



Microsoft SharePoint® and the ZyIMAGE® Information Access Platform

**The best of both worlds: Integrating a collaboration environment with
endurable and sustainable archiving and searching**

WHITE PAPER

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Abstract

The fast adoption of MS-SharePoint® makes life much easier for knowledge workers because it is so easy to setup collaboration portals and project team sites. Users can easily rely on SharePoint-enabled repositories to share, store, access and organize the unstructured information that is needed to do their day-to-day work.

Because of SharePoint servers' prominence in business, it is imperative that any technology integrated into an organization can actually work alongside, and even, enhance, SharePoint's capabilities. In addition, although SharePoint is certainly a robust tool and a solid platform on which to build various business processes, SharePoint can't do everything. With this reality in mind, the following white paper profiles how ZyIMAGE can help SharePoint be a more complete and robust solution by providing more cost-effective and long-term storage capabilities and offering additional FDA, FAA or DoD 5015.2-certified functionalities. And the need for more extensive e-discovery search functionality.



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1. SharePoint and ZyIMAGE Information Access Platform: Bringing best of two worlds together

The adoption of SharePoint into organizational structures is proving to be of real benefit to knowledge workers, particularly in terms of their ability to utilize the wide range of ad hoc information-sharing capabilities available in a Microsoft based environment. Users can rely on SharePoint-enabled repositories to share, store, access and organize the wealth of unstructured information that is a common part of their daily work.

However, organizations that use SharePoint as a large-scale document management tool—which requires long-term archiving and advanced searching capabilities—will face a major challenge. Is the ad hoc information sharing structure typically associated with SharePoint usage really providing the appropriate foundation for a manageable, scalable, searchable and long term archiving solution?

Solid search and long-term archiving are needed in order to synchronize organizations' ad hoc information sharing activities and economically manage them as a strategic enterprise resource. But organizations not only need to leverage the efforts and investments of their SharePoint installation, they also need to save money by not putting themselves in IT situations that require expensive database storage, multiple database and server licenses and customization and implementation services.

Because of the prominence of SharePoint Servers in business, it is imperative that any technology integrated into an organization using SharePoint can actually work alongside and even enhance SharePoint's capabilities. In addition, although SharePoint is certainly a robust tool and a solid platform on which to build various business processes, SharePoint can't do everything. With this reality in mind, the following white paper profiles how ZyIMAGE® can help SharePoint to be a more complete and robust solution.

1.1. *The Benefits of creating a collaborative environment with SharePoint*

SharePoint is a great tool for easily sharing, storing, accessing and organizing Office documents, presentations and spreadsheets. The files can be accessed through an intuitive and easy-to-deploy environment. For work-in-progress projects, this framework is efficient and workable, is better suited than Windows Explorer as a frontend, and is capable of bringing different applications together into one portal.

What are SharePoint's strengths?

SharePoint is certainly the first choice for many organizations in terms of visibility and perceived functional quality and ease of installation.

All told, SharePoint's advantages include the following:

- **Provides a simple and familiar user experience**
SharePoint is tightly integrated with familiar client desktop applications, e-mail, and Web browsers to provide a consistent user experience that simplifies how people interact with content, processes, and business data. This tight integration helps organizations to employ services themselves and facilitate product adoption.



- **Improves employee productivity by simplifying everyday business activities**
SharePoint offers a variety of tools for initiating, tracking, and reporting common business activities such as document review and approval, issue tracking, and signature collection
- **Manages and repurposes content**
Business users and content authors can create and submit content for approval and scheduled deployment to intranet or Internet sites.
- **Offers organization-wide access to both structured and unstructured information across disparate systems**
Using SharePoint, users can get access to business data found in common line-of-business systems like SAP and Siebel. Users can also create personalized views and interactions with business systems. Enterprise-wide managed document repositories help organizations store and organize business documents in one central location.

In what instances should users be cautious with SharePoint?

SharePoint certainly offers users a variety of benefits. However, one of its key advantages – enhancing the ease with which documents can be reused – fuels one of its main detriments: it perpetuates the amount of data retained by organizations, which will lead to the same type of data explosion experienced by users of MS-Exchange[®].

