

# Enterprise Content Management

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**Abstract:-** This research paper aims to examine how Enterprise Content Management (ECM) makes it easier to manage such a vast amount of content. Supervising information and content on an endeavor wide scale is challenging. Enterprise content management (ECM) is a term for an integrated approach to information management. ECM research is still a new area of IS research, even though practitioners paid a lot of attention to this idea. Many authors who deal with ECM say that there is not enough scholarly literature out there. This paper gives a far-reaching survey of the scholarly writing on ECM after roughly 10 years of examination: The ECM industry, its development, and its fundamental topics are discussed. A laid-out ECM research system is used, sharpened, and made sense of, alongside its parts and working definitions. Concepts are derived from 68 articles that are analyzed and categorized. The findings are integrated and synthesized in a way that is concept-centric. Also, ends with respect to future patterns and suggestions for exploration and practice are drawn.

**Keywords:-** Enterprise Content Management, Content Management, Document Management, Knowledge Management.

### I. INTRODUCTION

Tremendous measures of content are created at a rising rate consistently. According to vom Brocke, Simons, and Cleven (2011), the inefficient state that is prevalent in many organizations is aptly referred to as information overload and content chaos. Employees, particularly information workers, search various company repositories for documents and information. Different versions, languages, and formats of documents are stored in various locations and systems. Co-authoring documents and collaboration are difficult; By email, important documents are shared. Businesses face difficulties with enterprise-wide content management. Worse still, 80% of the content is made up of unstructured data (O’Callaghan and Smits, 2005). Nonetheless, information and data nature of unstructured information is critical in light of the fact that it contains significant, imaginative and choice important data that is progressively turning into a key business asset.

### II. ABOUT ECM

The field of enterprise content management (ECM) is a multifaceted one that has developed out of several related and preceding disciplines. It combines and integrates several concepts that were previously distinct IS research fields and has an enterprise-wide scope. Before the adoption of a more

granular concept of content, document management (DM) and electronic document management (EDM) were commonplace. Web content management (WCM) was introduced to handle the labor-intensive management of websites. Independent WCM arrangements are still valuable for modern web projects. Knowledge management (KM) and information management (IM) have developed to manage an organization’s knowledge assets. The execution of business processes and workflows is aided by workflow management (WfM) and business process management (BPM). For permanent storage, records management (RM) is utilized to guarantee compliance and preserve static documents. Rich media, such as audio and video files, is managed by digital asset management (DAM). These halfway covering ideas and exploration regions all arrangement with content, reports, and data in some way. Because of the absence of reconciliation and a restricted extent of the frameworks (for example for single cycles or offices), content storehouses were shaped inside endeavors.



Figure 1. Word Cloud of ECM IS Research Literature

### III. A FRAMEWORK OF ECM RESEARCH

Tyrväinen et al.’s goal was to encourage and direct future research in the ECM field introduced a four-pointed framework: enterprise, processes, content, and technology. This system is generally acknowledged and has been applied by various researchers. Based on the reviewed literature and the application of coding techniques, it was further refined for this review as well. The enterprise perspective was added to the extended framework for ECM research (Figure 3) and two additional perspectives were added: ECM research itself, as well as the drivers and potential benefits of ECM adoption.

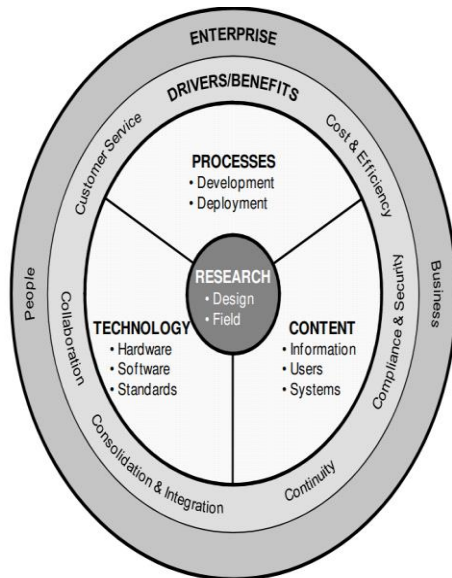


Figure 3. Extended Framework for ECM Research (based on Tyrväinen et al., 2006; vom Brocke et al., 2011c)

#### IV. DISCUSSIONS

A variety of academic sources were searched for ECM literature to gain a comprehensive, in-depth insight into the current state of the research field. To ensure a multifaceted spectrum of authors and opinions, the screening of the literature was mild. In total, 68 articles were identified as relevant and reviewed. As a broad range of different scientific articles was chosen, the reviewed literature is diverse: in length, focus, and in its research contribution. Although some papers lack scientific background, several made an important contribution to IS research. However, ECM as a research topic has not yet reached the highest academic outlets and conferences are the main source of ECM literature. This review supports prior findings that indicate that ECM research is still in an immature state (vom Brocke, Derungs, Herbst, Novotny, Simons, 2011b, p. 10) and includes a small body of literature (Grahlmann et al., 2011, p. 2).

Two limitations have been identified for this research: Since ECM research is still relatively young, it lacks consistent and well-accepted definitions (vom Brocke et al., 2011c, p. 493). ECM as a concept and research field is still evolving, therefore definitions are not final. Accordingly, the definitions in this paper are labeled as working definitions and do not claim to be final. Further, there is no guarantee that some relevant articles were not found or considered, even though the search process was exhaustive. There were no boundaries about the time period. However, there is a thematic restriction to the ECM domain. Due to this restriction, EDM articles that did not explicitly address ECM were excluded. Important contributions to the EDM domain were made by Sprague, Päiväranta, Tyrväinen, Karjalainen/Honkaranta, and Salminen to name a few. Because EDM is one of the closest ancestors of ECM (Päiväranta and Munkvold, 2005), researchers who are conducting ECM research should be aware of it.

#### V. CONCLUSIONS

This ECM research writing combines and sums up earlier exploration and coordinates the discoveries in a concept centric way. From a neutral point of view, 68 articles were evaluated and categorized. A description of the ECM domain was done; The main ideas and topics were derived. Working definitions were included in the adoption, refinement, and explanation of an established framework for ECM research. Further, ramifications for exploration and practice were drawn.

ECM research is still in its infancy in the current state. The assortment of writing of this arising research field is little, yet consistently developing. More specific research needs to be done: There is little requirement for specialized approaches, but instead for more examination centering a nitty gritty reference model, ECM processes, the endeavor viewpoint, and clients of ECMS. In general, there needs to be more quantitative work done. Based on this paper, further in-depth discussions and a more specific research plan can be developed.

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