

iManage Universal Search

iManage Universal Search is an advanced enterprise search solution built on the market leading IDOL platform from Autonomy and tailored specifically to the needs of law firms. Autonomy is the leader in the area of Meaning based Computing (MBC). MBC refers to the ability to form a conceptual understanding of all information, whether unstructured or structured, and recognize the relationships that exist within it. Through sophisticated functionality and analytics, MBC automates manual operations in real-time to offer true business value. Universal Search leverages all the capabilities of IDOL.

The screenshot displays the iManage Universal Search web application. The search query is 'motion to compel'. The interface includes a navigation menu with categories like 'All', 'Documents & Email', 'Clerts', 'Matters', 'People', 'Federal Cases', and 'Practical Law'. A sidebar on the left shows 'Query Filters' (Author, Class, Client, Matter, Status, Jurisdiction, Type) and 'Related Concepts' (Unsecured(28), Windows-based(13), Situations(11), adversary(11), Executory(15), Wiser(4), UNEXPERIENCED(10), Amici(7), Safe Harbor(8), delect(13)). A 'Documents by Date' bar chart is also visible. The main content area shows search results for 'motion to compel', including a 'Motion to Compel JP Morgan Chase Bank' and 'U.S. final proposed findings of fact'. Each result includes a preview, source information, and action icons (print, share, etc.).

Law firms use unique repositories and systems, additionally content within a law firm can be very similar from matter to matter. Further much of the law firm's legacy content either lacks adequate metadata or has incorrect metadata altogether. As a consequence simple keyword search techniques and relevance algorithms that work on the web have limited success in legal. By leveraging the powerful conceptual search capability of IDOL that is also contextually relevant, Universal Search goes far beyond simple search to provide users with automatic categorization, automatic hyperlinking, faceted navigation, audio & video search to provide out of the box the most powerful and relevant search experience

As Universal Search and WorkSite are built on a common platform, firms can leverage their investment in hardware, administration and user training to now search the entire enterprise.

Highlights

Meaning Based Computing can help a firm understand the relationships between data across systems to provide insights that can help with:

- Locating experts within the organization
- Identifying experience and developing new business
- Providing superior customer service
- Alert users to changed statutes
- Finding precedence
- Automatically categorizing information
- Discovering valuable training materials
- Truly managing knowledge

Ability to recognize, analyze and understand more than 1000 file formats ranging from audio, images, email, and office files to databases and web 2.0 files.

Offers the widest range of connectors, including more than 400 repositories, legal systems and other data sources and connects all of the firm's information sources, including:

- Document and email management systems
- Practice management systems
- Customer relationship management systems
- Accessible legal research sites
- Archives
- Time and billing systems

Leverages the same common platform as iManage WorkSite simplifying the user experience, minimizing administration, and significantly reducing the cost of ownership.



Gold Winner: Law Technology News
Technology Awards 2008



Autonomy
iMANAGE



Built on a Strong Foundation

Users expect search to be simple, fast, comprehensive and secure. iManage Universal Search is built on the IDOL platform rated by analysts to be the market leader in Enterprise search. Autonomy is a leading provider of Meaning Based Computing (MBC) solutions. It accepts search input in simple human friendly forms like sample data, sentences and returns results to conceptually related documents ranked by relevance. With over 20,000 customers across the globe, this platform is massively scalable with the largest installation exceeding 10 billion documents delivering sub-second search times. The IDOL platform 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. This includes emails, blogs, IMs, audio and videos. This platform is highly secure and is used by the largest and most secure intelligence organizations in the world. The security model is very flexible and can map to an organization's security entitlements.



Universal Search is More than just Enterprise Search

Universal Search extends far beyond simple search and retrieval. Traditional search engines cannot comprehend the meaning of information. Unfortunately, this inability to understand information means that other documents that discuss the same idea (i.e. are relevant) but use different words, are often overlooked. Equally, documents with a meaning entirely different to that which the user searches for are frequently returned. Universal Search is built on the Meaning Based Computing platform which forms a conceptual and contextual understanding of any piece of data, including text, voice and video, regardless of data type or storage location, and performing advanced operations on that information in real-time. 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 automatically alerting an attorney to related best practices material and identifying internal experts in the subject matter area.



Advanced Knowledge Management

Law firms today are under increasing pressure to be more efficient and reuse content previously created. Traditional approaches to Legal Knowledge Management have met with limited success because they have relied too heavily on lawyers or paralegals to add metadata to a document or to add the document to a taxonomy, and the search technologies used have relied on keyword search which will not return a result if the search term does not appear explicitly 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 firms 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 lawyer to code every document before it can be leveraged for reuse. And, with media agnostic classification capabilities, firms 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, 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 legal professional maintains their own personal collection best practice or precedent documents. In the past, almost every lawyer would maintain a physical file of these documents in a filing cabinet in their office. Universal Search enables lawyers to add personal tags and create individual lists of best practice documents, thus providing a more holistic approach to knowledge management.

Expertise Location

As firms grow larger and expand geographically, it is increasingly important for lawyers to quickly identify colleagues with expertise in a specific area of law or matter type to help with an existing case or with new business. Traditional, 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 firm to promote collaboration and fuel innovation. By forming a conceptual understanding of user interaction with information as it is consumed and created, Universal Search's Collaboration and Expertise Network (CEN) identifies tacit knowledge automatically and in context. Universal Search CEN 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 they consume and create across all data formats including email, IM, and voice and video data.



FRCP Compliant

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.



Understand, Monitor and Leverage the Client Relationship

For most firms, the ability to get additional work from clients is critical to their success. The ability to get the next matter is highly dependent on the firm providing excellent customer service, and this is achieved through responsiveness to client needs, understanding the client business and the current status of their matters, as well as anticipating what the client needs before they ask for it. iManage Universal Search can assist the professional in all of these tasks.

Universal Search aggregates client specific content from disparate sources (including time and billing, CRM, external news, documents, email, etc.) as well as related data to provide lawyers with a consolidated 360-degree view of a matter or client.

Additionally, the advanced technology allows users to categorize data based on degrees of sentiment and tonality, analyzing the structure and meaning of language in the different forms of communications to determine the positive and negative characteristics of each piece of information and create relevant classification. This helps provide insight into client relationships and increase client retention rates—also helping firms keep on top of issues and respond to trends impacting their business.

User Experience Designed for Law Firms

The iManage Universal Search interface is designed from the ground up to be intuitive and relevant to a lawyer. 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 one being previewed. Universal Search can combine structured and unstructured information and show rich actionable information in one interface, for example client information can be provided in one “mash-up” along with all associated matters, a snapshot of billing information, and all related documents. All this information can be hyperlinked with the ability to be further refined.



About Autonomy iManage

Autonomy iManage is the leader in information management applications for the legal and professional services market. Building on Autonomy's advanced Meaning Based Computing platform, Autonomy iManage offers the most comprehensive suites of information management applications all on a common platform. Autonomy iManage has over a decade of experience working with law and accounting firms to understand how these professionals interact with information and their need to find, manage and process large volumes of content quickly and intuitively. Organizations from all over the world, including 75 of the top 100 global law firms, are standardizing on Autonomy iManage which uniquely spans the complete EDRM on a single technology platform, including document and email management, information governance, archiving and records management, knowledge management, policy management and eDisclosure, legal hold and review. Autonomy iManage can now link over 1,400 law firms with the data inside over 20,000 corporate clients using powerful, familiar tools, and is the only vendor to offer the ability to access and analyze corporate information in-place for a case, eliminating point solutions and the risky and costly hand-offs of data used for investigations and litigation.

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