

FEDERATION AND IN-PLACE RECORDS MANAGEMENT

The keys to solving the top five content challenges in enterprise information governance



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40% of surveyed records information management (RIM) pros named sprawl as a top challenge.

Notably, enterprise content management (ECM) decision makers also listed proliferation of file shares and SharePoint sites as a top challenge.¹

INTRODUCTION:

Information governance is changing

Remember when content storage meant filing cabinets? Or a shared network drive or two? It would be tempting to say information governance was easier back then. The truth is, missing information, poor version control and weak data security created information governance havoc, even then.

Fast forward to today, and you'll find those same challenges amplified. The volume and variety of content we deal with has exploded. On top of it, we have to optimize its storage, management and analysis.

Forget a couple of file shares — most organizations now use dozens of siloed applications, both on-premises and in the cloud. SharePoint, Box and network drives become “black holes” of content.

Users can't find the content they need. Records management policies and access controls are not adequately managed across silos. No one is sure what information needs to be retained — or for how long.

While standardizing on a single enterprise content management solution could help, this is not how modern enterprises work. Most organizations use multiple repositories to store enterprise content, often with specialized business applications on top. And there are additional demands to be met, like legal holds and e-discovery.

The expense is enormous. A survey conducted by the Corporate Legal Operations Consortium found that respondents spent on average \$2.8 million per year on e-discovery.ⁱⁱ

In short, information governance — especially in highly regulated industries — has become a recurring nightmare.

This ebook looks at modern information governance and how federated search and manage-in-place services can help organizations tackle the greatest challenges in modern content management.



INFORMATION GOVERNANCE ACROSS REPOSITORIES

In today’s organizations, with content stored and scattered across many different places, content chaos is inevitable. For example:

- Multiple ECM systems such as FileNet, Documentum and OpenText
- File-sharing technologies such as SharePoint, OneDrive and Box
- Users’ desktops
- Many other places



≡ SOLUTION

Manage content and records in place

With a manage-in-place approach, you can enforce records management policies and other content management services from a single content services platform, regardless of where content resides. Different business units can store content in systems that make sense for them, and records and information management professionals can control, protect and manage content centrally and in a way that works for the entire organization.

GOVERN THE UNGOVERNABLE: CONTENT ON EMPLOYEE DESKTOPS

A modern content services platform can also synchronize content between centrally managed repositories and users' desktops. For example, locally stored content can be automatically updated, deleted, declared as a record and so on based upon changes occurring centrally or vice versa. For instance, you can automatically apply records policies to local files or remove information marked "classified" from employees' machines.

CENTRALLY MANAGE FILE PLANS AND RETENTION SCHEDULES

With a manage-in-place approach, you can centrally apply records management policies — such as access controls, file plans and retention schedules — to all content, regardless of where it is stored. You can identify content and records in active use and what's ready to be archived or destroyed across repositories.

