

Autonomy Records Management

Retention and Disposition Management for Information Governance

Records management concerns the managed retention and the subsequent disposition of business documents and is an essential requirement for Information Governance, Knowledge Management and superior business performance. Records Management underpins many key business activities by ensuring that business information is efficiently controlled and ensures that an organization knows what information it has, is confident of its accuracy, and that it is discoverable and quickly accessible. Records Management ensures that controlled information is only accessible to those with the right of access and that it is duly retained according to corporate and legislative rules after which it is appropriately disposed of.

Many organizations are swamped with unstructured electronic information which is neither properly filed nor securely managed though to appropriate disposal. This huge information asset, 80% of which is held in unstructured form, is often locked inside end-users' desktops and departmental file systems, embedded in collaboration and email systems, and integrated into business processes, creating a significant challenge for information governance and the mitigation of risk.

Records are documents and other forms of content which are required to be held for a predetermined period in a guaranteed unchanged state. Legacy approaches have required the manual identification of records and the movement of these into a stand-alone central repository - a costly and time-consuming approach that relies on users' willingness and discipline. Often this results in records being overlooked, either in error or as a result of a deliberate act. Today's regulatory environment demands a more consistent, verifiable, repeatable and automated approach.

Unlike traditional records management solutions, Autonomy Records Management automates information governance and the retention and disposition of records by understanding the meaning of all information across an enterprise regardless of data type, language or repository through the power of Autonomy IDOL.



The advantages of Autonomy Records Management's unique IDOL infrastructure cannot be over-estimated and the benefits of the solution are easily seen when it comes to applying automatic record discovery and identification through IDOL's categorization capability. By training the records categories or Fileplan, IDOL can automatically identify content across all repositories in an organization that should be managed as records. Ultimately this solves the often near impossible task of identifying records in legacy repositories, but also can be used to assist the correct categorization of new content, eliminating the need to train the user in the management of records.

Once identified the Autonomy Records Management solution can be used to apply the most appropriate retention policy which can be based on business value, regulatory requirement or relevance to a legal matter, or a combination of these. Policies can be defined, monitored and enforced on a global basis to comply with country/jurisdictional-specific variants in retention policy, privacy laws and legal citations while supporting global certifications such as DoD 5015.2, TNA 2002 and VERS and adherence to the requirements of standards such as ISO15489.

Autonomy Records Management has over one million users across the globe with customers in every market. Autonomy has been awarded the U.S. Federal Government's SmartBUY contract for Electronic Document and Records Management software, enabling e-government and helping to meet the goals of the President's Management Agenda - a strategy designed to improve the management of the federal agencies. A wide range of enterprises in every business sector, from Financial Services, Oil and Gas, Professional Services, Defense and Intelligence to Central and Local Government, and other highly regulated industries are using Autonomy Records Management to manage and control hundreds of thousands of electronic documents and records pan-enterprise.



Autonomy Records Management enables enterprises to benefit from:

- *Enterprise retention and disposition across 400+ repositories*
- *Manage in Place (MIP) ensuring records securely managed in source repository without the need to move them to a central repository*
- *An automated management approach using Enterprise Document Capture (EDC)*
- *Certifiable adherence to any compliance regulations across all industries*
- *Military grade security and certification to:*
 - *US DoD5015.2, UK TNA2002, Australia's VERS, ISO 15489*
- *Automatic classification and clustering to create and extend records management fileplans and taxonomies*
- *One consolidated enterprise-wide Electronic Stored Information (ESI) index with conceptual and keyword search*
- *Information locked down so that deletion during retention period and/or while subject to legal hold is not possible*
- *Close integration with email messaging/IM archives both on-site and hosted*
- *Seamless integration with desktop applications, providing users with auto-suggestion of the categorisation for content as it added.*
- *Role based dashboard views for information management teams and implementation and execution of retention and disposition schedules*



Enterprise Data Capture (EDC): No Need to Declare Records

Unlike other solutions, Autonomy Records Management seamlessly delivers records retention and disposition that users can and will adopt without the need to declare records. Using Autonomy's advanced Enterprise Data Capture the process of records identification can be automated, leveraging automatic categorization using the power of Autonomy's Intelligent Data Operating Layer (IDOL). Through duplicate and near duplicate identification, storage costs are minimized and by using Records Management in conjunction with other Autonomy modules, information under legal hold will not be inadvertently disposed of. The asynchronous transfer to the Autonomy record store in background mode ensures there is no system degradation on live applications.