A couple of other areas in which SharePoint's capabilities are lacking:

- SharePoint is good for projects that have a beginning and an end, but it cannot control the drop in performance of a teamsite if a project is ongoing and accumulates a large volume of iterative documents.
- Data storing in SharePoint provides great collaboration possibilities but this storage is much more expensive than storing data on your file system
- SharePoint is not suited for storing scanned documents
- Hidden costs may be large. For example, 500 users and 200 GBs of data may require up to 40 SharePoint servers (which require additional SQL server licenses).
- SharePoint cannot handle large volumes of unstructured data. Various per- project size limits are typically in place regarding, for example, the number of documents or the size of all documents attached to a project.
- Migration to future versions of SharePoint will be as hard as migrating an MS Exchange server, only now with TBs of data. Converting all of your SharePoint projects from the old to the new version of SharePoint could take months or even longer (often the conversion does not allow for more than a couple of GBs per day).
- SharePoint does not offer real long-term sustainable archiving. Although SharePoint's DOD 5015.2 certification is not yet realized, and even if it is perhaps in time it will not be in place for Chapter 4 (confidential documents)
- The SharePoint internal data structures are very complex. If a SharePoint repository is corrupted or has internal inconsistencies, remedying the situation is very difficult. In many cases, a rollback to the last correct version of the database is the only option, thus leaving a lot of possibilities for data and transaction losses.
- Some organizations require certified document repositories, such as pharmaceutical companies that need to be FDA compliant, airplane maintenance that needs to be FAA compliant and government agencies that need to comply with DoD 5015.2 or Moreq-2 Records Management standards. Out of the box SharePoint does not offer these certified repositories.

SharePoint is improving the way to manage documents across their lifecycle. It offers a collaborative environment to allow content creation, central accessible working environments where people can create and edit documents are needed within organizations. This accounts for work in progress documents. But it does not offer a solution to archive projects. Because, when a document or project is



finished and in its final form it should be archived in an open and sustainable format and in a repository where everybody that is authorized can find it fast. As documents and projects become older, organizations need an archiving solution to manage the information that needs retention because of business or compliance reasons.

1.2. ZyIMAGE Information Access Platform (ZyIMAGE IAP)

ZyLAB has a long history of developing advanced solutions for archiving documents in an enduring, sustainable and open manner, culminating in the creation of the award-winning ZyIMAGE IAP. One of the key value-adding aspects of ZyIMAGE IAP is that it provides a robust framework for full information retrieval through integrations with existing applications or as a standalone solution (Figure 1).

ZyIMAGE does not need a database to store information. Documents are stored as flat files, a critical element in supporting very open and scalable solutions. Storage is much cheaper and easier to maintain than a database, particularly in terms of the cost and effort associated with upgrading and extending a database-centered installation.

