cannot be identified easily.*
- *Multiple copies of the same document are created.*
- *Access to sensitive information cannot be monitored adequately.*
- *Retention, legal hold and controlled disposition policies cannot be applied.*
- *AI applications cannot be grounded in trusted, governed content.*
- *Growing content volumes increase storage and operating costs.*

IBM Content Cortex transforms fragmented enterprise content into a secure, accessible, auditable and AI-ready information source.

The Next Generation of the IBM FileNet Experience

IBM Content Cortex extends IBM FileNet Content Manager with AI services, managed content agents, standardized AI integration and intelligent archiving.

With release 26.0.0, IBM renamed the FileNet Content Manager capability as IBM Content Cortex, the next-generation successor to FileNet's proven content management platform.

For existing FileNet customers, this change does not mean abandoning current investments for an unrelated platform. Content Cortex provides a continuity path for modernizing existing repositories, metadata models, access structures, enterprise integrations and applications.

Core Content Management Capabilities

- *Centralized document, records and enterprise content management*
- *Document classes, folders and metadata models*
- *Document version and lifecycle management*
- *Access control based on roles, groups and content context*
- *Records management, retention and controlled disposition*
- *Audit trails and user activity records*
- *Workflows and content-centric processes*
- *Enterprise application and API integrations*
- *Highly available and scalable architecture*
- *On-premises, containerized and hybrid deployment options*

Find Answers Not Just Documents

Traditional search systems rely mainly on document names, keywords or predefined metadata. After finding a document, users still have to read, compare and extract the information they need.

IBM Content Cortex combines keyword, metadata and semantic search so users can ask questions in natural language and receive answers supported by relevant documents.

Users can:

- *Ask natural-language questions about document content.*
- *Summarize one document or a collection of documents.*
- *Compare different documents and versions.*
- *Extract information from selected records.*
- *Use search results as tables or review-ready data.*
- *Access content through its meaning and business context.*

Employees can therefore reach the information they need without opening and reviewing documents one by one.

Content Cortex AI Services

IBM Content Cortex AI Services enables content management tasks through natural-language interactions. The conversational interface in IBM Content Navigator works with reasoning and secure repository services to process user requests.

Navigator Core Agent

Using natural-language instructions, users can:

- *Obtain information about documents and folders.*
- *Update metadata fields.*
- *Reclassify documents.*
- *Create folders.*
- *File documents in folders or remove them.*
- *Start governed operations across document sets.*

Specialized Content Agents

Content Cortex can use specialized agents for specific document operations:

Classification and extraction agent: Analyzes documents, recommends classes and metadata, and shows confidence levels.

Redaction agent: Identifies personal, financial, health-related or organization-defined sensitive information and recommends permanent or role-based masking.

Legal hold agent: Helps identify documents related to legal reviews or regulatory requests and apply the required holds.

Filing agent: Accelerates moving, renaming, classifying and filing documents in the appropriate folders.

These are not independent AI tools operating outside the enterprise content lifecycle. They work within existing permissions, policies, audit records and human approval controls.

Human Approved and Governed AI

Enterprise AI is not only about producing the right answer. Organizations must also govern which information AI can access, what actions it recommends, which changes it makes and who approves them.

IBM Content Cortex can present agent actions for user approval. A proposed document class, metadata change, redaction, legal hold or filing operation can be reviewed by an authorized user before it is applied.

This approach:

- *Maintains human control.*
- *Helps prevent incorrect or unauthorized actions.*
- *Improves the traceability of AI operations.*
- *Supports explainability in regulated processes.*
- *Balances user trust with automation.*

Governance for AI Generated Data

AI applications create summaries, indexes, vectors, semantic representations and other derivative data from documents. If a source document is deleted or its permissions change, uncontrolled use of that derived data can create security and compliance risks.

IBM Content Cortex extends access, retention, deletion and governance policies to AI-generated derivative data. Agent interactions and completed actions are recorded to support auditability.

Enterprise content and the AI data derived from it can therefore be managed through a common security and governance model.

Secure AI Integration with MCP

IBM Content Cortex supports standardized connections between AI applications and enterprise content services through Model Context Protocol based services.

With MCP-based integration, AI clients can:

- *Discover content repositories.*
- *Access documents and folders within their permissions.*
- *Perform metadata and document management operations.*
- *Generate answers grounded in enterprise content.*
- *Embed content operations in business processes.*

Every request remains subject to enterprise security, authorization and governance policies. Organizations can ground their AI investments in trusted Content Cortex content while retaining control.

Control Costs with Intelligent Archiving

Keeping active content and long-term static archives on the same high-cost infrastructure can increase storage and operating expenses.

