

Ardenno Collaboration Center

Technical Product Note

Among the increasingly popular document management systems (DMS) is OpenText Livelink ECM. Designed to help workers better manage their content, Livelink ECM offers standard DMS functions, such as version control, workflow and file retrieval with check-out and check-in management. The overwhelming majority of an organization's content still remains outside the DMS (as it should), thus necessitating the need for tools capable of searching both inside and outside the system. More importantly, once information has been located, there has been no easy way for end users to understand document relevancy throughout the enterprise and to enable seamless collaboration without adding to the administrative overhead to the end user community. This Ardenno Technical Product Note will discuss how Ardenno Collaboration Center leverages and fully maximizes the data stored in Livelink ECM. We will review how Ardenno is able to add significant value to your existing OpenText Livelink ECM technology commitment and invest-

Ardenno Solutions, Inc.

Ardenno Solutions is a provider of Collaborative Knowledge Management software that enables knowledge workers to become more knowledgeable. We enable research teams to produce and deliver research of the highest quality, with an improved utilization of their time and project resources and help them minimize project redundancy.

Ardenno is purpose built to deliver almost instant collaboration benefits, without adding administrative project overheads. Ardenno's Town Hall applies multi-dimensional graphical social networking visualization techniques to provide knowledge workers with improved data relevancy and data context, which is vital for disparate organizations.

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Ardenno and OpenText Livelink ECM

Advanced Knowledge Management

Knowledge Management—that is, the sharing of intelligence across the enterprise—is rapidly taking hold in the business community. In today's competitive global business environment, making sure that the right data gets to the right place at the right time is often the difference between success and failure. Teams unfortunately continue to exist as groups of individuals, rather than as teams working collectively on common problems. Teams have become overburdened with administrative tasks and the explosive growth of available data is overwhelming everyone. There are ever increasing legal and commercial pressures to ensure that electronic data is effectively managed and accessible. Companies have struggled to deploy and integrate multiple applications in an attempt to add context to their data repositories. Much hope has been placed on the potential of semantic search tools and collaboration solutions. Ardenno is one of the first commercially available tools to turn this hope into a reality.

Ardenno enhances your existing Livelink ECM Document Management and Knowledge Management capabilities with advanced knowledge management functionality that makes your data more accessible and more useful. Ardenno provides the ability to:

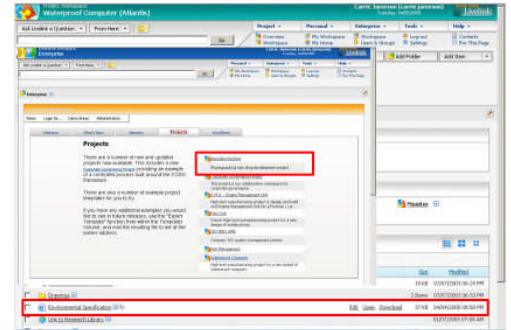
- ✓ Semantic enterprise search across your entire company infrastructure from a single, easy-to-use interface for structured and unstructured content
- ✓ Visualize relationships across all your data repositories with Town Hall
- ✓ Automate the application of multiple meta data layers to better manage binary or proprietary file formats including images and pictures and databases
- ✓ Support existing credentials management profile
- ✓ Provides integrated content blogging and Knowledge Bags

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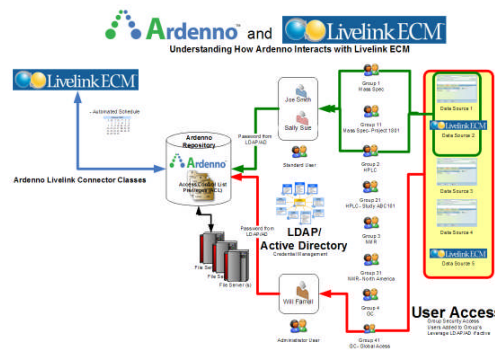
Ardenno and OpenText Livelink ECM

Many Ardenno customers also use Livelink ECM as their company document management standard. The products are quite complimentary to each other. Ardenno provides a single searchable portal to ALL your enterprise data files and records, whether they are structured or unstructured and whether the content is stored and saved in the document management system or not. The figure to the right is an example of how Ardenno displays files contained in Livelink ECM. In the background, one can see files newly added to the Livelink ECM repository. The foreground screen shows how Ardenno is able to “point” to the Livelink database of documents.



Ardenno OpenText Livelink ECM Connectors

Ardenno provides seamless Livelink Connectors to provide content and related meta data from a Livelink ECM repository to Ardenno Collaboration Center. The Livelink document access support classes support the access to Livelink document objects, specific object meta data and category and attribute data, if present.



The classes written in Java, utilizing JDK 1.5, make a JDBC connection to the Livelink database with a read-only user account that has access to all the tables in the Livelink schema. The classes make a Livelink connection using a username/password that has System Administration rights privilege.

The Ardenno Livelink Connectors: Get Livelink Category information (array list) for a document and return a physical file of the Livelink document; leverage the relative path of document as stored in Livelink; document that object is a unique representation of a specific version; carry time stamp of last modified date and time and carry time stamp of last modified by version.

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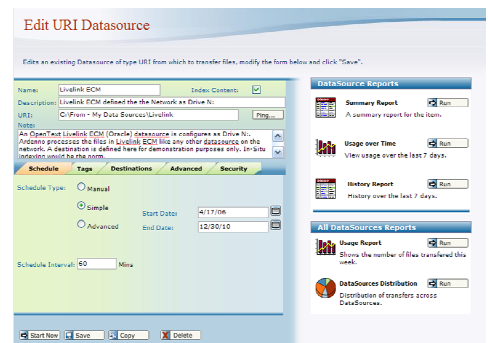
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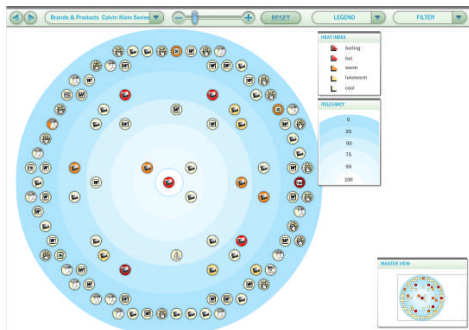
Leveraging Livelink ECM as an Ardenno Datasource

The associated screen shows how Ardenno adds your Livelink ECM data locations as datasource(s). Datasources is the term used by Ardenno to describe all sources of data and files. Normally these are folders on the company network, as well as local folders including the numerous “MyData” repositories. Ardenno automates the polling of these datasources for any new or changed data and files. When new files are located through the automated Ardenno scheduling engine, new and changed files are indexed, the associated meta data layers and their values are applied and the files are automatically moved to designated destination(s).



Leveraging Livelink ECM as an Ardenno Datasource

One of the keys to the success of the Ardenno solution has been Town Hall. Town Hall provides the ability to display file and / or database records with content relationships in a multi-dimensional clustered display. It offers knowledge workers a way to provide “social structure” between information, individuals, knowledge and their organization.



Town Hall displays a selected file at the center of the graphic (the center of town...). Around the center of visual are relevant files related to the selected Town Hall file that this user has permission to see. The closer the files, records and knowledge bags are displayed on the graphic to the central file, the more relevant their content is to the selected file. Town Hall provides a singular clustered view into hundreds of files in a single

view and let’s users to pan or “zoom” into a closer view for enhancing readability and fully leverages your mouse track ball pointing and zooming. Files are also color coded automatically based on community behavior with a relevancy heat index for advanced knowledge sharing and communication.

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