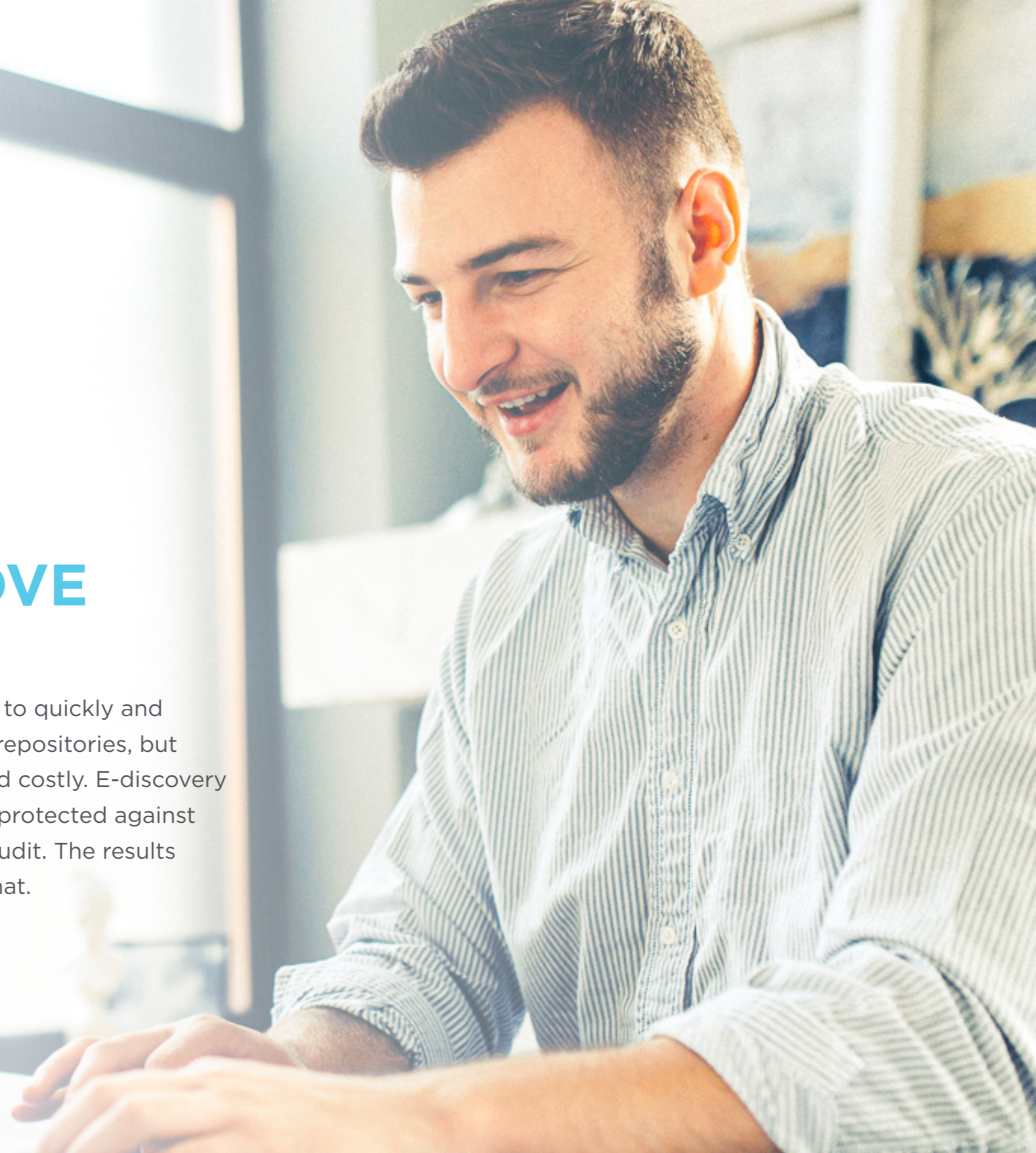


Sprawl will persist into 2022 and beyond. Only 3% of surveyed RIMs expect the volume of not-declared digital documents to decrease, and 84% expect the volume to grow.¹

CHALLENGE
#2

SEARCH ACROSS SILOS AND IMPROVE E-DISCOVERY

There are many reasons why organizations need to quickly and effectively search across multiple and disparate repositories, but e-discovery can be the most time-consuming and costly. E-discovery requires information be searched, collected and protected against loss or destruction during times of litigation or audit. The results must be provided to the courts in a specific format.



≡ SOLUTION

Federated search

E-discovery tools charge by the GB or TB to crawl repositories and collect information. Conducting e-discovery across different repositories and multiple vendor platforms from a single central content services platform saves vital time and resources. Further, removing identifying duplicate or outdated information across the enterprise can focus the e-discovery process, dramatically reducing costs.

DISCOVER A BETTER WAY

When you can conduct a federated search across all data and record repositories from a single content services platform, you can respond to Freedom of Information Act (FOIA) requests, regulatory inquiries and e-discovery requests in an accurate and timely manner.

Using customized search views, federated search picks up the data you need to report on and allows you to export the results in EDRM XML — the preferred format for e-discovery data exchange and e-discovery tools.

And it keeps getting better. By setting data classification rules, you can make decisions and take appropriate actions, such as placing content on legal hold to freeze it and suspend retention schedules.



The total costs per gigabyte reviewed were generally around \$18,000.ⁱⁱⁱ



THE RISKS AND PAIN OF “BIG BANG” MIGRATIONS

The ability to search and manage content in place — no matter where it lives — is a game-changer for the enterprise organization. Employees continue to use essential business applications, popular file shares and productivity applications. The company manages content and records centrally and automatically, and business proceeds as usual — except that information governance is now happening easily and reliably in the background.