IBM Content Cortex intelligent archiving:

- *Governs active and archived content together.*
- *Supports high-ratio compression for static content.*
- *Provides fast access to archived documents when needed.*
- *Helps consolidate legacy content platforms.*
- *Brings content from different archives into one structure.*
- *Preserves retention and disposition policies.*

Static content from IBM Content Manager, Content Manager OnDemand and other archives can be incorporated into the Content Cortex architecture through a planned modernization approach.

Enterprise Security and Information Governance

IBM Content Cortex extends security across the entire content lifecycle.

Security and Governance Capabilities

- *Fine-grained user, role and group authorization*
- *Access control based on document class and business context*
- *Retention and controlled disposition policies*
- *Legal hold*
- *Records management*
- *Document and user activity history*
- *Agent interaction records*
- *Human approval*
- *Data lineage for AI representations*
- *Audit-ready evidence and activity records*

This framework provides a strong enterprise foundation for sensitive content and regulated processes in financial services, insurance, healthcare, government, manufacturing and life sciences.

Industry Use Cases

Banking and Financial Services

Loan files, customer documents, contracts, collateral records and regulatory documents can be managed centrally. Retention and legal hold policies can be applied automatically.

Insurance

Policy, claims, adjuster, supplier and customer documents can be classified; information extracted from claims files can accelerate review and routing.

Healthcare

Sensitive information in patient records, consent forms and medical documents can be displayed according to permissions or masked before sharing.

Government

High-volume official documents, information requests, correspondence and archive records can be managed with retention policies and detailed audit trails.

Manufacturing and Engineering

Teams can access the current and valid versions of technical drawings, quality documents, maintenance records, supplier contracts and product lifecycle documentation.

Prepare Your Existing FileNet Environment for Content Cortex

A transition from FileNet to Content Cortex should not be treated solely as a technical upgrade. The content model, security design, integrations, storage approach, archive strategy and AI use cases should be addressed together.

The BBS modernization approach includes:

- Reviewing the existing FileNet environment and components
- Inventorying versions, infrastructure, integrations and customizations
- Analyzing content volumes and annual growth
- Assessing metadata, document classes and authorization structures
- Reviewing retention, archiving and records management policies
- Defining AI use cases
- Preparing the target architecture and migration roadmap
- Conducting a proof of concept and pilot
- Performing upgrades, migration and integration
- Completing testing, training, go-live and technical support

BBS IBM Content Cortex Services

BBS approaches IBM Content Cortex projects as end-to-end transformation initiatives that extend beyond product installation.

Consulting and Analysis

- *Content and document inventory*
- *Use case analysis*
- *Business and regulatory requirements definition*
- *AI readiness assessment*
- *Modernization roadmap*

Architecture and Solution Design

- *Content and metadata architecture*
- *Security and authorization model*
- *Retention and records management*
- *High availability and disaster recovery*
- *On-premises, containerized and hybrid architecture*

Implementation and Integration

- *IBM Content Cortex installation and configuration*
- *IBM Content Navigator user experiences*
- *Enterprise identity system integration*
- *SAP, CRM, Microsoft 365 and custom application integrations*
- *API- and MCP-based content services*

Migration and Modernization

- *FileNet upgrades*
- *Content migration from legacy document systems*
- *Migration of metadata, versions and permissions*
- *Content validation and data reconciliation*
- *Archive consolidation*

AI Use Cases

- *Natural-language search and Q&A*
- *Document summarization and comparison*
- *Automated classification*
- *Metadata recommendations*
- *Information extraction*
- *Redaction*
- *Legal hold*
- *Agent-assisted document operations*

Lifecycle Services

- *Performance and capacity optimization*
- *Preventive maintenance*
- *Version and security updates*
- *Technical support*
- *User and administrator training*
- *Continuous improvement consulting*

Why BBS?

- Product and project experience in IBM enterprise content solutions
- Expertise in FileNet infrastructure and content architecture
- Content Cortex modernization approach
- Experience with high-volume, mission-critical systems
- Expertise in content, records, workflow and archive management
- Enterprise application and API integration experience
- Content migration and controlled transition capabilities
- Custom software and user experience development
- Security, auditability and business continuity focused design
- Single-source service from analysis through go-live
- Post-project maintenance, support and continuous improvement

Turn Your Content into Trusted Enterprise Knowledge

Contact BBS's experienced software team to centralize fragmented content, accelerate access to accurate information, modernize your FileNet investment and ground AI applications in trusted enterprise content.

Do more than store documents. Understand, govern and act on them securely with IBM Content Cortex and BBS.

BBS specialists can assess your existing content infrastructure and business requirements, then design the content management architecture, migration roadmap and implementation model that fit your organization. Please contact us.

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