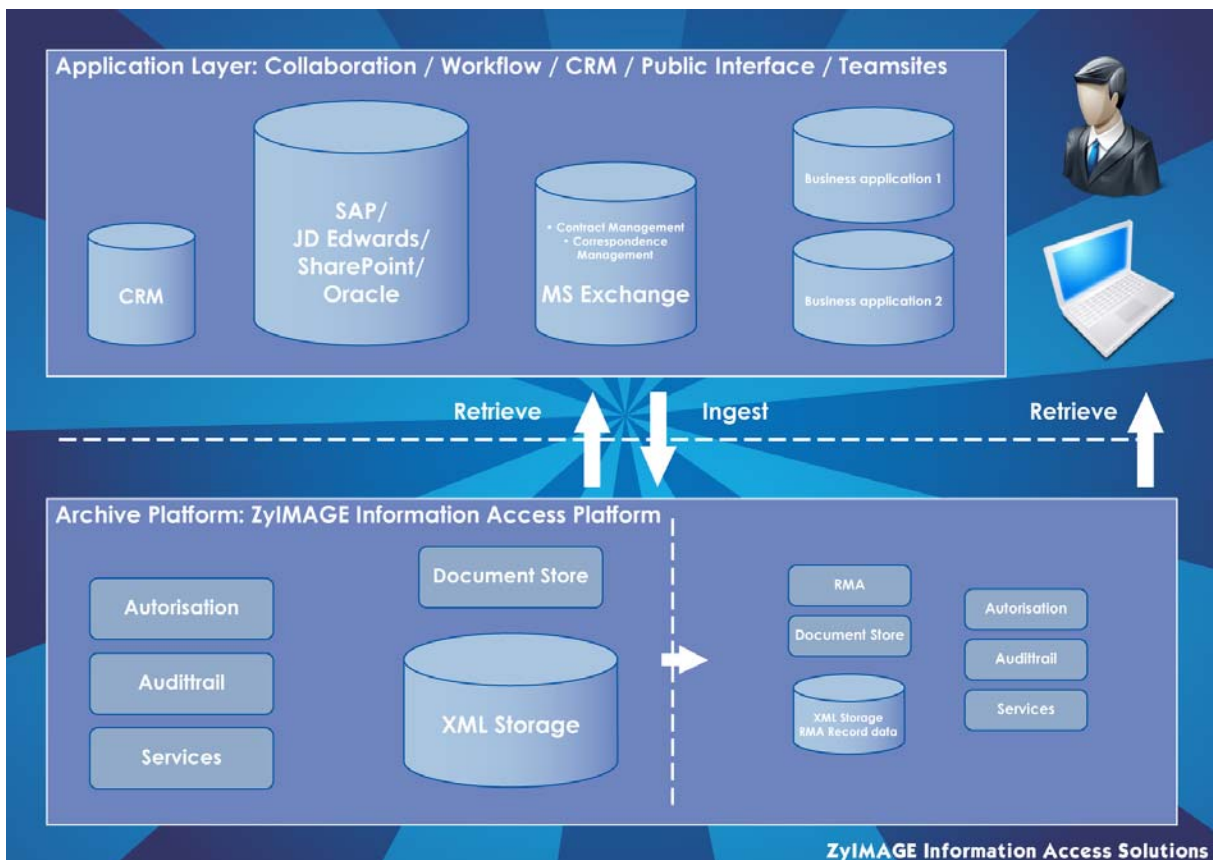


Figure 1: ZyIMAGE IAP integration with other applications and standalone.



Strong points of ZyIMAGE:

- Sustainable and enduring XML architecture and storage
- No database needed for storage
- Very easy to up-scale storage; if you need more storage, just add another hard disk, file server, SAN or NAS
- No need for expensive additional database backup, encryption or hierarchical storage tools: you can use any open source software utility that works with a hard disk
- Excellent search tools to disclose the contents
- Stores, indexes, searches and retrieves 400+ different electronic file types, scanned documents and e-mail and attachments
- No need for additional detailed metadata
- Certified and compliant storage under FAA, FDA, DoD 5015.2, Moreq-2, HIPAA and many other standards

1.3. The reason for integrating SharePoint and ZyIMAGE

In an optimized SharePoint/ZyIMAGE integration, ZyIMAGE is the repository or silo behind SharePoint. In other words, SharePoint is the portal and collaboration tool, whereas ZyLAB is the long-term (XML-based) archiving environment as well as the platform on which to add additional functionality for records management, compliance, e-discovery and other critical business capabilities.

With the ZyIMAGE/SharePoint integration, organizations get the best of both worlds:

They benefit from SharePoint

- As a great portal for end users.
- For collaboration and document registration.
- As a great tool for basic document and workgroup services.
- For fast application development and for seamless integration with MS-Office.

They benefit from ZyIMAGE IAP

- To handle large volumes of unstructured data; no limits to size and number of documents per project are in place.
- To avoid costly future upgrades
- To offload documents and structure and entire projects
- As a background platform for long-term sustainable and scalable XML based storage, security and advanced searching (also through the SharePoint portal); avoids hidden costs caused by additional SQL-server licenses, maintenance, backup and upgrades.
- For easy integration of additional tools for records management, compliance, e-discovery, and so on.



Integration Components

The base configuration for a ZyIMAGE integration with SharePoint is the ZyIMAGE Information Access Platform (ZyIMAGE IAP), a comprehensive framework for proper archiving and searching. The ZyIMAGE IAP is user-based and requires the same amount of users as are in its SharePoint counterpart.