When you can manage content across repositories, you also have the keys for easy, painless content migration when it’s still necessary. For example, you know that decommissioning a legacy ECM system would save money and headaches, but a big bang migration is out of the question. Or stringent compliance requirements and skyrocketing content volume mean that you need to implement a system with true records management capability — and you’re going to have to move critical content there, somehow, without disrupting business.



≡ SOLUTION

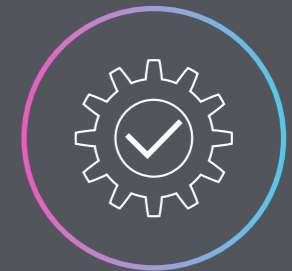
Intelligent content migration

The good news: the rip-and-replace approach to content migration is out. Enter: intelligent content migration, an approach that lets you complete the migration in the background with minimal disruption to the business, processes and employees.

When valuable information is identified in other content repositories, intelligent content migration enables customers to migrate content on demand. The action of opening the document automatically queues it up for migration.

With migration running in the background, users can keep working without disruption. Database information is automatically updated to show that migrated content is now available in the new system.

This approach lets you plan and stage your migration and move content when necessary while keeping existing applications in place until it makes sense to decommission them.

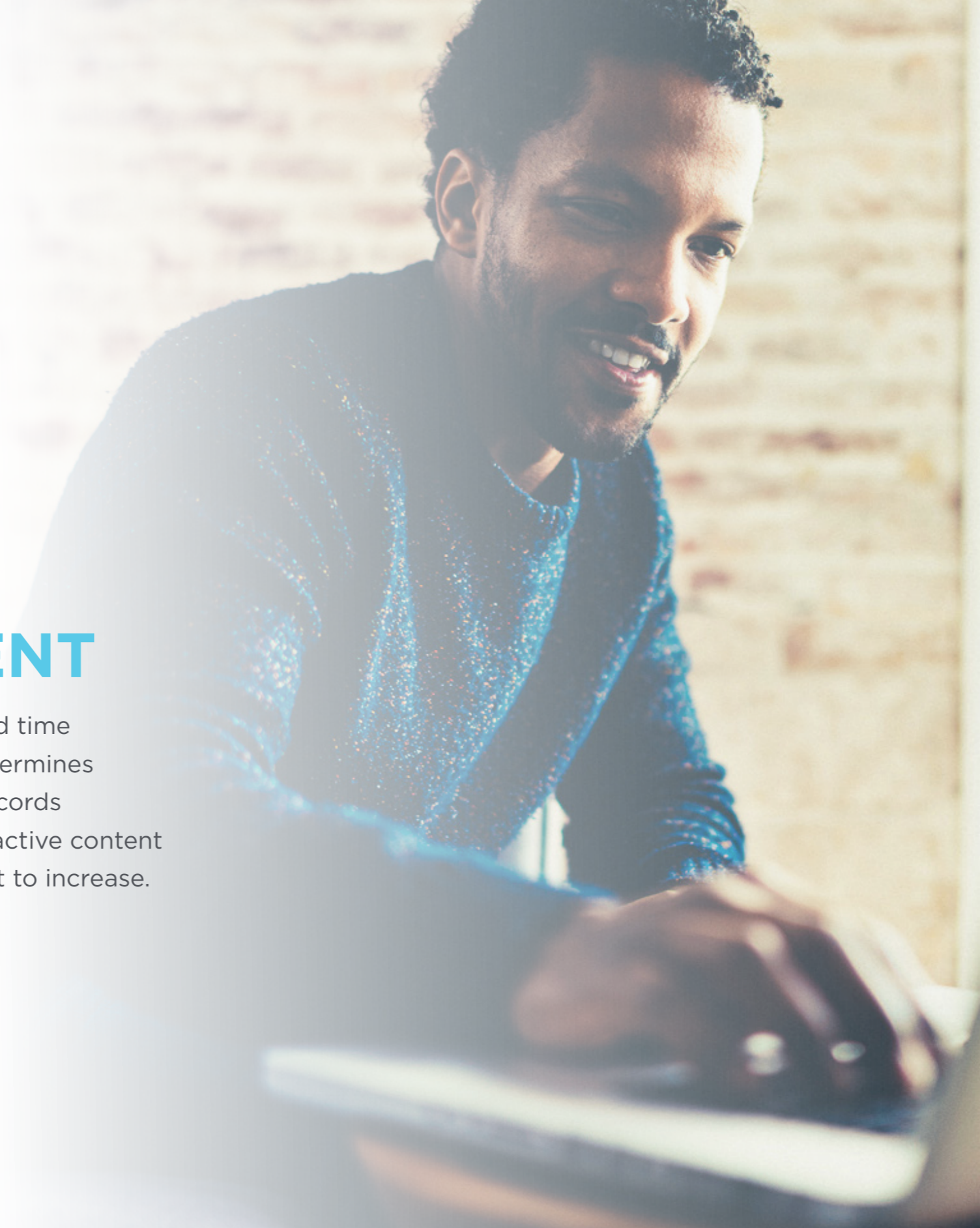


79% of organizations believe that process automation is critical to their success, yet 27% of organizations have no integration between their ECM system and other systems.^{iv}

CHALLENGE
#4

USER ADOPTION OF RECORDS MANAGEMENT

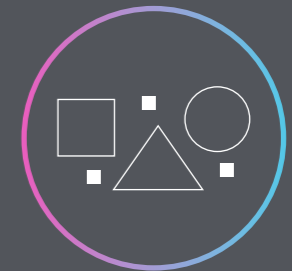
Users often find records management activities onerous and time consuming. This contributes to poor user adoption and undermines the whole information governance program. Much of the records management workload involves identifying which items of active content should be declared as records. And this workload is only set to increase.



≡ SOLUTION

Auto-classification and auto-declaration of records

Automated classification and declaration of records helps resolve this challenge. By applying business rules, AI and machine learning, you can evaluate content automatically and extract key information to classify the document based on its type — for example, contracts, invoices, purchase orders, bank statements and others. With auto-classification, the information extracted from the document can quickly and accurately populate metadata and be used to set retention rules, detect personally identifiable information and more. The outcome? A massive drop in the manual effort required to manage records — without compromising records management policies and security.



