



iManage Universal Search



The ability to access the right information easily and quickly is fundamental to improving efficiency of an organisation. As companies face increasing pressures to improve productivity, iManage Universal Search provides a fundamental lever for improving efficiency across a spectrum of business processes.

iManage Universal Search (IUS), built on Autonomy's market leading Intelligent Data Operating Layer (IDOL) platform, is an advanced enterprise search solution tailored specifically to the needs of knowledge workers. The ability to find the right information easily and quickly is fundamental to improving efficiency in knowledge intensive organizations, such as law firms, legal departments, financial service firms and consulting organizations. IUS utilizes multiple search models, significantly improving the speed, accuracy and completeness of search. Through sophisticated functionality and analytics, IUS automates manual operations in real-time to offer true business value, like increased productivity, improved leverage of expertise and greater customer retention.

BUILT ON A STRONG FOUNDATION

Users expect search to be simple, fast, comprehensive and secure. The IDOL platform, the foundation for IUS, harnesses the complete richness of human information by extracting meaning from the mass of unstructured information which analysts estimate constitutes over 80% of all enterprise data. IDOL forms a conceptual and contextual understanding of any piece of data, including documents, emails, blogs, IMs, voice and video, regardless of data type or storage location, performing advanced operations on that information in realtime so that IUS can provide a comprehensive set of results. Traditional search engines cannot understand the meaning of information and this inability means documents that discuss the same idea (i.e. are relevant) but use different words, jargon or language, are overlooked. Traditional search engines also fail to filter out documents that use the same words, but with an entirely different meaning than the user's query. Simple keyword search techniques and relevance algorithms are unable to return quality search results, particularly when legacy content lacks adequate metadata or has incorrect metadata altogether. IDOL's ability to understand the meaning of content removes the dependence on metadata and manual user tagging. By leveraging the powerful conceptual search capability of IDOL, Universal Search goes far beyond simple search to provide users with contextually relevant results, automatic categorization, automatic hyperlinking, faceted navigation, audio and video search to provide the most powerful, out of the box search experience.

- Find the right information quickly and easily across all data repositories
- Locate and make connections with experts throughout the organisation
- Identify experience and tacit relationships that can be leveraged to develop new business
- Alert users to changed references, statutes, policies
- Automatically classify and categorise information
- Discover valuable training materials for faster ramp up

"Combining Autonomy IUS and Phoenix Knowledge Assist offers clients better value for money by giving our lawyers faster access to the information they need to produce top-quality advice."

Simon Kosminsky, SJ Berwon,
IT Director



THE DOL PLATFORM

The IDOL platform is highly secure and is used by the largest and most protected intelligence organizations in the world. With over 20,000 customers across the globe, this platform is massively scalable with the largest installation exceeding 10 billion documents and delivering subsecond search times. The IDOL platform powers fast, comprehensive and secure search behind the easy-to-use and intuitive IUS interface.

UNIVERSAL SEARCH IS MORE THAN JUST ENTERPRISE SEARCH

Universal Search extends far beyond simple search and retrieval. Universal Search forms a meaning-based understanding of any piece of data, including text, voice and video, regardless of data type or storage location, and can perform advanced operations on that information in real-time. IUS accepts search input in simple human friendly forms like sample data, sentences and returns results to conceptually related documents ranked by relevance. Unlike traditional search engines that only search and retrieve information based on keywords, Universal Search has the ability to automate operations based on the context and concepts contained in the targeted content. For example, IUS can automatically alert an attorney to a new piece of content related to a specific topic of interest and identifying new experts in a subject matter area. As Universal Search and WorkSite are built on a common platform, organisations can leverage their investment in hardware, administration and user training to now search the entire enterprise.

ADVANCED KNOWLEDGE MANAGEMENT

Enterprises today are under increasing pressure to be more efficient, leverage existing content, and maximize internal expertise. Traditional approaches to knowledge management have met with limited success because they have relied too heavily on user-defined metadata, user-selected taxonomy location and keyword search technologies which only return results if a search term explicitly appears in the document or the metadata. Universal Search leverages several advanced IDOL functions to overcome the limitation of traditional knowledge management approaches:

Automatic Classification and Categorization: Universal Search enables organizations to use a range of categorization tools to suit their business process. From a fully manually created and managed taxonomy to an automatically generated taxonomy based on the analysis of the corpus of content or a combination of the two. The benefit of this approach is that the system updates itself constantly as the content changes – ensuring that the knowledge base is current and relevant, the cost and effort of coding and classification is reduced, and it does not force a change in behavior for the user to code every document before it can be leveraged for reuse. And, with media agnostic classification capabilities, organizations can build taxonomies based on any type of data: unstructured, semi-structured, structured, audio, images and video.

