

## Datasheet

# Interwoven® Universal Search: Professional Services Edition

### Delivering a faster, more thorough search experience

For professional services firms seeking to ensure clients get the highest level of service, improve individual productivity and support the efficient re-use of past work product, Interwoven Universal Search: Professional Services Edition provides users with a personalized search experience, unifies content across multiple internal and external content sources and presents easy to navigate results quickly in a simple Web interface.

### Optimal user experience

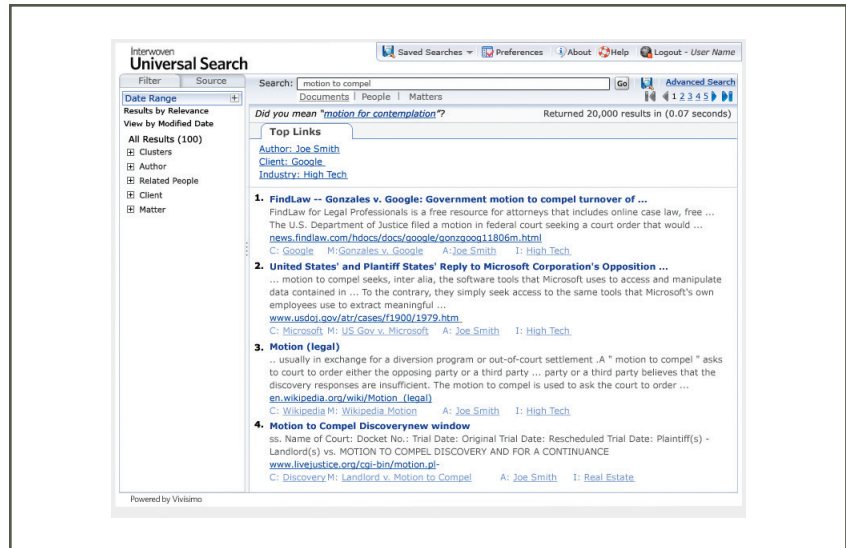
Interwoven Universal Search: Professional Services Edition provides multiple search results tools for a flexible search experience that gives users the best possible chance of finding the right piece of information in content environments that are often highly homogeneous, as in firms where content can be very similar from matter to matter or engagement to engagement. A simple, uncluttered interface includes role-based search tabs that spotlight high value content according to the needs of different users. Advanced visualization and dynamic classification give users the big picture for a faster, more thorough exploration of results, and individual results can be previewed without leaving the page.

### Advanced search features

Administrators have a wide range of easy to modify parameters that can easily tune the weighting of search results to improve ranking by various techniques such as link analysis, freshness, term proximity, synonyms, source and more. Filters and formulas, entity extraction and both guided and unstructured navigation enable organizations to provide rich search capabilities to users that ensure the highest quality results in the fastest possible time.

### Search personalization

The focused results returned by Interwoven Universal Search are complemented by



Interwoven Universal Search provides results in an easy to navigate web interface

post-search tools such as user-defined parameter modifications, relevancy weightings and navigational options that further refine results for a faster, more productive search experience. Users can automate routine search queries and receive email notifications that link directly to new matches, so they can view fresh content without having to return to the search interface.

### Product architecture

#### Connectivity and federation

Standard connectors and a Universal Connect framework can be used to crawl and index common data sources such as Interwoven WorkSite and Records Manager, Hummingbird DM and Docs Open, Open Text LegalKey, MDY, Elite, CMS, Interaction, EMC Documentum, Microsoft Exchange, IBM Lotus Notes, Microsoft SharePoint, Oracle database, Salesforce.com, EMC Legato Email Extender, Symantec Enterprise Vault (KVS) and many more. Content from third-party feeds, subscriptions, news

engines, patent engines, content publishers and other search engines can be added via federation to deliver results in the complete, unified result set displayed to users. .

#### Scalability and reliability

Administrators can replicate instances of a single index across multiple servers, allowing for 99.99% uptime, or segment an index onto multiple servers for maximum performance in high usage, data intensive scenarios, both in minutes using a point-and-click Web interface. Search requests are handled at an average of 1,000 requests per second on a 64-bit machine, and terabytes of information can be crawled to produce an index of 8-20% of the original data size.

