iManage Universal Search

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 real-time 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 hyperlinking, faceted navigation, audio and video search to provide the most powerful, out of the box search experience.
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 sub-second 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, organizations 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

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**Widest Range of Connectivity to Data Sources**

IUS recognizes, analyzes and understands more than 1000 file formats ranging from audio, images, email, and office files to databases and web 2.0 files. IUS offers the widest range of connectors, including more than 400 repositories, enterprise systems and other data sources. IUS connects to all key information sources, including:

- Document and email management systems
- Practice management systems
- Customer relationship management systems
- Email archives
- Financial, Time and billing systems
- Business process automation systems
- Internet accessible research sites (Lexis Search Advantage, WestKM, Bloomberg, etc.)

IUS leverages the same underlying IDOL platform as iManage WorkSite thus simplifying the user experience, minimizing administration, and significantly reducing the total cost of ownership.
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 topic.

**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 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 organizations, the ability to get additional work from clients is critical to their success. The ability to get continued business is highly dependent on excellent customer service, and this is achieved through responsiveness to client needs, understanding the client business, as well as anticipating what the client needs before they ask for it. 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 workers with a consolidated 360-degree view of an engagement or project.

This helps provide insight into client relationships and increase client retention rates—also helping organizations keep on top of issues and respond to trends impacting their business.
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.

Line of Business Solutions

By identifying conceptual relationships between structured and unstructured data in disparate repositories, IUS provides decision makers with an actionable and comprehensive view of information to help solve specific line of business challenges like visibility, collaboration and productivity. The ability to make decisions quickly based on accurate and up-to-date information calls for a simple search interface that understands context, accesses all information sources and allows for exploration of results based on dates, community tags or additional context filters. For example a corporate legal department is better able to decide upon external counsel, estimate budgets, negotiate fees, and approximate timelines for resolution if they are able to search across all systems and gain an understanding of similar matters, the prior costs, internal expertise, firms used and durations. Just as IUS serves as a critical tool for Inside Counsel to manage legal expenses and sourcing decisions, it can search structured and unstructured information to power line of business applications across the enterprise.

Seamless Integration with iManage WorkSite

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.

About Autonomy

Autonomy Corporation plc (LSE: AU. or AU.L), a global leader in infrastructure software for the enterprise, spearheads the Meaning Based Computing movement. IDC recently recognized Autonomy as having the largest market share and fastest growth in the worldwide search and discovery market. Autonomy’s technology allows computers to harness the full richness of human information, forming a conceptual and contextual understanding of any piece of electronic data, including unstructured information, such as text, email, web pages, voice, or video. Autonomy’s software powers the full spectrum of mission-critical enterprise applications including pan-enterprise search, customer interaction solutions, information governance, end-to-end eDiscovery, records management, archiving, business process management, web content management, web optimization, rich media management and video and audio analysis.

Autonomy’s customer base is comprised of more than 20,000 global companies, law firms and federal agencies including: AOL, BAE Systems, BBC, Bloomberg, Boeing, Citigroup, Coca Cola, Deutsche Bank, DLA Piper, Ericsson, FedEx, Ford, GlaxoSmithKline, Lloyds Banking Group, NASA, Nestlé, the New York Stock Exchange, Reuters, Shell, Tesco, T-Mobile, the U.S. Department of Energy, the U.S. Department of Homeland Security and the U.S. Securities and Exchange Commission. More than 400 companies OEM Autonomy technology, including Symantec, Citrix, HP, Novell, Oracle, Sybase and TIBCO. The company has offices worldwide.

Please visit www.autonomy.com to find out more.