

IDOL Enterprise Desktop Search

White Paper



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Introduction

Many computer users are aware of the existence of desktop search, and many of an enterprise's employees may wish to transfer desktop search technology to their work environment. However, the transfer of consumer desktop search through individuals into the enterprise brings with it great security risks. Unlike consumer desktop search engines, IDOL Enterprise Desktop Search was designed with the needs of the enterprise as the priority of the product architecture. IDOL Enterprise Desktop Search offers unique security levels, respecting the existing security infrastructure of the enterprise and ensuring information is seen only by those with the required permissions. These levels of security run throughout the advanced functionality offered by IDOL Enterprise Desktop Search, designed for the enterprise environment, including Implicit Query and Active Folders.

IDOL Enterprise Desktop Search provides unique information delivery technologies, such as Implicit Query, by which information relevant to the user's interests and current work is delivered automatically and in real-time. A revolution in data delivery, Implicit Query removes the need for the user to actively search for information, allowing them to remain on-task while highly relevant information is delivered to them, based on their current desktop activity, automatically and in real-time. The data is selected with extremely high levels of accuracy thanks to Autonomy's core technology, which forms a conceptual and contextual understanding of the data contained within the desktop and corporate repositories. This understanding also underlies the population of a user's Active Folders, automatically trained to deliver information relevant to a user's interests.

Autonomy's fundamentally alternative and unique approach to meaning-based computing has dramatically changed the face of unstructured data management in the enterprise. Autonomy's vision has enabled enterprises to finally interact with and harness the information stored in human-friendly formats to its greatest advantage, leveraging the wealth of knowledge found within. IDOL Enterprise Desktop Search brings this understanding to the corporate desktop.

This white paper:

- *introduces Autonomy's Intelligent Data Operating Layer (IDOL) technology and explains how IDOL Enterprise Desktop Search brings this technology to the corporate desktop*
- *highlights the unique functionality of IDOL Enterprise Desktop Search and the benefits it can bring to your organisation*
- *outlines the key benefits of enterprise-class security, Implicit Query and Active Folders and the value of these within the enterprise*
- *provides insight on Autonomy, the world's leading provider of unstructured data management software*

Autonomy's Intelligent Data Operating Layer (IDOL)

Autonomy Enterprise Desktop Search is underpinned by Autonomy's world-leading Intelligent Data Operating Layer (IDOL). IDOL forms a platform for the conceptual and contextual understanding of information in the enterprise. This complete infrastructure layer automatically analyzes any piece of information from over 1000 different content formats, including text, voice or video.

The Intelligent Data Operating Layer sits above an organization's data and forms a conceptual understanding of information in real-time, providing a platform for the automatic categorization, tagging, linking, retrieval and profiling of all forms of unstructured information regardless of repository, thereby enabling the automatic delivery of large volumes of pertinent information. IDOL is data agnostic, language independent and fully scalable. Deployed by some of the largest organizations in the world and trusted by a distinguished client list including government agencies such as the U.S. Department of Homeland Security and enterprises including Philips, Coca-Cola and Astra-Zeneca, IDOL is secure thanks to Autonomy's unique Intellectual Asset Protection System. In fact, Autonomy is the only vendor to warrant security to Fortune 500 companies.

The Foundations of IDOL

Autonomy's strength lies in a unique combination of technologies that employs advanced pattern matching techniques, using Bayesian Inference and Claude Shannon's principles of information theory. Autonomy software identifies the patterns that naturally occur in text, based on the usage and frequency of words or terms that correspond to specific ideas or concepts. In this way, Autonomy is able to extract the information's digital essence and encode the unique "signature" of the concepts, then enable a host of operations to be performed on that text, automatically.

Bringing IDOL to the Desktop

The presence of IDOL at the very foundation of IDOL Enterprise Desktop Search brings previously unknown levels of search accuracy, real-time data delivery and extensive information management possibilities to the desktop. IDOL's ability to form a contextual and conceptual understanding of data across over 1000 formats, including email, instant messaging, text documents, presentations, PDF files and rich media content including voice, other audio and video content is brought to the corporate desktop through the Enterprise Desktop Search. No longer reliant on explicit searching, or manually intensive legacy keyword or Boolean search methods, IDOL Enterprise Desktop Search opens up a raft of new possibilities for the delivery and management of enterprise desktop information.

