

## Harvesting Knowledge Assets



Preparing for possible enterprise risk exposures is no longer an option for many organizations. New statutes, scandals, and the proliferation of litigation have elevated Records Management into what was traditionally considered a low priority into a corporate objective impacting diverse groups within the organization. Records management goes far beyond the management of organizational risk and represents corporate memory, unlocking knowledge assets, providing control of the assets, and ultimately enabling more effective sharing of information to improve business performance.

To achieve real benefits of Records Management, organizations must seek out new and innovative tools that not only enable the ability to ensure compliance and the effective management of risk but also provide the ability for organizations to harvest their knowledge assets to achieve strategic goals and objectives.

## The Issues

Challenges abound in developing a comprehensive and sustainable Records Management solution. Stakeholders at all levels of the organization must actively participate and the end result should be a solution that is as transparent as possible, integrating into the organizational workflow and easily adapted to by end users. An effective plan will enable employees to do their jobs more efficiently and reduce non-compliance issues. Some of the challenges include:

- ⇒ End user adoption is cited as the single most critical barrier to success. Difficult interfaces, complex processes, and disparate tools place much of the burden on the end user who is often unwilling and reluctant to change.
- ⇒ Enforcing governance at the end user level requires management and time to ensure policies are enforced.
- ⇒ Noncompliance issues result when documents are never subjected to enterprise policies, or do not provide enough information to define corporate meaning to the entity.
- ⇒ Although descriptors for the content is captured, the content remains unmanaged and reduces the ability to find the record when needed.
- ⇒ Metadata is often non-descriptive as it does not capture the essence of the record, making it less useful to the end user and the organization.
- ⇒ Lack of automated tools that can categorize content without user intervention accurately so retention policies can be assigned.
- ⇒ Time consuming approaches in planning for document types and requirements slows down the project.
- ⇒ Ensuring all content is identified and correctly processed within the organization



# Solutions Solutions



## The Solution

Concept Searching's innovative tools can be used to improve records management initiatives. As the only statistical metadata generation and automatic classification software company in the world that delivers concept extraction and the automatic generation of compound term metadata, we can improve Records Management solution through the identification of concepts and the generation of compound term metadata within unstructured information.

Our tools provide search, automatic semantic metadata generation, automatic classification and taxonomy management. Fully SOA compliant and delivered as web parts, the technologies are easily deployed and managed.

Enterprises that are facing the challenges of implementing or managing the records management process can better ensure corporate compliance and reduce organizational risk.

- ⇒ Compound terms as well as keywords are extracted from a document or corpus of documents that are highly correlated to a particular concept. These terms can be used to generate non-subjective metadata based on an understanding of conceptual meaning and can be stored and used to provide additional descriptors in the records repository.
- ⇒ The automatic classification function classifies the content to a corporate taxonomy or a records management repository and can be used to assist in the identification of content for planning and retention purposes.
- ⇒ The taxonomy can be used to create a virtual centralization of content throughout the enterprise. This provides the ability to identify relationship between content, regardless of where it is stored that may require the same retention policies.
- ⇒ The ability to manage compound term metadata through the taxonomy can assist in establishing processes on the collection and control of metadata. This results in the extraction of value from content and optimizing it's use as an enterprise asset.

## The Benefits

The ability to improve the implementation and on-going management of a records management solution can be facilitated through the use of Concept Searching's technologies. The tools complement records management initiatives and can help address many of the issues organizations face in meeting legal and regulatory compliance. These benefits include:

- ⇒ Provides transparent governance at the desktop eliminating end user adoption issues
- ⇒ Protects enterprise record integrity as the burden of adding metadata is removed from the end user
- ⇒ Ensures the records long term usefulness and reduces the costs and time to manage the records through the generation of far richer compound term metadata
- ⇒ Facilitates and enables the retrieval of relevant information and identifies highly correlated content that normally would not be found, reducing organizational risk
- ⇒ Enables accessibility to records in a way that meets the needs of the organization and other stakeholders, increasing productivity and improving decision making capabilities
- ⇒ Assists in the evaluation of records that can be deleted because they have no value, reducing costs and streamlining organizational and operational change
- ⇒ Creates virtual centralization through the ability to link disparate content repositories enabling the effective management of organizational content and identification of similar records reducing costs, and risk exposure
- ⇒ Reduces the time and cost of finding the 'correct' business record
- ⇒ Improves the consistent development of corporate memory

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