The ZyIMAGE Archive Services for SharePoint Module components can be installed in the SharePoint environment in to provide extended functionality through “web parts”. The following web parts are part of the ZyIMAGE Archive Services for SharePoint Module and will be discussed in the following subchapters:

- *Search Web Part* – searches within SharePoint in a ZyIMAGE Webclient.
- *Archive/move from/to SharePoint* – archives documents to a ZyIMAGE Data Repository
- *Custom Expiration Actions* — sets automated move actions
- *Move documents from ZyIMAGE back to SharePoint*
- *Dynamic link to ZyIMAGE* — adds ZyIMAGE search capabilities to a record in SharePoint
- *Document Registration* — enhances document registration functionality in SharePoint

(Other functionalities that can be part of an integration with SharePoint are security and direct scanning to SharePoint. However, so many different ways exist to set up the security – Windows integrated authentication, basic authentication, ZyIMAGE advanced security, using ZyIMAGE users, and so on – that discussions of these components are beyond the scope of this document and will not be discussed here. For information about ZyIMAGE security options, consult the ZyIMAGE Security white paper. in the Information Center of www.zylab.com.

In addition, direct scanning with ZyIMAGE to SharePoint is available. The images are exported from ZySCAN and stored as image PDF files. For more information about ZySCAN, consult the product sheet in the Information Center on www.zylab.com.)

Also, ZyLAB will soon have available a Federated Search Connector for Microsoft Enterprise search. Federated Search Connectors allow your Microsoft enterprise search solution to pass search queries to a target system and accept and display results returned from that system.

- Microsoft’s Federated Search Connectors are based on the open search standard, making it easy for you to configure federated searches for a wide variety of existing information services that exist today.
- The ZyLAB search engine supports the open search standard. This capability allows other search engines to retrieve documents in the ZyIMAGE system by using the ZyLAB search engine.

Extra ZyIMAGE IAP functionalities are available to enhance any integration, such as records management and archiving, e-discovery management, analytics (recognition and OCR-ing of bitmaps) and numerous other capabilities.(For white papers on Record Management and eDiscovery: www.zylab.com)



1.4. Search Web Part

The ZyIMAGE Archive Services for SharePoint Module integrates directly with SharePoint and enhances the general search capabilities from SharePoint. The search capabilities available with the Search web part are much more sophisticated than those found in standard SharePoint and meet the more sophisticated needs of an enterprise and its different business units.

The good thing for SharePoint users is that they can use the more advanced search techniques in their ever-growing environment without leaving the interface with which they are familiar.

The advanced search techniques that become available through the Archiving Services are standard search techniques from the ZyIMAGE Enterprise Webserver, which include:

- Content words and phrases
- Metadata searches
- Boolean and proximity searches
- Advanced and fast wild card and fuzzy searches
- Quorum operator searches
- Number range operator searches
- Concept search
- Forensic indexing and data extraction
- Text and multimedia analytics
- Customizable relevance ranking
- Advanced visualization tools
- Taxonomy support

Users can search through standard Microsoft documents as well as 400+ varieties of file formats, including scanned images in TIFF format. ZyIMAGE supports more than 200 languages as well.

Figure 2 below displays the XML-based document result list that comes from a search in the open ZyIMAGE repository. Figure 3 shows a results list with metadata.

The screenshot shows the search component of the ZyIMAGE Archive Services for MS-SharePoint. The search query is 'zylab' with a fuzziness of 0. The results list contains 8 items:

Type	Rank	Hits	Hitdensity	Name	Title	Source	Remarks	Document_type
Word Document	1	0	0	ZYLAB KÜNDIGT ZyIMAGE 5.0 FÜR DOKUMENTENDARSTELLUNG UND TEXTRECHERCHE AN	ZYLAB KÜNDIGT ZyIMAGE 5.0 FÜR DOKUMENTENDARSTELLUNG UND TEXTRECHERCHE AN	ZyLAB Germany	Word Document	Press Release
Word Document	2	0	0	WELCOME	Welcome to the OutsideIn	ZyLAB	Word Document	Manual
Excel Document	3	0	0	SAMPLE	95 Sales results	ZyLAB	Excel Document	Spreadsheet
Powerpoint file	4	0	0	SAMPLE	This is a sample file	ZyLAB	Powerpoint file	Presentation
Word Document	5	0	0	SAMPLE	ZyLAB Viewer Technology	ZyLAB	Word Document	Brochure
Word Document	6	0	0	Indiana Sheriff Council_NL				
Word Document	7	0	0	Indiana Sheriff Council_GE	Die Vorteile der ZyIMAGE-Lösung für die Echtzeit-Recherche des Sheriff von Indiana	ZyLAB	Word Document	Case Study
Word Document	8	0	0	Indiana Sheriff Council_FR	Bénéficier des atouts de la solution ZyIMAGE pour les besoins en recherche d'informations en temps réel des chefs de Police	ZyLAB	Word Document	Case Study