Manage In Place (MIP)

Many enterprises have over a number of years acquired a number of disparate data stores and have an IT environment with multiple existing and diverse document stores (such as ERP systems, Microsoft SharePoint, ECM systems, Files Stores, Email Archives). Each will have its own way of handling retention and disposition. Some will have over one hundred separate systems each holding a significant number of business records. One solution is to move all key records into a single records management repository but this can be expensive, architecturally disruptive and require business applications to be rewritten to support the new repository. And even this would not be sufficient. The amount of content being created and needing to be held as records is growing daily and for many it is no longer feasible to maintain the accuracy of records information by relying entirely on staff to file records correctly. It is much more efficient if this burden can be minimized or completely removed and be performed as an automated background system activity in real-time. Recognizing the need for a more flexible approach Autonomy has introduced a manage in place solution built on its unique ability to manage retention and disposition policies in real-time. Autonomy has already solved the difficult challenge of securely gaining access to hundreds of different repositories. Autonomy Records Management allows an enterprise to implement consistent retention policies while leaving documents 'in-place' and being centrally managed.

Automation: It's Not an Either / or Choice

Fully automating retention and disposition has obvious efficiency gains, but the perceived loss of control might appear to be a stumbling block for implementing such solutions in heavily regulated sectors such a government. Autonomy's experience as the leader in pan-enterprise search has led it to understand that customers do not necessarily want an either or choice with regards to automation. Autonomy Records Management solutions are fully configurable: records declaration, categorization, and the definition of corresponding retention periods can not only be automated using a policy-based approach, but these processes can also be enhanced by end user involvement should administrators so wish.

Underlying Technology: IDOL

Autonomy's IDOL is an infrastructure layer that indexes an enterprise's data and serves as a platform for the conceptual and contextual understanding of information in an enterprise. This complete infrastructure layer allows for the automatic categorization, tagging, linking, retrieval and profiling of all forms of unstructured, semi-structured and structured information in real-time regardless of repository. It automatically analyzes any piece of information from 1,000 different content formats, including text, voice or video and delivers over 500 functions including hyperlinking, agents, summarization, taxonomy generation, retrieval, channels, clustering, education, profiling, collaboration and alerting.



The IDOL platform provides a flexible framework, incorporating the essential attributes of an enterprise infrastructure platform:

- **Scalability** - a linearly scalable system that can grow with the evolving information needs of an enterprise
- **Mapped Security** - delivering document and intra-document access control against user, group and role level entitlement
- **Global Language Support** - to enable the delivery of content in multiple languages
- **Support for Future Technologies** - delivered through an architecture that is extensible and can grow and adapt to new requirements and technologies

Dashboard: 360° View of Information

Autonomy's web-based dashboard provides an unrivalled view of all the information held within an enterprise. Different views are available for the legal and compliance team, and records custodians and managers. These teams can see which repositories are being managed, what information they contain, where information is being created and who is creating it. Additional metrics can also be made available as required such as the percentage of documents on legal hold, the number of records awaiting disposition or the number of duplicates. From this summary view, users are able to drill-down into more detail and begin to quickly and easily manage information retention and disposition processes.

- Configure metadata definitions, retention policy, security settings
- Dynamically define and administer the corporate fileplan
- Protect information under legal hold from disposition
- Schedule tasks such as backup and content indexing, and other administrative settings
- Import File Plans from different sources including shared drives and XML definition files
- Generate reports for compliance and audit purposes

Seamless Integration with Existing Applications

Autonomy Records Management makes complying with corporate policies easy for employees by seamlessly integrating with a wide range of portals, web browsers, email and desktop applications such as the Microsoft Office suite.

Options for Implementation

Autonomy Records Management is available as an add-on extension to existing IDOL implementations, as a stand-alone solution or as the disposition component of Autonomy's Information Governance platform.

Autonomy Information Governance

Autonomy Information Governance automates real-time policy management based on forming a conceptual and contextual understanding of all enterprise information. This solution represents a major step forward in reducing risks inherent in information by applying policy based on understanding the actual content of an email, document or phone recording instead of relying solely on its metadata. Autonomy Records Management is a key component of this solution, delivering compliance and disposition management capabilities.

Information Governance Solution for SharePoint

The rapid proliferation of SharePoint has led many companies to lose control of the very content they had hoped to better manage. In the wake of new regulations, credit crisis, and highly publicized internal fraud cases, it has become mandatory for organizations to consistently implement and enforce information governance for finding, holding and disposing of content in a timely manner. However, since SharePoint is so easy to deploy, many SharePoint sites are created without the company's knowledge and lie outside its information governance mandates. This proliferation along with insufficient governance tools provided with SharePoint, oftentimes leads to litigation and penalties resulting from compliance violations.