As the base of IDOL Enterprise Desktop Search, IDOL brings to the corporate desktop:

- *enterprise-class security*
- *Implicit Query (IQ)*
- *Active Folders*

IDOL Enterprise Desktop Search

IDOL Enterprise Desktop Search is a world first from Autonomy. This intelligent desktop extension has been developed to provide an integrated conceptual retrieval tool that automatically aggregates data from both the desktop and from within the enterprise.

The application is suitable for any personal computer and makes the entire corporate desktop searchable. A secure, enterprise version of desktop search, IDOL Enterprise Desktop Search integrates fully with all other Autonomy modules making content from all data repositories including secure corporate networks, intranets, local data sources, the Web as well as information stored on the desktop, such as email and office documents, readily and easily accessible in real-time. Furthermore, this information is delivered to the user as they are working. Such retrieval efficiency is difficult to find.

Key benefits

- *Raises organizational productivity as employees do not need to move off-task to perform searches*
- *Simplifies the management of critical desktop information by providing a single interface for accessing desktop content*
- *Make full use of all corporate knowledge by performing the same advanced operation on data formats such as rich media, including video content, as on text documents*
- *Improves business decisions through the ready availability of relevant information*
- *Provides the enterprise-strength security that network administrators demand*

Implicit Query

IDOL Enterprise Desktop Search utilises the intuitive capabilities of Implicit Query (IQ) to forge a conceptual understanding of data displayed on a user's screen and automatically link users to related data present on their secure corporate network, on the Web or on their local machine without the need to switch between applications or even actively search for the information.

Rather than moving off-task to search, users are delivered the information pertinent to their present work automatically. Users can then browse the available data precisely when they require it, and without the distraction of needing to open a discrete search application.

Key features:

- *automatic search for relevant documents*
- *delivery of relevant content to the user as he/she works*
- *all content delivered is highly targeted and relevant to user's current work*