Figure 2 – Search component of ZyIMAGE Archive Services for MS-SharePoint (top) with result list



Search ZyIMAGE Webserver client

Type	Rank	Hits	Hitdensity	Name	Title	Source	Remarks	Document_type
	1	28	0.16	000005HE	2002 State of California Commerical Car Rental Contract with Thrifty Rent a Car	State of California	Scanned Document	Contract
	2	26	0.17	000005GP	2002 State of California Commerical Car Rental Contract with National Car Rental System	State of California	Scanned Document	Contract
	3	16	0.06	000005F1	2002 State of California Commerical Car Rental Contract with Dollar Rent a Car	State of California	Scanned Document	Contract
	4	14	0.03	000005DU	2002 State of California Commerical Car Rental Contract with Budget Rent a Car	State of California	Scanned Document	Contract
	5	18	0.13	000005D9	2002 State of California Commerical Car Rental Contract with Avis Rent a Car	State of California	Scanned Document	Contract
	6	8	0.57	000005D7	Management Memo	State of California	Scanned Document	Contract
	7	8	0.61	000005D5	Management Memo	State of California	Scanned Document	Contract
	8	20	0.08	000005CC	2002 State of California Commerical Car Rental Contract with Alamo Rent a Car	State of California	Scanned Document	Contract
	9	6	0	00000599	easyJet in flight	easyJet	Scanned Document	Magazine

1 - 9

Figure 3 - Search Web Part with result list of scanned documents with metadata

Select a document from the result list, and the document will be opened with the searched-for term(s) highlighted (Figure 4), even if it is a scanned document. The user is given the opportunity to quickly navigate from hit-to-hit within the document or to the next documents from the result list. Also, other options are available such as zoom in/zoom out, collect documents in a shopping basket for later review, generate PDF, download, and so on.

