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The ROI of Intelligent Metadata Enabled Solutions Records Identification and Tagging

Intelligent metadata enabled solutions are implemented based on Concept Searching's Smart Content Framework™. This enterprise infrastructure is based on a metadata repository where semantic metadata is automatically generated and auto-classified to one or more taxonomies.



The taxonomy component provides organizations with the ability to test, validate, and manage one or more taxonomies resulting in an intelligent metadata infrastructure that address search, compliance, information lifecycle management, sensitive information protection, migration, text analytics, and Enterprise/Web 2.0 challenges.

Enterprise Metadata Management | Search | **Records Management** | Compliance | Policy Enforcement | Migration
Information Governance | Data Privacy | Text Analytics | Social Networking | Cloud Computing | eDiscovery

Intelligent Metadata Enabled Solutions

The Typical Records Management Approach

The typical approach to records management based on industry analysis continues to highlight that most companies do not accomplish records management successfully, nor is it integrated with an overall information governance plan. With the growth of unstructured data and new requirements to track all formats of content including social, proactive preparation for compliance mandates, and unexpected litigation, organizations are often at a loss when records management policies or processes fail. In some instances the results can be costly.

The Costs

67% of data loss in records management is due to end user error. (Prism International)

It costs an organization \$180 per document to recreate it when it is not tagged correctly and cannot be found (IDC)

At any given time, between 3% and 5% of an organization's files are lost or misplaced. Annual losses for a Fortune 1000 company with one million files is 5 million dollars. (Survey reported in Information Week)

Companies typically misfile 2% to 7% of their records (From survey conducted by New York City Chapter, ARMA International)

Only 28% of archiving decision-makers are very confident they can demonstrate their digital information is accurate, accessible, and trustworthy. (Forrester)

U.S. managers spend an average of 4 weeks a year searching for or waiting on misfiled, mislabeled, untracked, or 'lost' papers. (Cuadra Associates)

90% of records filed after the completion of a transaction are never referred to again (Records Management, General Services, State of Tennessee)

The Hidden Costs of Records Management

"It is simply not realistic to expect broad sets of employees to navigate extensive classification options while referring to a records schedule that may weigh in at more than 100 pages."

Forrester Research/ARMA International Survey

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Intelligent Records Identification, the Precursor to Effective Records Management

The Concept Searching approach is to develop a taxonomy that mirrors the file plan where content will be auto-classified by identifying and assigning the correct record identifier and other organizationally defined descriptors, optionally apply an appropriate content type, then automatically route to the organization's records management platform. Intelligently automating the records identification process is the precursor to an effective records management deployment and the lack of often results in failure.

The Bottom Line

A successful records management system must suit the organization's workflow, is easily adaptable by users and can be integrated into their daily activities, ideally transparently as most users will not be able to remember, nor care, about what constitutes a document of record or the correct tags to apply. From a management perspective the system must achieve the records management goals of the organization and effectively integrate governance, risk, and compliance into a single corporate wide objective that can realistically be achieved.

- Provides transparent information governance through elimination of end user adoption issues
- Automates document workflow for storage, preservation, access, and usage controls
- Assists in the management of content by identifying records as well as content that should be archived or contains sensitive information
- Protects record integrity throughout the individual document lifecycle
- Creates virtual centralization through the ability to link disparate content repositories
- Facilitates the retrieval of records as well as highly correlated content that typically would not be found
- Ensures compliance with industry and government mandates enabling rapid implementation to address regulatory changes
- Addresses low value content that no longer has purpose
- Reduces the time and cost of retrieving the correct business record

Intelligent Platform Components

The Concept Searching technology platform is comprised of a Service Oriented architecture (SOA) based search and classification technology, a browser based taxonomy management technology, and a tightly integrated feature set that operates with any platform. Industry unique compound term processing technology enables the rapid creation of semantic metadata, which can be classified to organizationally defined taxonomies. The tagging and auto-classification of content can be aligned to business goals and the semantic metadata generated can be easily integrated with any third party application or platform that can interface via web services.

The Concept Searching suite of products is platform agnostic and includes conceptSearch, conceptClassifier and conceptTaxonomyManager. The Microsoft suite of products includes conceptClassifier for SharePoint and conceptClassifier for Office 365. The products use a single code base, able to be deployed in SharePoint 2007, 2010, 2013, and Office 365, providing clients with the choice of on-premise, cloud based, or hybrid environments.

conceptTaxonomyWorkflow is an add-on product, workflow product that serves as a strategic tool managing migration activities and content type application across multiple SharePoint and non-SharePoint farms and is platform agnostic. This component delivers value specifically in migration, information security, records management or any application or business process that requires workflow capabilities. The technologies also support a variety of search solutions including Solr, Autonomy, SharePoint, Google Search Appliance, and IBM Vivisimo.

About Concept Searching

Concept Searching specializes in semantic metadata generation, auto-classification, and taxonomy management and is a Microsoft Gold ISV and Managed Partner. Concept Searching has a current Enterprise Authority to Operate (ATO) US Air Force, a current Enterprise Certificate of Networkiness (CoN) US Army, and has been deployed on the SIPR, NIPR, and DISA networks.

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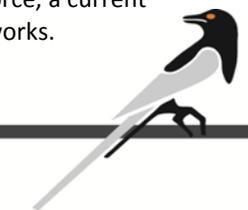
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The technologies encompass the entire portfolio of unstructured information in on-premise, cloud, or hybrid environments. Clients are using the technologies to improve search, records management, data privacy, migration, and text analytics.

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