Autonomy ControlPoint: Information Governance for the Enterprise

Autonomy, a global leader in infrastructure software for the enterprise, integrates transparently with all of your Enterprise Systems, including Microsoft Office SharePoint Server (MOSS) to ensure compliant information governance and eDiscovery. Autonomy ControlPoint is the industry’s first solution that enables realtime, policy-driven control and visibility into all enterprise content, ensuring that customers are able to manage their content in true alignment with today’s growing corporate, legal and regulatory standards. ControlPoint facilitates critical governance tasks while drastically reducing prohibitive storage cost through de-duplication, storage optimization, and allowing content to be managed in-place. It provides visibility into information risk by its unique ability to understand and process the meaning of information. It uses a centralized policy hub to enforce governance control across distributed networks, an increasingly critical function given that business and content generating systems are typically siloed throughout the enterprise.

Autonomy ControlPoint Architecture

Leveraging Autonomy’s extensive set of connectors and file filtering technology, ControlPoint can connect to and control over 400 repositories (e.g. SharePoint, Documentum, archives). It processes all file types (Autonomy supports over 1,000 file formats) that reside in these repositories and forms an understanding of that information.

The Intelligent Data Operating Layer (IDOL), Autonomy’s market-leading information processing engine which is discussed later in the product brief, is at the core of ControlPoint. All information is indexed automatically making it visible, transparent, and available to be controlled and governed. For instance, organizations can perform a comprehensive search across all information in the enterprise. They can then determine what content sits outside the disposition spectrum and create a policy to delete such information from any repository. They can also discover that potentially sensitive information is not properly governed with proper security and compliance procedures, and subsequently move the content to a secure repository or put it on preservation should it be subject to a legal matter.

The workflow engine enables end-users to view, review and tag information while the policy engine can be constructed to perform automated actions; preserve and dispose content, and move information across systems. This means rarely accessed content can be moved to cheaper archive storage. ControlPoint provides extensive reporting functionality which includes a high-level dashboard designed for non-IT that presents a holistic view of the enterprise’s information governance landscape.

Gaining Control over Risk Generated by SharePoint

ControlPoint can bring control to over 400 repositories. By way of example, let’s look at how ControlPoint can be used to provide adequate information governance to content within SharePoint.

SharePoint provides a portal environment for enterprises to improve departmental collaboration. It has been rapidly deployed due to its ease of installation and straightforward user interface. Ironically, this rapid proliferation of SharePoint has led many companies to lose control of the very content they had hoped to better manage. Because SharePoint is so easy to deploy, many SharePoint sites are created without the company’s knowledge and lie outside its information governance plan. In the wake of new regulations, credit crisis, and highly publicized internal fraud cases, it has become essential for organizations to consistently implement information policies for finding, holding and disposing of content in a timely manner.

“A Deloitte survey of more than 500 executives reveals that nearly 40 percent believe their data volume has grown to the point of being unmanageable.”

—ARMA International IMN, September 2008
Designed for increased content management and collaboration, MOSS only addresses the "productivity" stages of the information lifecycle, with inadequate controls for maintenance and disposition of content. It lacks governance functionality including the advanced needs around taxonomy creation or categorization of documents against a classification schema, which powers information management policies as well as some necessary records management processes. Applying legal hold policies within MOSS are cumbersome, as they require manual search and tag methods. Organizations also recognize that they have no centralized control or discovery of the information being published and collaborated in SharePoint servers that are increasingly siloed, which can lead to severe and damaging legal, regulatory or corporate consequences. Lastly, SQL server licensing and associated storage costs become a significant source of expenditure as MOSS systems grow.

Going Beyond ECM Solutions
Most content management providers have connectors for other systems, such as SharePoint, which allow the extraction of content from that system into their repository. The disadvantage of these solutions is that at worst, the user loses context and visibility of important content from their working world, and at best, they end up creating duplicates of every item copied from the system with no link back to the original item. Only ControlPoint provides the ability to manage content either in place or replaced with Smart Shortcuts, ensuring that users can maintain the context of their content without having to switch applications or interfaces.

Manage In Place (MIP) or Move to Cost Effective Storage
ControlPoint provides the flexibility for users to manage content in place without the need to move the information into a central managed repository; alternatively, information can be moved into the Autonomy archive, based on the needs of the business. This greatly reduces storage costs by efficiently managing the platforms that content is stored in through its lifecycle. Content that has not been accessed for a defined period of time can be de-prioritized on to more cost efficient storage. In addition, eliminating the need to license costly SQL servers in SharePoint environments and alleviating the strain on network resources bring substantial savings. The Autonomy ControlPoint client makes it easy to move content from any managed system into the Autonomy archive while leaving a Smart Shortcut behind. After migration, Autonomy manages the storage lifecycle of the content moving it from top tier storage, through to lower cost storage, based on the rules provided by the corporate information strategy.

Dashboard
ControlPoint provides a collaborative hub that brings together risk managers, compliance officers and legal counsel to collaborate and enforce governance policies in one system.

A true decision maker’s dashboard, it provides navigational tools that can be drilled down to explore different areas of policy module applications. For instance, the officer can learn how much data is potentially on hold across all Enterprise systems, or what potential policy violations are occurring.

The comprehensive reporting brings critical transparency to the company’s compliance condition.