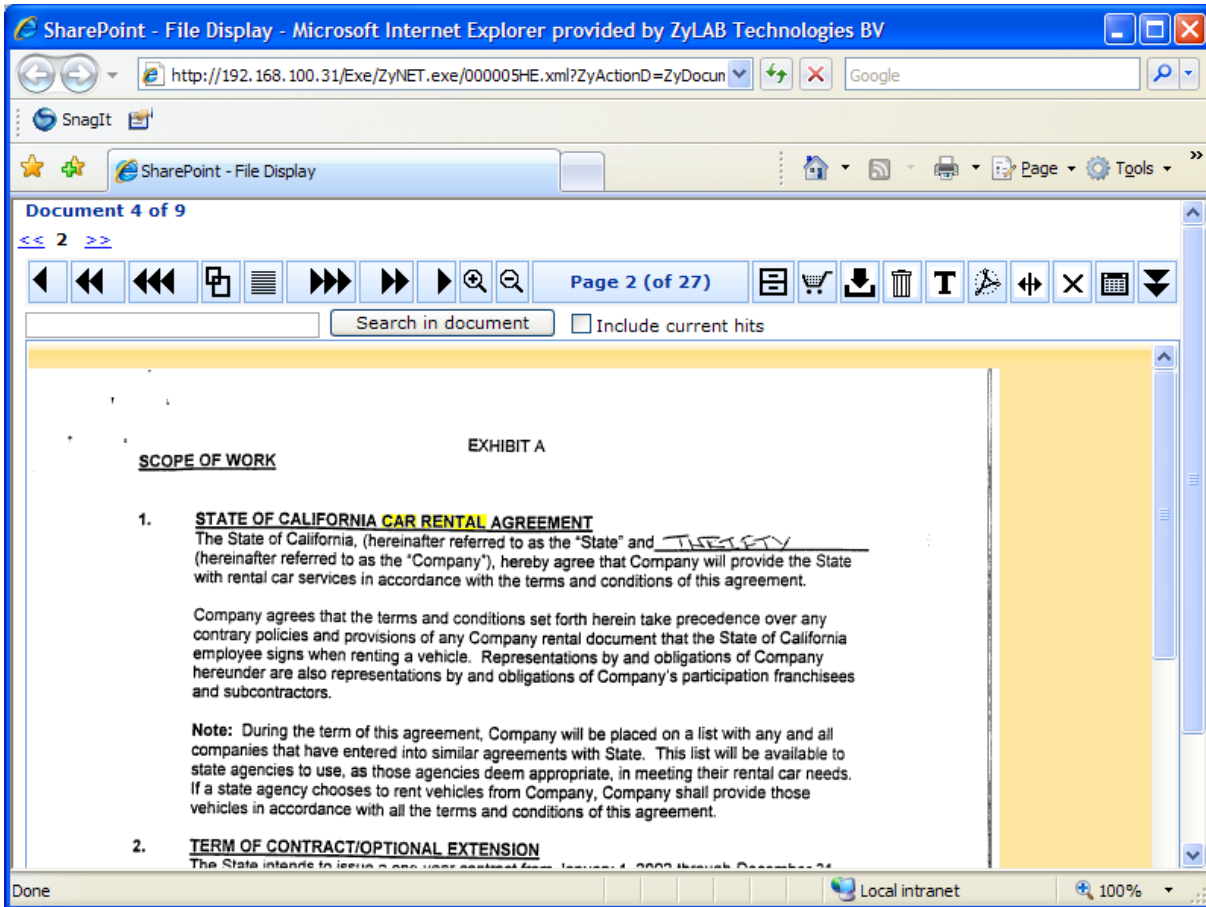


Figure 4 - Result opens in a new browser with hits highlighted



1.5. Archive/move from/to SharePoint

For an open, sustainable and enduring archive, documents should be stored or moved from the SharePoint environment into a ZyIMAGE Datastore. A couple of different options are available:

- Archive (copy) action
- Move action

In versioning situations, all document versions will be archived or moved. The metadata (standard and custom document properties) is converted and stored in XML wrappers. Currently, only documents, folders and document libraries can be archived or moved. In the near future, complete team sites, with all of their contents, can be moved to a ZyIMAGE Datastore.

Archiving

Whereas most people will be using the move actions in order to keep their SharePoint environment small and manageable, the archive option (Figure 5) is helpful to create one central repository for documents. This repository gets its origin from different Teamsites, and although it needs to stay in the SharePoint repository, it must be accessible for another group of users to ensure information sharing. The archiving option is available for archiving of documents (Figure 5), folders and document libraries (Figure 6).

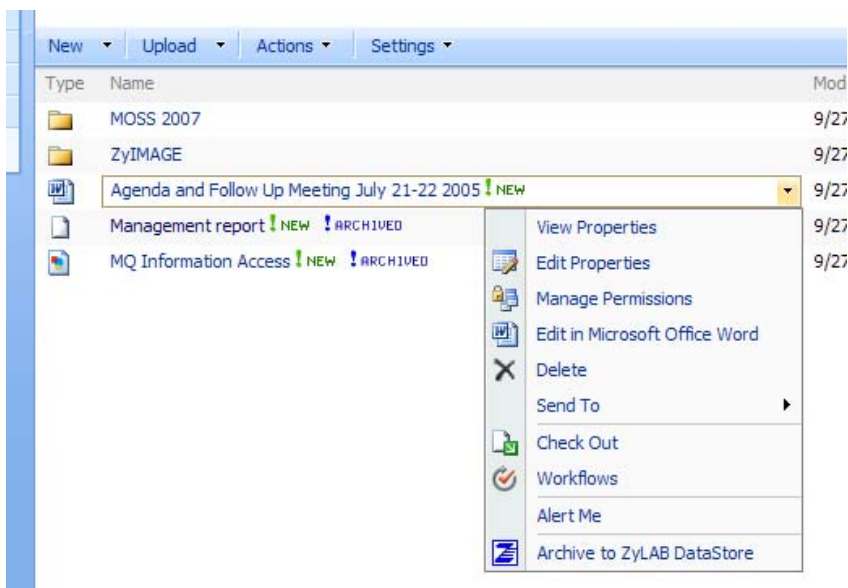


Figure 5 - Archiving individual documents to a ZyIMAGE Datastore.

