

Enterprise Search Technology Evaluation Report

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Abstracts

Introduction

As organizations address the requirements of faster and better decision making, they need enterprise search and retrieval (ESR) solutions, and tools that can deal with the rapidly increasing volumes of available information both within, and around the enterprise. Such solutions need to address the multiple issues of usability, integration and security, scalability and performance needs.

Features and benefits

This report provides strategy for the CIO, analysis of the technologies for the CTO and objective comparisons for selection.

Comprehensive features matrix and functional analysis of 12 of the most important products in the market

Discussion and analysis of the importance federation, the convergence with BI technologies and the impact of social media.

Highlights

There are a few large vendors, a myriad of small and emerging vendors, and now well-established, and credible open source software (OSS) alternatives. An increasing level of embedded ESR functionality being found within applications, particularly those from the larger vendors or via OEM.

There are now a number of mature OSS products, and most importantly a range of

integrators to deploy and support them. Their functionality is sufficient for most organizational needs, and there is a wide range of interfaces and tools available to support integration into existing IT environments.

Some commentators believe that the market for ESR solutions and the number of 'significant' solutions have both reduced to the point where analyses such as this report are no longer relevant. Ovum completely disagrees demand for ESR solutions, as this report shows has arguably never been higher.

Your key questions answered

Open source is a viable/reliable/demonstrable alternative to proprietary solutions, but there may be additional services costs.

No one solution will meet all of an organization's ESR requirements, domain focussed solutions give benefits.

Organizations need to follow a structured project management methodology to get the best value from ESR solutions.

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Federated search enables simplified access to content from legacy systems

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Organizations can gain significant insight and market intelligence by 'listening' to the social web

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Company profile

Brainware

Company profile

Clearwell

Company profile

Coveo

Company profile

Dieselpoint

Company profile

Expert System

Company profile

Fabasoft

Company profile

Flax

Company profile

ISYS

Company profile

Lucid Imagination

Company profile
MarkLogic Corporation
Company profile
Search Technologies
Company profile
Simplexo
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StoredIQ
Company profile
Trampoline Systems
Company profile
UltraKnowledge
Company profile
WolframAlpha
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X1

Company profile

GLOSSARY

Glossary

ACL (access control list)
API (application programming interface)
Archive data
ASP (application service provider)
Audit trail
BPM (business process management)
CAS (content addressed storage)
CEO
CFO
CIFS (common internet file system)
COM (component object model)
Compliance
Corporate portal
Crawling
CRM (customer relationship management)
DB2

DHTML (dynamic HTML)
DPA
DRM (digital rights management)
DTI (former)
ECM (enterprise content management)
EDM (electronic document management)
EDRM (electronic document and records management)
Education
e-GMS (e-government metadata standard)
ERM (electronic records management)
ERP (enterprise resource planning)
ESR (enterprise search and retrieval)
ETL (extract, transform and load)
Extranet
Fileplan
FTP (file transfer protocol)
FTS (full text search)
Garbling
Groupware
GUI (graphical user interface)
HTML (hypertext markup language)
HTTP (hypertext transfer protocol)
HTTPS (hypertext transfer protocol over secure sockets layer)
ICE (information and content exchange)
Intranet
ISP (internet service provider)
Java EE - Java Platform Enterprise Edition
JDBC (Java database connectivity)
LDAP (lightweight directory access protocol)
Lemmatization
MDM (master data management)
Metadata
Middleware
.NET
ODBC (open database connectivity)
Ontology
Parsing
PDF (portable document format)
Personalisation

Phonetics
Phrasing
PKI (public key infrastructure)
Portal
Pure-play
RDF (resource description framework)
Relational database
Repository
REST (representational state transfer)
ROI (return on investment)
RTF (rich text format)
SaaS (software as a service)
SAML (security assertion markup language)
SCM (supply chain management)
SDK (software developers kit)
Semantics
SGML (standard generalised markup language)
SME (small to medium-sized enterprise)
SMTP (simple mail transfer protocol)
SOAP (simple object access protocol)
Spider
SQL (structured query language)
SSL (secure sockets layer)
SSO (single sign-on)
Synonyms
Taxonomy
TCO (total cost of ownership)
TCP/IP (transmission control protocol/internet protocol)
Telco
Tokenisation
Trigram
UDDI (universal discovery, description, and integration)
UIMA (unstructured information management architecture)
UNICODE
URL (uniform resource locator)
W3C (World Wide Web Consortium)
WAIS (Wide-area information system)
WCM (web content management)
Web crawler

WebDAV (World Wide Web distributed authoring and versioning, or web-based distribution authoring and versioning)

Web services

Workflow

WSDL (web services description language)

XML (extensible markup language)

APPENDIX

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Methodology

Author(s)

Ovum consulting

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