



## Enhancing Lotus Domino® search

Efficiency & productivity through effective information location



# Enhanced Search for Lotus Domino

## Efficiency and productivity - effective information location

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Find it. Act on it. Finding the information you need rapidly and intuitively from across the Lotus and Domino domain.

Maximise daily performance by reducing the time taken by each individual to locate and access the information they require from the Lotus environment (and potentially across the enterprise).

Search for, navigate, access, analyse, understand, use and communicate information, quickly, efficiently, securely and effectively.

Gain more pertinent results to your searches in Lotus and Domino.

Enable staff to compile all the pertinent information they need with one search.

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Has Lotus been a great success in your organisation? Has the system expanded and grown? Are users making the most of the ease of use and flexible capabilities it provides? If so then users are probably starting to wish they had more effective search capabilities to locate information across the expanding information stores in Lotus/Domino.

The once easy to navigate system has grown substantially and vast volumes of information are now stored in the Lotus/Domino domain. As a result it is becoming harder to locate any given piece of information using the normal navigation methods and keyword search capability.

Estimates vary but analyst research indicates that a typical knowledge worker spends 1.5 hours to 3 hours (or about 15% to 35%) of their time at work, just searching for information (this is a generic issue and not just related to Lotus/Domino).

### **Benefits of Enhanced Search:**

With enhanced search using IBM® OmniFind® Enterprise Edition you can enhance search results quality, increase daily productivity and increase the benefits to be gained from the information stored within your Lotus and Domino environments.

Benefits of more effective and intuitive Lotus/Domino search include:

- Higher efficiency
- Greater productivity
- Reduced costs
- Increased job satisfaction
- Greater opportunity for innovation
- Greater performance
- Improved decisions through greater insight
- Improved team work

To add even greater value, your ability to run effective internal audits and demonstrate

compliance is enhanced, thus improving the posture of the organisation as a whole.

For international and global organisations the ability to extract meaning from multiple languages, whilst including the capabilities described below, adds to the ability of individuals to gain maximum benefit and re-use of the organisation's vast store of information.

Diegesis are an IBM Business Partner based in the UK with experience of deploying OmniFind Enterprise Edition. We can deliver an intuitive search capability across the Lotus/Domino domain (or indeed all your enterprise information including structured and unstructured repositories) to support greater performance from your employees and from your enterprise information.

#### **Enhancing search results:**

At the 'basic' level enhanced Lotus and Domino search provides a single, secure search capability across all appropriate repositories, allowing a single search request to return a consolidated results list from across Lotus & Domino repositories whilst maintaining the access rights and security model of the underlying system(s).

This 'federated search' enhances accessibility and ease of use. The real power then comes from the information filtering process which ensures that the results hit-lists are relevant, pertinent, of value and easy to navigate.

To enhance search results the first task is to assess the widest possible set of potentially relevant items and then rapidly define the most pertinent items for the specific query. This requires an understanding of the terms searched for, the language structure for the language being used, and the context of the search.

#### Key capabilities include:

- Search across the Lotus/Domino environment with appropriate user security and access controls maintained.
- Search on document content not just titles and file names. Go beyond keyword search and beyond Google™ style search to gain search results based on the *meaning* of words in context.
- Natural language search terms. Write the search the way you would ask it of another person – not just keywords.
- Semantic search and disambiguation. For example, when your search includes the word 'set', or 'polo', or 'June', which definition of those words do you want results for? The search engine helps resolve this through linguistic analysis and user navigation support, ensuring the results set is as pertinent as possible to the user's intent.
- Enhanced results navigation with document summaries, 'found term' highlighting and collapsible results based on categories.
- Gain insight into other potentially pertinent information through linguistic analysis so that a search for 'vehicle' also returns results for *types of vehicles* e.g. lorry, car, truck, motorbike... Enable search for all variants of a verb. Enable a search for 'election' to also locate items with 'vote' or 'ballot' or other related terms.
- Automatically handle synonyms, acronyms, abbreviations, variant spellings and contractions - providing results for the contraction and its extended form and for accepted

variant spellings - where beneficial to do so.