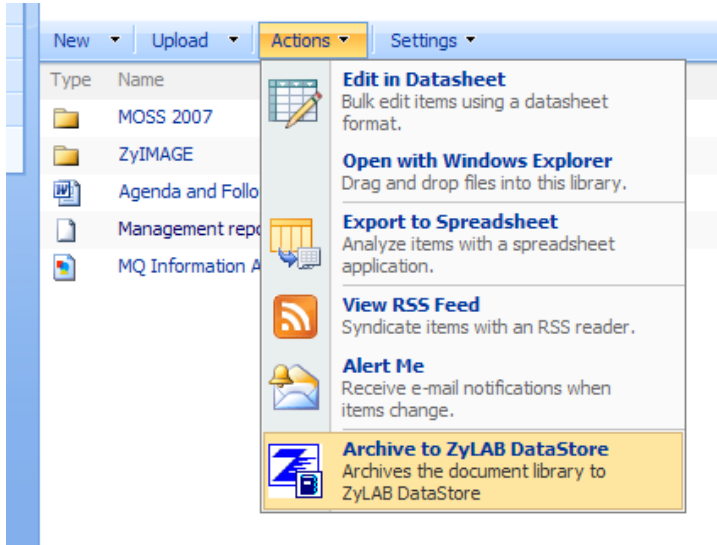


Figure 6 - Archiving all documents and folders from a document library to the ZyLAB DataStore

Moving to ZyIMAGE

Moving documents from SharePoint to the ZyIMAGE Datastore physically removes the documents and replaces them with a link (Figure 7). The icons of the moved documents change so the user can immediately see that they are in the ZyIMAGE Datastore.

