

Livelink ECM – eDOCS™ KM

The Business Challenge

Every organization generates vast amounts of information while conducting business; yet few organizations are able to leverage it all to generate new opportunities or capitalize on collective knowledge assets. Millions of documents, emails, memos, charts, and Web pages, not to mention the tacit information that employees possess, remain undiscovered and their potential untapped. Organizations that let such valuable information languish are in danger of missing competitive opportunities or even losing the information forever.

Employees duplicate existing work because they are not aware of prior efforts by others or concurrent projects with overlapping goals. New employees often don't know where to look for information or who to turn to for answers. Customers make decisions to buy elsewhere. Partners miss strategic opportunities. All because they couldn't find relevant information when they needed it.

Knowledge management helps to link people looking for knowledge with those who have it. It focuses on capturing this information, whether it is explicitly held in a document or database or exists tacitly in the forms of knowledge and experience in the minds of employees. This tacit information is exceedingly hard to preserve. Industry analysts estimate that without knowledge management practices in place more than 80 percent of the information that employees have is lost to the organization.

Document and records management, collaboration, business intelligence, and other disciplines all come together to form a comprehensive enterprise knowledge management strategy. The base of such a knowledge management strategy is built on search and categorization technology which offers employees the ability to quickly and easily find existing useful content in context and be notified of any new content as it is generated.

Livelink ECM – eDOCS KM — The Basis for Sound Knowledge Management Strategies

Livelink ECM – eDOCS KM is a complete information search and categorization solution. It allows organizations to harness the collected knowledge assets from a single, logical point of access. Livelink ECM – eDOCS KM provides the ability to use organizational information to create real world business solutions, gain competitive advantage, and improve profitability by reducing time to knowledge discovery.

Livelink ECM – eDOCS KM dramatically improves the way organizations manage their knowledge assets. It allows users to conduct single, unified searches across multiple unstructured information sources including Lotus Notes®, Microsoft® Exchange Server, Web sites, file repositories, document management systems, and structured data sources like relational databases to provide a truly amalgamated result set.

Intuitive interfaces allow information to be “virtually” organized through knowledge maps and taxonomies while agents continually mine and deliver information. With Livelink ECM – eDOCS KM users can even search from within Microsoft Outlook®, enabling them to conduct comprehensive knowledge work without having to leave the familiar and intuitive work environment they use most.

Knowledge Sharing and Innovation

The ability to find and reuse organizational knowledge goes much deeper than simple productivity improvements gained from not having to repeatedly recreate information. The faster employees can find existing information, or the experts who created it in the first place, the sooner they can move to the task at hand — creating value for the organization. Enterprises that enable access to relevant information give employees the power to learn at a faster pace, improve work practices and decision making, complete business-critical tasks more quickly and deliver results ahead of the competition.

Integration with Email

Email today represents one of the most important communication tools for an organization. According to Gartner analysts, as much as 75 percent of all knowledge sharing is done via email, yet many organizations have no organized way of tapping this knowledge resource. Livelink ECM – eDOCS KM allows organizations to search and categorize the contents of email and attachments. Not only does this allow the firm to more easily identify and capture valuable expertise for future reuse, but automated categorization supports a more efficient disposal process for non-essential email.



“Through 2007 three-quarters of enterprise productivity gains will be attributed to knowledge management and other knowledge-work enhancements.”

Gartner, Inc.

Efficient Results Browsing

The value of information is immediately enhanced if users can assess its utility quickly. Powerful neural network technology allows Livelink ECM – eDOCS KM to automatically classify content from a variety of repositories into a logical taxonomy for rapid knowledge discovery. Users can swiftly identify if the information meets their needs while uncovering knowledge that might have otherwise gone unnoticed.

Intuitive Searches

Since human nature tends towards the path of least resistance, search technology must be easy to use and highly intuitive. Livelink ECM – eDOCS KM offers various enhancements that ease the search for information. Employees can use natural language instead of complex and rigid search syntax. “Fuzzy search” capabilities overcome the problem of typos and misspellings in search terms and information sources. Previews in the form of summaries allow searchers to quickly determine whether a document contains the information they need. A “more-like-this” feature allows users to find related information that might not have been located using the original search terms.

Scalability for the Enterprise

Livelink ECM – eDOCS KM supports distributed server configurations and optimized load balancing, ensuring that it meets the requirements of an evolving knowledge enterprise. Livelink ECM – eDOCS KM can be organized into “KM sites” with each site having primary and satellite servers. Through a single administrative interface, tasks and services such as searching, indexing, routing, logging, crawling and administration can be managed and monitored on the multiple servers within the site.

Federated Searches

Users can conduct single, unified searches across multiple information sources including Lotus Notes, Microsoft Exchange Server, Web sites, file repositories, document management systems, databases and enterprise operating systems. Livelink ECM – eDOCS KM also offers a comprehensive toolkit for building, supervising, and managing organizational taxonomies to deliver powerful categorization and provide users with true content in context.

Livelink ECM – eDOCS KM Checklist

- Perform federated searches across multiple information sources and get the most up-to-date data
- Find relevant information faster
- Search using natural language without the need for complex search language or syntax
- Preview documents via summaries to quickly determine relevance
- Use highly scalable architecture that allows organizations to keep pace with user and information growth
- Provide a business view of indexed information via Knowledge Map without replicating data or moving file
- Discover automatically classified information through taxonomies
- Provide search capability seamlessly where people work with out-of-the-box client interface for Microsoft Outlook
- Ensure secure retrieval across all information sources
- Retrieve information even if search terms or words in documents are misspelled
- Dynamically group result sets by concept with result list clustering



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Livelink ECM — eDOCS™ KM is powerful technology that delivers search, categorization, and information retrieval capabilities to provide knowledge workers with fast, extremely precise results for queries against enterprise content repositories — no matter where that content resides.

Solutions Highlights

For Users

- Increases “trust level” in information accuracy and timeliness
- Eases burden on subject “experts” since users can get answers on a self-serve basis

For Administrators

- Minimal resources required for ongoing maintenance as many tasks can be scheduled for automatic execution
- Security inherited from content source
- Comprehensive toolkit for building, supervising and managing taxonomies

For Organizations

- Improves ROI of knowledge asset management by reusing information
- Improves organizational agility as product and service “time-to-innovation” can be cut through more complete access to relevant information
- Reduces cost of retaining intellectual capital and transmitting it to new employees or successors

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