- Understand location concepts e.g. a search for South America can return results for countries and locations within South America – not just for items containing the term ‘South America’.
- Extract telephone numbers even if they are not labelled as such.
- Search across multiple languages.
- Find ‘people’ even if you do not know their name(s).

Using a combination of advanced techniques including natural language processing, linguistic analysis, semantic analysis, fuzzy matching, parametric search, federated search, lemmatization and normalisation the enhanced search capabilities delivered by Diegesis using IBM technology provide enhanced efficiency and productivity for users of Lotus/Domino environments.

Don’t let valuable information and knowledge lie dormant – let your employees locate it quickly and intuitively.

Maximise the benefit available from the resources you have today.

Stop wasting time searching and spend more time performing.

If you could reduce the amount of time wasted searching for information by each knowledge worker by 30 minutes each day you would save in the region of 110 hours/person/year - or over 2 working weeks a year. That’s around a 5% efficiency improvement throughout the organisation!

Add to that the improvement in decision making based on faster, more pertinent information and the performance improvement potential is substantial.

More effective information access supports more effective decision making and increases the speed with which the organisation can perform in the optimum manner.

Get the best from your people and your information and enhance user satisfaction.

### **Get started:**

We can help you implement a test environment where you can get to grips with using enhanced search and establish how it will benefit individual users, departments, divisions and the entire organisation OR take a phased approach to a full, live implementation.

Diegesis skills and experience support you in addressing your Lotus Domino and enterprise search needs. We provide powerful, scalable, flexible, secure and robust IBM software to enable your employees to work more effectively.

With ‘starter editions’ and sub-capacity licensing options deployment is cost effective for everything from small systems to enterprise-wide, multinational deployments.

### **More Added Value:**

Diegesis can enable federated and advanced, intuitive search capabilities across your entire enterprise not just Lotus/Domino, enabling search across your structured data and unstructured information.

Diegesis can also support you with Lotus Notes and Domino archiving - improve performance and response times whilst reducing hardware and storage costs.

We can also integrate e-discovery for legal compliance and litigation support and provide integrated enterprise document and content management capabilities.

Function/Capability	Option 1	Option 2	Option 3	Option 4 <sup>1</sup>
Coverage	Lotus/Domino only	Lotus/Domino + intranet + internet + file system	Enterprise search (structured and unstructured information sources)	Enterprise Search and enhanced insight
License upgrade/extension available	x	x	x	x
Scalability	50+ million documents	50+ million documents	50+ million documents	50+ million documents
System access				
▪ File system search		x	x	x
▪ Web/HTML search		x	x	x
▪ Database search			x	x
▪ Unstructured information search e.g. document management			x	x
Security				
▪ Single sign-on	x	x	x	x
▪ LDAP Integration	x	x	x	x
▪ Custom security interfaces	x	x	x	x
▪ Group-based security	x	x	x	x
▪ Detailed document & user level security	x	x	x	x
Multiple indexes	x	x	x	x
Standard search features				
▪ Synonyms	x	x	x	x
▪ Featured links	x	x	x	x
▪ Customizable ranking	x	x	x	x
▪ Customizable search interface	x	x	x	x
▪ Search custom meta data	x	x	x	x
▪ Dynamic faceted navigation	x	x	x	x
▪ Sorting by field	x	x	x	x
▪ Results grouping/collapsing	x	x	x	x
▪ Scopes, categorization	x	x	x	x
▪ Parametric Search	x	x	x	x
▪ XML mapping and XML search	x	x	x	x
▪ Semantic search	x	x	x	x
APIs				
▪ Search API	x	x	x	x
▪ Document push API	x	x	x	x
▪ Extensible architecture for open source/standards integration for additional analytics capabilities for unstructured information	x	x	x	x
Linguistic analysis for English and Western European languages	x	x	x	x
Linguistic analysis for 20+ languages	x	x	x	x
200+ file formats supported	x	x	x	x
Optional advanced linguistic analysis and support for additional languages including Indo-European languages, Chinese, Japanese, Arabic and Korean			x	x
Standard software support available	x	x	x	x
System support available	x	x	x	x
Advanced analytics				
▪ Entity extraction			(x)	x
▪ Action recognition			(x)	x
▪ Relationship analysis			(x)	x
Advanced capabilities				
▪ Automated classification				Charge option
▪ Sentiment analysis				Charge option
▪ Keyword frequency analysis				Charge Option
▪ Advanced results mining				Charge Option
Search Features – specialised				
▪ Contextual understanding			(x)	x

(x) = licensed but not implemented within the scope of the option described

<sup>1</sup> Option 4 - not all capabilities are enabled on all source/information types.