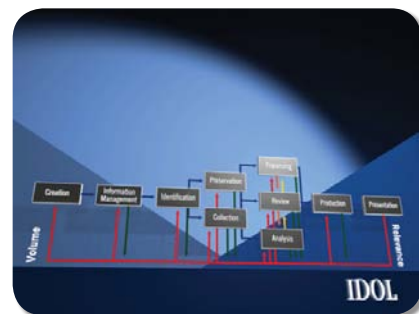
Autonomy ControlPoint integrates transparently with MOSS to address the critical task of ensuring SharePoint's information governance and eDiscovery capabilities. ControlPoint is the industry's first information governance platform that enables real-time, control and complete visibility of all SharePoint content, empowering organizations to manage their SharePoint content in true alignment with growing corporate, legal or regulatory standards



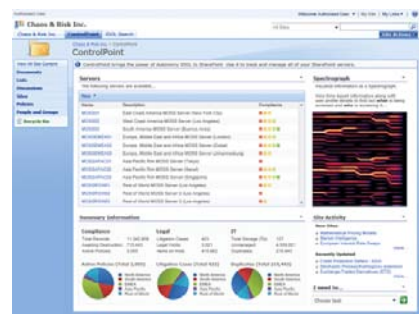
Dashboard: Retention Management View



Dashboard: Fileplan View



IDOL: An End-to-End Solution



Autonomy ControlPoint

Integration with Autonomy Discovery Solutions

Autonomy Information Governance integrates with Autonomy Discovery Solutions to enable a secure and auditable solution for all aspects of discovery, review and collection in litigation cases. Implementing Autonomy Information Governance not only addresses the major business problems of information governance and litigation but also provides the foundation for all information and knowledge management processes throughout all business processes and provides major potential for business process improvement throughout the enterprise.

Autonomy Records Management Benefits

Autonomy Records Management delivers a wide range of benefits for both entirely new customers and those enterprises that are already using IDOL:

For Compliance Officers or Legal Counsel

- *The only solution available that can ensure all enterprise content is understood and controlled by your enterprise*
- *Ensures that regulatory responsibilities are met*
- *Reduces compliance risk and cost*

For Information Workers

- *Minimises the manual process of creating records*
- *Ensures that corporate retention and disposition policies are followed*
- *Ensures that accurate records can easily be found for reuse*
- *Protects the information assets of the enterprise*

For IT Personnel

- *Builds on existing IT investment*
- *Simplifies the IT architecture*
- *Reduces costs compared with alternative federated approaches*

For existing IDOL customers

- *Quickly and easily extends current architecture to manage content to the highest retention management standards*

Customers

Autonomy's customer base is comprised of more than 17,000 global companies and enterprises including: 3, ABN AMRO, AOL, BAE Systems, BBC, Bloomberg, Boeing, Citigroup, Coca Cola, Daimler Chrysler, Deutsche Bank, Ericsson, Ford, GlaxoSmithKline, Lloyd TSB, NASA, Nestle, the New York Stock Exchange, Reuters, Shell, T-Mobile, the U.S. Department of Energy, the U.S. Department of Homeland Security and the U.S. Securities and Exchange Commission. The following is a partial selection of those customers who are using Autonomy Records Management which has more than one million users.



Autonomy Inc.

One Market, Spear Tower, 19th Floor,
San Francisco, CA 94105, USA
Tel: +1 415 243 9955
Fax: +1 415 243 9984
Email: info@us.autonomy.com

Autonomy Systems Ltd

Cambridge Business Park,
Cowley Rd, Cambridge CB4 0WZ, UK
Tel: +44 (0) 1223 448 000
Fax: +44 (0) 1223 448 001
Email: autonomy@autonomy.com

Other Offices

Autonomy has additional offices in Antwerp, Barcelona, Beijing, Bogota, Boston, Buenos Aires, Calgary, Cambridge, Chicago, Dallas, Darmstadt, Kuala Lumpur, London, Madrid, Mexico City, Milan, Munich, New York, Oslo, Paris, Pleasanton, Rome, San Francisco, Santa Clara, Shanghai, Singapore, Santiago, Sao Paulo, Stockholm, Sydney, Tokyo, Utrecht and Washington, D.C.

