

# 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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Consolidation plus innovation

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SaaS is ready and waiting

The appliance is getting sophisticated

The Ovum view

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There will always be more content to index

What content does the organization want to index?

Performance

Security in hybrid deployments

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# **FEDERATED SEARCH: FINDING NEEDLES WITHIN HAYSTACKS**

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Employee search expectations are influenced by familiar Internet technologies

Business information resides in heterogeneous systems and repositories

Users want a single interface to web, intranet, and other information resources

## 3.3 Extending the range, reach, and quality of enterprise search

To be truly enterprise-wide, search needs to be federated

Federated search enables simplified access to content from legacy systems

Relevancy, quality, and timeliness of search results are improved with federated search

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ESR can help navigate through structured data and semi-structured information

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The cross-fertilization of ideas and techniques between BI and ESR domains is nurturing innovation

BI vendors will try to acquire their way into the ESR market

Integration between BI and ESR will help plug the enterprise information management gaps

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The corporate marketing function is struggling to make sense of online conversations

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

Search-based social networking tools connect companies to their employees, customers, and partners

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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  
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Company profile  
Search Technologies  
Company profile  
Simplexo  
Company profile  
StoredIQ  
Company profile  
Trampoline Systems  
Company profile  
UltraKnowledge  
Company profile  
WolframAlpha  
Company profile

## **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)  
Eduction  
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)  
Lemmatisation  
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**

Further reading

Methodology

Author(s)

Ovum consulting

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