Automatic Metadata and Entity extraction: Universal Search can identify and extract entities such as names, citation, tax codes, jurisdictions and places directly from the text of document, a pleading or a court filing. These extracted entities can be used to add filters to a query or to quickly find other documents that use the same citation. Users can setup alerts that notify them of any event related to any item or area of interest. For example, an attorney who is interested in the application of a specific law/citation in a jurisdiction can be alerted regarding new developments in that area of interest.

Finally, while knowledge management needs to be enabled at an enterprise scale, every authorized professional maintains their own personal collection best practice or precedent documents. In the past, users maintained a physical file of these documents in a filing cabinet in their office or a collection of template files on their hard drive. Universal Search enables enterprise users to add personal tags and create individual lists of best practice documents, thus providing a more holistic approach to management of best practices, precedents and templates. Universal Search also provides micro-blogging-capabilities so that users can collaboratively comment on content thus helping to provide contextual commentary on any specific



EXPERTISE LOCATION

As organizations grow larger and expand geographically, it is increasingly important for managers to quickly identify colleagues with expertise in specific areas to help with an existing case or with new business. Traditionally, legacy search technology makes it difficult to locate these colleagues—leaving vast resources of tacit knowledge and experience untapped. To address the expertise location problem, Universal Search builds communities of expertise to ensure that subject matter or industry experts are easily located throughout the enterprise to promote collaboration and fuel innovation. By forming a conceptual understanding of user interaction with information as it is consumed and created, Universal Search identifies tacit knowledge automatically and in context. Universal Search builds a conceptual understanding of the relationships between experts and the content with which they interact, automatically clustering similar people and resources into related groups. It can also automatically recommend an expert based on an understanding of the content that users consume and create across all data formats including email, IM, and voice and video data.

FRCP COMPLAINT

In order to scale without impeding performance, some traditional technologies will not search each document in its entirety. This prevents users from identifying and retrieving valuable information and it exposes the enterprise to significant compliance risk. Such technologies begin to calculate the relevance of each document at indexing time; however if at the beginning of the calculation a particular result appears to be irrelevant, the engine will stop without taking into consideration the rest of the document. Consequently, a relevant snippet of information on the last page of a hundred page report could be overlooked and the legal consequences could be catastrophic. Universal Search scans each document in its entirety without performance deterioration.

USER EXPERIENCE DESIGNED FOR ENTERPRISE USE

The Universal Search interface is designed from the ground up to be intuitive for all enterprise users. A rich yet uncluttered interface, using innovative visualization techniques like concept clouds and clustering, aid in quickly refining queries. Universal Search also provides methods to conceptually relate unstructured information, for example, documents can be previewed within the web interface, and users can be immediately presented with links to other documents that are conceptually similar to the one being previewed. Universal Search combines structured and unstructured information and shows rich actionable information in one interface; for example, client information can be provided in one “mash-up” along with all associated information, a snapshot of billing content and all related documents. All this information can be hyperlinked with the ability to be further refined.

USER EXPERIENCE DESIGNED FOR ENTERPRISE USE

The seamless integration between Universal Search and WorkSite, a critical work-in-progress document and email management platform, becomes the bridge between the IUS based KM system and a users' day-to-day working documents, thus greatly increasing relevance and usage of the KM system. All WorkSite actions can be performed on internal work products from Universal Search, improving the productivity of users and ensuring that an accurate audit trail is maintained.



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Benefits

- Locate relevant knowledge assets within seconds
- Improve productivity and consistency of work product
- Automate knowledge management and increase adoption of best practices content
- Help leverage expertise across distributed geographical regions
- Drive responsiveness and better customer service
- Single, easy to use intuitive interface
- Lower total cost of ownership
- Seamless integration with WorkSite content
- Increase ROI of existing IT systems and research sources