#### Rapid deployment

SOA technologies speed installation and integration and a rich set of standard connectors ensure fast deployment and coupling with the common systems. Content in any source is found and indexed quickly, with security respected and all metadata

## Technical Specifications

Please refer to the product release notes for detailed specifications.

### Server installation requirements

Servers running Interwoven Universal Search: Professional Services Edition should be either a 32-bit or 64-bit x86 system with a 3 GHz or better processor, or a Sun system with an UltraSPARC III

or better processor. A minimum of 4GB of memory is recommended.

Supported operating systems include Microsoft Windows 2003 or higher; Sun Solaris 8 or higher; and Linux distributions such as Red Hat ES 3 or 4; Novell Fedora Core 4 or later; and SUSE 10 & 10.1.

A Web server such as IIS 6.0 or later or Apache 1.3.2.7 or later is also required.

### Client requirements

Any browser is supported, though advanced capabilities may require Internet Explorer 4 or later, Netscape Navigator 4 or later, or any version of Mozilla, Firefox or Safari.

### Admin interface requirements

Internet Explorer 5.5 or later, Netscape 7 or later, or any version of Mozilla, Firefox or Safari.

properly extracted, recombined and normalized as needed. There is no need to build a taxonomy to deliver useful search results. A single deployment can also be used in multiple, seamlessly integrated instances to serve multiple departmental goals.

### Security

A wide variety of search security models are supported to ensure a secure solution without degrading application performance, including authentication via LDAP, Active Directory, Unix FS, NTFS and third-party document management systems; real-time ACL checking; ACL indexing; and a hybrid approach combining real-time ACL checking with ACL indexing. A pre-existing security framework can be mirrored to leverage industry-standard authentication and authorization processes already in place, including single sign-on.

### About Interwoven

Interwoven is a global leader in content management solutions. Interwoven's software and services enable organizations to effectively leverage content to drive business growth by improving the customer experience, increasing collaboration, and streamlining business processes in dynamic environments. Our unique approach combines user-friendly simplicity with robust IT performance and scalability to unlock the value of content. Some of the most recognized enterprise and professional services organizations worldwide have chosen Interwoven, including: adidas, Airbus, Avaya, Cisco, DLA Piper, the Federal Reserve Bank, FedEx, HSBC, LexisNexis, Microsoft, Samsung, Shell, Samsonite, White & Case, and Yamaha. Over 20,000 developers and over 300 partners enrich and extend Interwoven's offerings. To learn more about Interwoven, please visit [www.interwoven.com](http://www.interwoven.com).

## Key Features

Key feature	What it does
<b>End User Experience</b>	
Unstructured navigation (dynamic categorization)	Automatically organizes results into categories on-the-fly to help users identify themes and navigate results
Structured navigation (guided or faceted navigation)	Leverages existing taxonomies, ontologies or other metadata to organize results into pre-defined categories
Graphical navigation	Provides an overview of a numerical result set in a bar graph format that can be easily narrowed using sliding tabs
Entity extraction	Extracts names, people and locations automatically from unstructured text to be navigated as categories
Tabbed search	Enables to easily narrow their search to specific data repositories or collections
Breadcrumbs	Quickly return the user to the original result set
Alerts	Notify users via email when search results change for a given query
Role-based search	Lets administrators define collections and weight results according to different user groups or personal preferences
Share, save and export	Captured search results to aid document creation, collaboration and knowledge sharing
<b>Enterprise Flexibility and Control</b>	
Adjustable rankings	Tuned search results using link analysis, freshness, term proximity, synonyms, source and more
Spotlight results	Call out results from special collections that are most relevant to specific end users or groups
Pre-built connectors and federated search connectors	Crawl and index a broad range of internal and external data sources and search engines
Universal Connect	Connect to any resource accessible through a Web browser or that supports standard protocols like LDAP or z39.50
Index replication and distribution	Provides scalability to achieve availability and performance targets
Modern architecture	Simplifies complex configurations via Web services and SOA

Interwoven Universal Search: Professional Services Edition, Powered by Vivisimo Velocity

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