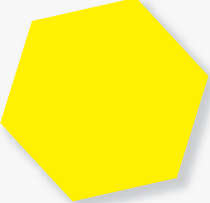


In this document, we compiled a set of rules and best practices that seem important to us to put a Records Management (RM) strategy together. This list is not exhaustive and only reflects EntropySoft's point of view on RM practices.

We provide here an overview of the requirements involved by the mandatory integration of the RM platform with the rest of the information system. We are not detailing the requirements of the RM platform itself.

Business needs



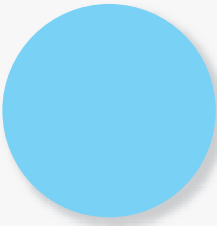
A Records Management policy must take into account all the documents produced by a company.

Two types of possible records sources

- 1- Output Management solutions, where documents are automatically published (Payroll Management...), Enterprise Content Management solutions and others, where documents are partitioned with the help of metadata (Contracts Management, Accounts Management...).
- 2- Other content repositories where there are little or no useful metadata (Messaging Systems, File Servers...).

For the first category, RM can be quite easy. There are two possibilities: the transfer of data into an RM solution or a federated RM, or In place RM.

Transferring data in its closest native format and saving it on a compliant platform is relatively easy. This platform can then be internalized or externalized. By capitalizing on existing RM processes, data transfers are made systematic and automatically sent towards the RM platform.




Some systems, such as document management products, are using structured models to partition the data. The RM strategy can therefore be based on metadata.

Example: when a contract is fully executed, the metadata in the ECM is changed so as to reflect this promoted state in the information lifecycle. Upon search, the document will be categorized according to the business rules and saved as a record (records creation or distant record management).

In the case of federated records management, a federated access is given to records managers. Transversal features are also mandatory (freeze, deletion, mass updates, search...).





For the second category, the end-user is at the center of the solution. It is impossible for record managers to know precisely which documents are created and which categories apply to them. The end-user is deciding what to save and why. This has two consequences: archiving procedures must be integrated in each application in a simple way (save button, category button...) and must be easily understandable by the end-user.

For EntropySoft, there are four aspects to consider when doing a Records Management project that is in the above-mentioned category. These aspects are presented herunder, from the end-user, through the records manager and back to the end-user again.

1- User application integration

Each application must integrate the same user experience for records creation.

2 - Content transfers

The document and its metadata must be transferred respecting compliance rules. A few RM platforms can coexist (internal / external for example). Categories can be complex.

3 - Federated Records

Federated records can be remotely managed. It is necessary to implement across-the-board features (freeze, deletion, mass updates, search...).

4 - Records Intelligence

The records managers must be able to monitor some metrics of the overall performance. The end user must have access to metrics based on quality and activity measurement.

EntropySoft's added value

EntropySoft is a specialist of unstructured data integration.

EntropySoft has a threefold technological offer:

1- Bidirectional connectors to normalize the accesses to document repositories and increase interoperability.

2- A content federation capacity for all applications. This can be used in RM projects, so as to federate different systems (federated records management).

3- The first off-the-shelf content ETL product to industrialize content transfers between repositories.

Specifically in the context of an RM project, EntropySoft has the adequate all-inclusive technological offer to cater extensively for some areas of the overall RM picture.

For applications with usable metadata:

"Classic" ETL centralizes structured data in data warehouses. Following a similar logic, Content ETL enables the interconnection of all the content repositories in the enterprise.

EntropySoft developed a universal model which permits to map the models of source applications and target applications. It is now possible, with the use of drag and drop, to have metadata models, security models as well as groups or users mapped together.

The connectors are bidirectional, therefore there is a capacity to read and write in all content repositories. A process can take a document in a source, receive the RM system's confirmation of archival, and then modify the security and metadata in the source application to reflect the transformation of this document into a record.

Content ETL Studio is a graphic process-designer, which offers a large palette of standard steps and where custom steps can be easily developed to answer specific needs.

For user-initiated records creation:

1- User application integration

The main problem facing companies is to easily integrate client applications. EntropySoft chose to concentrate on the server part of content integration. The server can be accessed through many technologies (Flex API, Java API, .NET...), therefore increasing adaptability for the company. For example, a simple web service can start a transfer process. This technological choice facilitates and speeds up integration into client applications while respecting the same user experience in all the applications.

2- Content transfers

Content ETL Web and Content ETL Studio are two clients that are available in Content ETL.

Content ETL Studio helps design each step of the process. The processes can be duplicated to industrialize RM and connect all applications easily.

Moreover, the connection of a new application to the RM platform can be easily packaged.

This allows better cost controls, because an internal price on the package can be fixed, as opposed to the unknown costs of a specific integration.

3- Federated Records

EntropySoft has a light-client option for Content ETL in its catalogue of products. This client works with a majority of browsers and allows to browse distant repositories and to use the main features of the applications. It becomes possible to change metadata and security for all referenced documents. Lifecycle management of each document also becomes possible. This client also allows for document classification in tailor-made virtual filing.

4-Records Intelligence

EntropySoft does a technical monitoring of all transfers. The transfers' data are recorded and can be put in detailed reports. The reports can be saved in the RM platform, to be used as audit trails. This data can easily be injected into a "classical" data warehouse which can be used as a source for a business intelligence application.

Conclusions

EntropySoft believes that it has a unique off-the-shelf Content ETL product that provides a multi-technology software answer to many Records Management strategies. Easily adaptable to a specific client's environment, fully flexible in its step-by-step graphic process design, scalable and evolutive, EntropySoft's Content ETL is a disruptive innovation that is also impressively cost-effective.

The simplicity and robustness of EntropySoft's bidirectional connectors combined with innovative federation and content ETL engines makes EntropySoft's technological offer a unique proposition on the integration market.