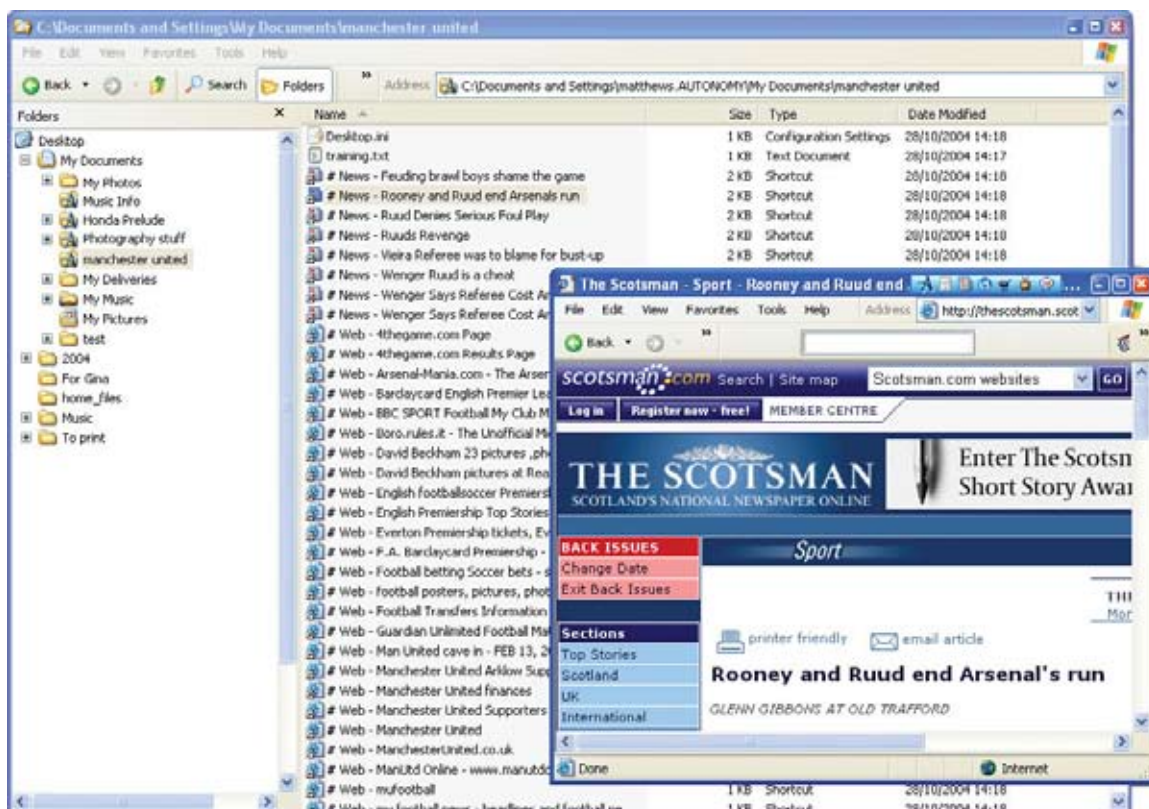
Active Folders

Active Folders have taken information retrieval to new heights by dynamically maintaining and classifying indexed content without the need for any manual intervention. Active Folders intuitively comprehend the themes found within a piece of information, based on IDOL's conceptual and contextual understanding of data, and subsequently populates the folder with related information, from any data repository, as soon as it becomes available. Researching subjects and keeping up to date with hot topics becomes a simple task when Active Folders gather information in the background.

Active Folders are subject to IDOL's advanced user authentication. This ensures that the information delivered to a user is only information they have full entitlement and permissions to see. With IDOL Enterprise Desktop Search, the delivery of information that a user is not entitled to see is a thing of the past: enterprise information will be shown only to those who have the full rights to view it. High security levels apply even outside the immediate enterprise environment, including the facility for an administrator to disable a remote Active Folder if authentication is not received, for example, in the case of a stolen or lost laptop. With these levels of security in place, the enterprise is assured that its information is secure.

Key features:

- *automatic updating*
- *conceptual document searching and matching*
- *completely user-configurable*



IDOL Enterprise Desktop Search Archive Folders automatically bring relevant content to the user, based on their interests

Enterprise-Class Security

Security is the core risk of the transfer of consumer desktop search applications to the enterprise. These risks include, but are not limited to, un-monitored indexing and sharing of an individual's (and therefore the enterprise's documents) and the availability of secure documents to users without the necessary permissions and authentications. To counter these risks, enterprises must provide the user with desktop search which upholds the existing security infrastructure of the enterprise, while not compromising on the performance or accuracy of information delivery.

Autonomy is uniquely positioned to provide this. Autonomy delivers an unmatched security infrastructure, allowing both document level and user level entitlement, as well as secure communication between servers, covering all of the repositories IDOL supports. Autonomy provides all aspects of security management including document and intra-document access control against user, group and role level entitlement. Encrypted inter-machine and intra-process communication protocols are woven into the fabric of Autonomy's modular design at a fundamental level, providing secure transmission of information throughout the architecture.

Autonomy's Intellectual Asset Protection System provides an integrated security solution to protect personal data. At the front end, authentication checks that users are allowed to access the system on which result data is displayed. At the back end, entitlement checking and authentication combine to ensure that query results only comprise documents that the user is allowed to see, from repositories that the user is allowed to access. As a result, users are only ever presented with the documents they are entitled to see, results which are brought to them automatically through IDOL Enterprise Desktop Search's Implicit Query and Active Folders.¹

¹ For further information on the security IDOL offers, please see the Autonomy Security White Paper.

Interfaces

Designed to put the user in control of their enterprise desktop information, IDOL Enterprise Desktop Search does not compromise on the environment in which this information is delivered and accessed. With both client and toolbar interfaces, the user is in complete control of their information environment and able to explore the information delivered by the application in a user-friendly, intuitive environment, which does not compromise on security.