The Global Datasphere
will grow from 33
zettabytes in 2018 to 175
zettabytes by 2025.^v

CHALLENGE
#5

STOP THE ROT

Redundant, obsolete and trivial (ROT) data is a threat to your organization in more ways than one. It bloats your storage infrastructure, creates unbudgeted costs and introduces compliance risk.



≡ SOLUTION

Federation and lower-cost long-term preservation

Reducing ROT data is a complicated challenge. Two vital components of the solution are:

- Federated search and manage in place: Identify unused and unimportant content.
- Intelligent migration: Migrate important information on demand to a modern content services platform and archive infrequently accessed content to lower-cost storage options (or delete it).

KEEP THE QUALITY

Federated access to content and records across the enterprise enables the discovery of unused and unimportant content, wherever it resides, and opens the door to archiving that content in lower-cost cold storage options such as Amazon S3 Glacier. By applying automated life cycle management policies, your most expensive storage is reserved for your most important data. When you can archive or delete content automatically, you avoid the high costs of high-availability servers for storing infrequently accessed information.

Finally, by automatically destroying records no longer needed by the business and providing proof of destruction, you're in a better position to meet compliance obligations and mitigate risks associated with unstructured data.



Failure to extend retention policies to these not-declared documents results in needless duplicate files, while risky confidential data lies exposed and employees flounder trying to navigate large volumes of obsolete, outdated content.¹

- » Hyland's Alfresco Digital Business Platform (DBP) integrates into more than 60 content applications
- » Manage records in place — without migration

Manage content and records in place

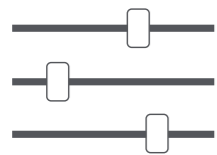


Drive enterprise-wide compliance



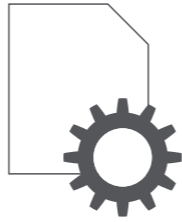
OPEN SOURCE, OPEN STANDARDS

- Rapid innovation
- The only open source-based vendor certified to U.S. DoD Standard 5015.02 CH2 and CH3



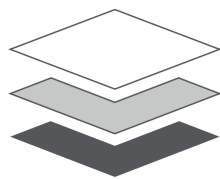
FLEXIBLE AND GRANULAR

- Security classifications and marks
- Role-based access control



AUTOMATION

- Ensure accurate records declaration and filing
- Automatic document identification and data extraction