Automated, Policy-driven Classification
As the volume of electronic content continues to grow dramatically, it is critical for businesses to adopt an information governance solution that does not rely exclusively on the manual efforts of users and administrators. Autonomy ControlPoint effectively automates the consistent application of policy to content based on the conceptual understanding of information in all file formats.
ControlPoint automates information policy enforcement and audits. It monitors and analyzes all electronic communications including email, IM and voice traffic in real-time and automatically alerts compliance officers, lawyers, managers and employees in order to mitigate potential risk and governance violations.

Policies can be created with keywords, metadata, and/or example documents using a simple Web-based, wizards-rich dashboard. Designed for non-IT users who are most familiar with the content of the organization and versed in laws and regulations, policy creation is intuitive and its enforcement is automatic.

ControlPoint provides:

- Automated policy application governing all aspects of information lifecycle, including deletion prevention, storage management and ultimately disposition management by applying meaning-based policies at data creation
- Automatic alerts for document custodians if deletion of important information is attempted
- Web-based, non-IT centric dashboard to create policies
- De-duplication across repositories to minimize storage costs and reduce discovery times

ControlPoint Automatic Categorization – No User Involvement Needed

Categorization is critical to the application of policies. Whereas traditional collaboration and ECM systems rely upon users to categorize and tag information on an individual basis, ControlPoint analyzes any information and automatically arranges it into self-similar groups or clusters. Using Autonomy’s advanced Enterprise Data Capture (EDC), the process of identification of content can be automated, leveraging automatic categorization using the power of IDOL. Through duplicate and near duplicate identification, storage costs are minimized. The asynchronous transfer to the Autonomy compliance store in background mode ensures there is no system degradation on live applications. Users can now file content using a single click with EDC looking after the classification location based on an understanding of the content. This is achieved through the configuration of simple rules.

For instance with SharePoint business users can set up parameters on a team site or document library to drive the rules processing. Additionally, through a single click, authorized users can choose to archive an entire team site or document library to the Autonomy compliance store. Selective bulk capture is also supported.

Automatic clustering allows organizations to analyze large sets of documents and even user profiles and automatically identify inherent themes or information clusters.

By simply labeling these clusters, all information in the site is automatically and properly categorized. This same underpinning technology also automatically categorizes information at the time of creation without any reliance on the user.

ControlPoint for Records Management

For some organizations a percentage of documents require special status and must be declared as records. A regular document can be edited or deleted as necessary, but documents of record such as employee files must be carefully managed throughout their lifecycle according to explicitly defined retention policies. Autonomy Records Manager will allow a company’s compliance team to define the policy, and also reduce the barriers that keep workers from complying with the compliance policies. Autonomy Records Manager with ControlPoint provides full document and records management functionality automating the retention and disposition of information. Some highlights include:

- Complete lifecycle records management from creation and retention to destruction
- Automatic classification against records retention schedule
- Closely integrated with consolidated archives both on-site and hosted
- Secure access to records, respecting and protecting organizational access rights across all content sources
- Global certification such as US DOD 5015.02, UK TNA2002, Australia’s VERS

Autonomy Records Manager with ControlPoint brings records management capability and massive scalability to traditional ECM systems and repositories. It provides the functionality to declare records through the native application interfaces, access to the Autonomy Records Manager File plan via web parts, and integrated searching across multiple repositories allowing organizations to fully utilize the information stored across their enterprise as well as the ability to apply consistent policies regardless of the information source.
Autonomy Legal Hold

Autonomy Legal Hold supports automatic identification, preservation, and collection across SharePoint, archives, enterprise repositories, file shares and live operational data, including custodian desktops and laptops even when not connected to the corporate network. IDOL builds an index of all of the data across the enterprise which can then be used to automatically execute exclusive automatic query guidance automatically suggests conceptually related search terms based on the initial query. This is especially helpful during discovery when the reviewer searches for one term and the engine is able to return a list of additional potentially relevant search topics that can be examined. This is also useful when conducting basic keyword searches, as IDOL can provide suggested searches to ensure that other key terms are not missed and that the data is searched defensibly and in compliance with the Victor Stanley, Inc. v. Creative Pipe, Inc., decision.

Autonomy’s Meaning Based Computing Infrastructure

At the heart of Autonomy’s technology lies the Intelligent Data Operating Layer (IDOL) Server. IDOL forms a conceptual and contextual understanding of all content in an enterprise, indexing and automatically analyzing any piece of information from over 1,000 different content formats and even people as data sets. For the heterogeneous enterprise that holds SharePoint as just one source of data, Autonomy’s mature connector framework (supporting over 400 repositories) enables search across the entire enterprise corpus from the a web interface, allowing for an unprecedented view of the organization’s information assets as well as fully FRCP-compliant search.

IDOL serves as the underlying platform for all of Autonomy’s Information Risk Management (IRM) modules. This integrated architecture, unifying enterprise search, information governance and eDiscovery, affords a number of significant benefits. Along with significantly lower installation and maintenance costs, organizations eliminate the risks and excessive costs associated with handing off client data between vendors. They also benefit from a repeatable and cross-functional business process for eDiscovery.

Organizations have the flexibility to leave sensitive data in the operational layer (Manage-In-Place) or move to Autonomy’s intelligent archives at any point in time. Once the information is indexed, analysis can be performed simultaneously across Autonomy’s archives and operational systems for compliance and litigation, ensuring consistency of results.

Built on a Service Oriented Architecture (SOA), IDOL’s flexible, modular design enables enterprises to match its benefits to the organizations’ needs.

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.