Toolbar

Integrated within IDOL Enterprise Desktop Search, the Enterprise Desktop Search toolbar delivers results directly and unobtrusively to the user while they work, eliminating the need to switch between applications to search for information. The toolbar allows users to work more efficiently and consistently with their own files and related internet documents, providing users with centralised access to information from various data sources including:

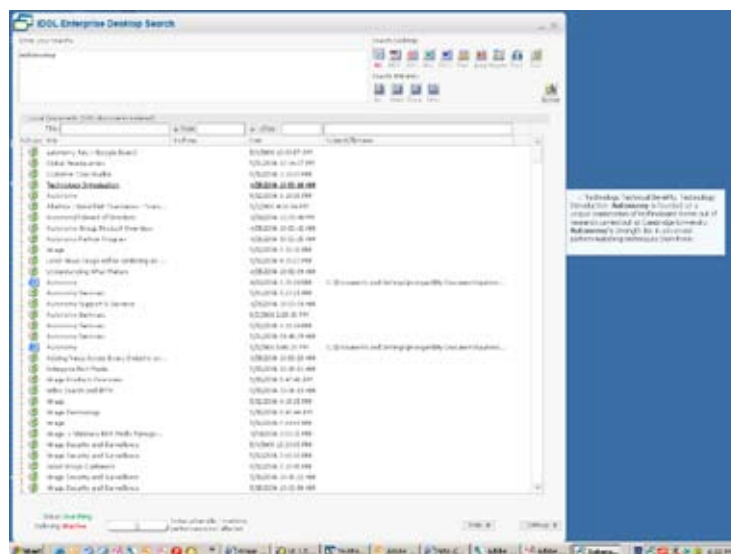
- *local files on your computer, for example Word, PDF, PowerPoint and Excel files, JPEG images, emails, email attachments and email contacts*
- *intranet documents*
- *documents from your IDOL Server*



The discreet IDOL Enterprise Desktop Search toolbar

Client

The IDOL Enterprise Desktop Search client is a highly accurate desktop search based on sophisticated concept matching techniques. It is fully integrated with both Windows and Mac email clients and can search for document types such as email, text, PDF, PowerPoint and Rich Media files including both audio and video, among many others. The client allows active searching for information based on natural language queries, as well as keyword, Boolean and phrasal searches. The filtering options are fully customisable and enable users to sort and filter results according to the file types that are required.



IDOL Enterprise Desktop Search client interface

About Autonomy

Autonomy is a global leader in infrastructure software for the enterprise and a financially strong, cash generative company. Autonomy's business model is extremely efficient and geared toward delivering maximum value to customers and shareholders alike. Profitable for 24 consecutive quarters with cash reserves in excess of \$75 million, Autonomy's organic growth is approximately 20% year-over-year. Autonomy is publicly listed on the London Stock Exchange (AU.).

The Autonomy Group includes: Aungate, specialist in Real-Time Enterprise Governance; Virage, a visionary in Rich Media Management and Security and Surveillance technology; etalk, award-winning provider of enterprise-class contact center products, Cardiff, a leader in content capture and business process management solutions, and Ultraseek, a leading provider of business search engines.

Autonomy's customer base comprises more than 16,000 global companies and organizations including BAE Systems, Boeing, Ford, Daimler Chrysler, Shell, AOL, BBC, Reuters, Hutchison 3G, Ericsson, T-Mobile, Philips, Coca Cola, Kraft Foods, Nestle, Lloyds TSB, GlaxoSmithKline, KPMG, Citigroup, ABN AMRO, Deutsche Bank, Nomura, the U.S. Securities and Exchange Commission, the New York Stock Exchange, the U.S. Department of Homeland Security, NASA and the U.S. Department of Energy. Autonomy has over 300 OEM partners and more than 350 VARs and Integrators, numbering among them leading companies such as BEA, Business Objects, Citrix, EDS, IBM Global Services, Novell, Veritas, Vignette, Tibco, Stellent, Symantec and Sybase. The company has offices worldwide.

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