INTEGRATED PLATFORM

- Process, content and governance
- Life cycle support



FEDERATION

- Manage content and records in place or migrate
- Lock down content wherever it lives or is stored



MEDIA RECORDS

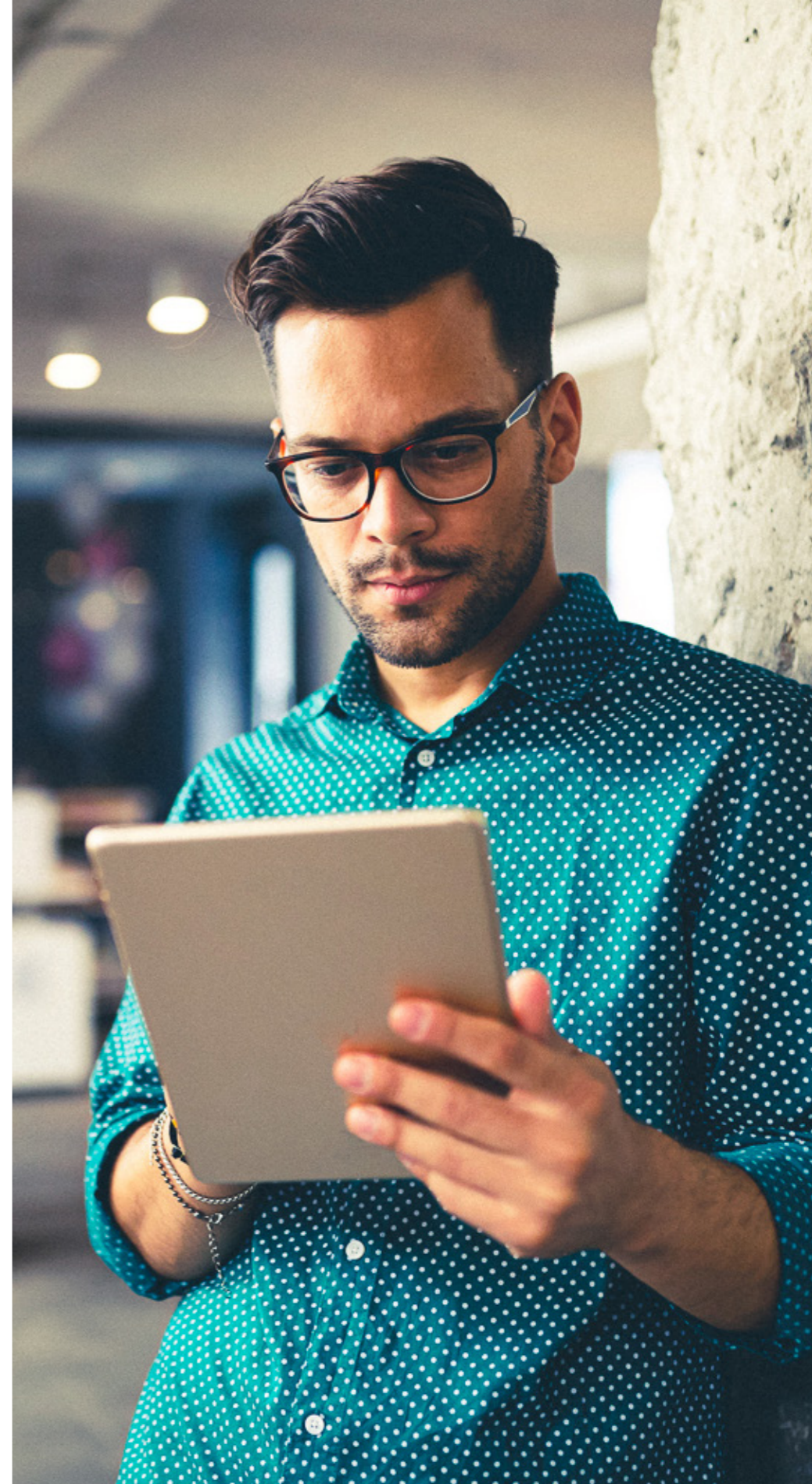
- Support for all file types
- Extensive support for rich media

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Want to learn how to solve 6 common information governance challenges?

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