## Technical Information

### Supported Platforms:

- IBM AIX 5L™ Version 5.2, 5.3 (64-bit support)
- Linux
  - Red Hat Enterprise Linux AS 5
  - SUSE Linux Enterprise Server Version 10
- Microsoft Windows 2003 R2
- Solaris 9 (64-bit SPARC support)

### Integrations and connectors:

Enterprise search offers a rich library of pre-built integrations to various enterprise data and content sources to help you unify vast amounts of diverse and widely-dispersed information into a searchable index.

These ready-to-deploy integrations help reduce time-to-value and the total cost of implementing an enterprise search solution.

Pre-built connectors are available for the following data sources:

- DB2® Universal Database for Linux®, UNIX®, Windows, z/OS, iSeries
- EMC/Documentum
- FileNet® Content Services. FileNET Content Manager
- Hummingbird DM
- IBM Content Manager for Multiplatforms. IBM Document Manager V8.3 (Via CM connector).
- Informix® Dynamic Server Version 9
- **Lotus® Domino® Document Manager (including V8.0). Lotus Notes®/Domino Server (including V8.0). Lotus Domino QuickPlace® and Lotus Quickr™ (Domino and J2EE)**

- Microsoft® Exchange Server 2000, 2003
- Microsoft SQL Server 2000
- Newsgroup (NNTP)
- OpenText Livelink Enterprise Server
- Oracle 9i, 10g
- Sybase 11.9.2, 12.0, 12.5
- UNIX file systems
- Windows file systems
- Web (HTTP or HTTPS)
- WebSphere® Portal Web pages
- WebSphere Portal Document Manager
- Windows SharePoint® Services, Service Pack 2, for Windows 2003
- Workplace™ Web Content Management
- JDBC databases accessible through the JDBC crawler (IBM DB2 Universal Database V8.2, Oracle 9i, Oracle 10g, Microsoft SQL Server 2000, and Microsoft SQL Server 2005 databases through Type 4 JDBC drivers)
- (Mainframe sources accessible through separate purchase, Federation for z/OS (VSAM, IMS™, CADatacom, Software AG Adabas))

Additional connectors can be written using the open interface.

## About Diegesis

**Diegesis** provide consultancy, IT services, systems-integration and software to deliver 'business performance improvements'. Key areas of expertise include: enterprise search & knowledge discovery solutions, systems integration, and business insight/intelligence solutions.

**Diegesis** can work with you on strategic objectives such as the 'Business Performance Framework' and 'information architecture' required to enable flexible and dynamic business improvements today and for the future, or provide you with niche solutions to specific challenges.

The **Diegesis** team has significant experience in 'business technology' and information technology; from needs analysis to cost/benefit analysis; from solution framework architectures to solution design; from software development to software package implementation; from systems integration to user training and support. We have particular experience in information management (including data and document/content management), data & document archiving, enterprise search & knowledge management, portals, systems integration, and risk management systems. We prefer to deliver within an overall service oriented architecture, however we can deliver niche solutions if required.

**Diegesis** takes a phased approach to projects of significant customer value so that you are able to assess performance and value-for-money along the way. **Diegesis** focus on the business objectives and balance this with your Return on Investment (RoI), Cost/benefit and Total Cost of Ownership (TCO) requirements as well as your overall appetite for risk.

We deliver solutions which have practical applications to your business needs. We provide up front consulting where appropriate as a basis for ensuring everyone is clear of the business objectives and critical success factors. Any consulting is always focused on the end objective of delivering a practical solution to a business issue.

For more information contact Nick or David at [sales@diegesis.co.uk](mailto:sales@diegesis.co.uk)

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