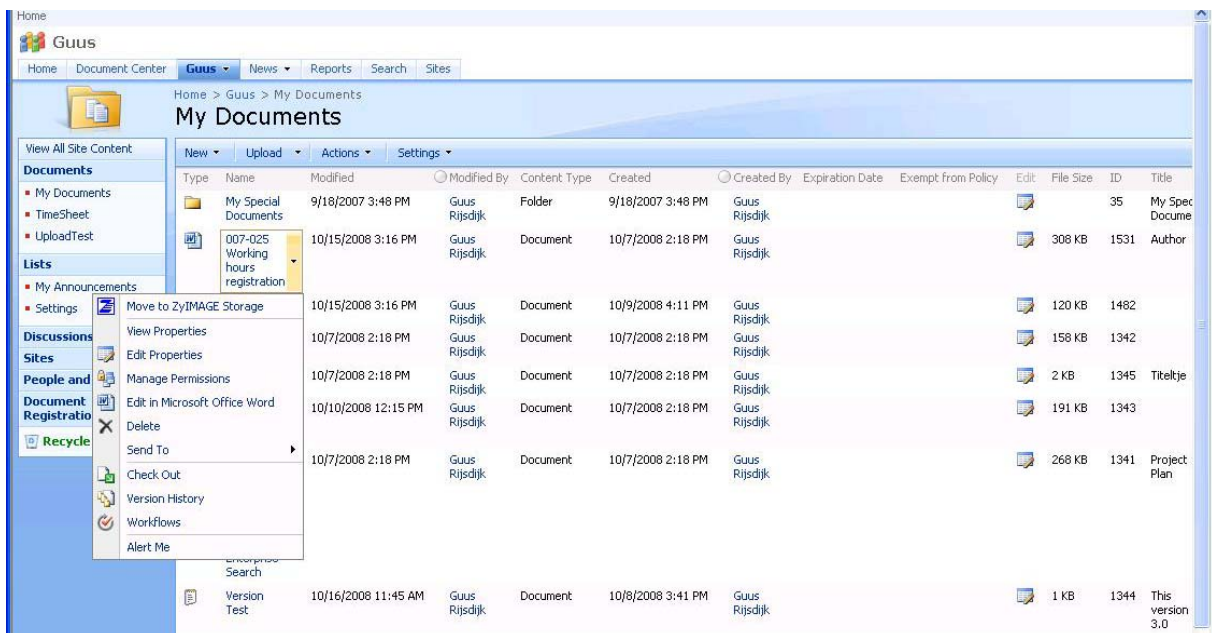


Figure 7 – Move a document from SharePoint to a ZyIMAGE Storage

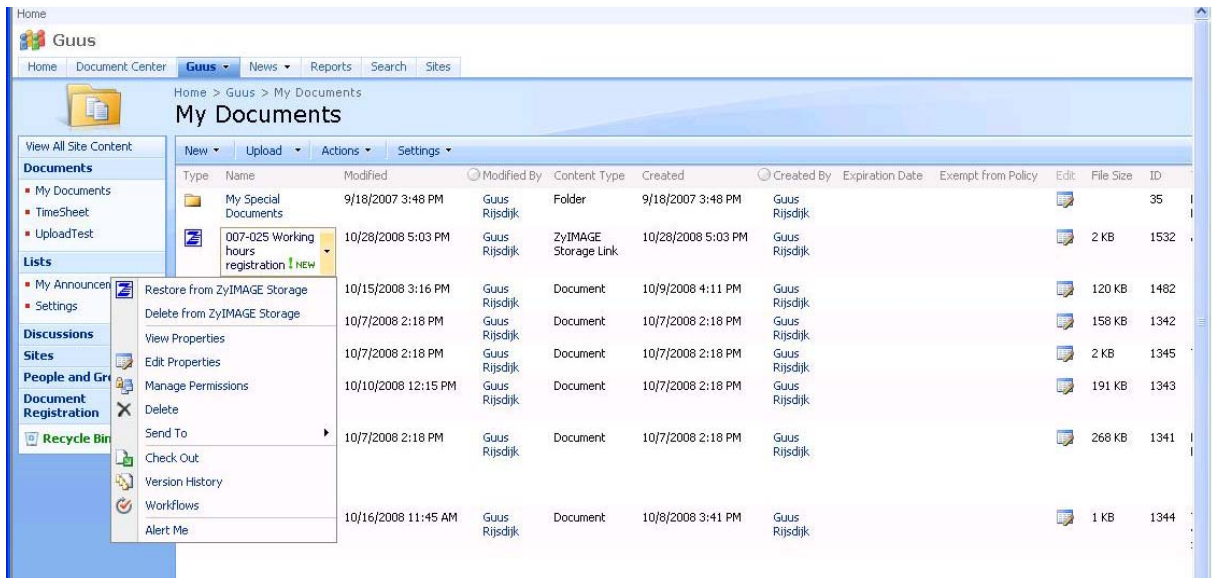


Figure 8 – Restore or delete a document from the ZyIMAGE Storage

Documents that are stored in the ZyIMAGE Datastore can be restored in SharePoint. Users that thought the document was static and did not need to be changed anymore can restore the document for editing and new version creation. Documents that have been moved from SharePoint can be deleted through the SharePoint interface (Figure 8). The documents will then also be deleted from the ZyIMAGE Datastore.

Custom expiration action move

Organizations do not always have the proper resources to maintain their different SharePoint sites, or they do not want to manually go through SharePoint to decide what has to be moved. Documents or document collections can be moved based on predefined values with the help of customizable expiration actions. The threshold for taking automatic actions can be user defined, for instance, on an expiration date, which will result in a move from documents that are for instance not viewed in the last three months. (Figure 9)

When an organization already has a set of procedures about archiving, sharing and retention of documents, these procedures can be translated into expiration actions. Often the expiration action is part of a workflow.



Edit Policy: Move to ZyIMAGE Storage Policy

Name and Administrative Description
The name and administrative description are shown to list managers when configuring policies on a list or content type.

Policy Statement
The policy statement is displayed to end users when they open items subject to this policy. The policy statement can explain which policies apply to the content or indicate any special handling or information that users need to be aware of.

Labels
You can add a label to a document to ensure that important information about the document is included when it is printed. To specify the label, type the text you want to use in the "Label format" box. You can use any combination of fixed text or document properties, except calculated or built-in properties such as GUID or CreatedBy. To start a new line, use the \n character sequence.

Auditing
Specify the events that should be audited for documents and items subject to this policy.

Expiration
Schedule content disposition by specifying its retention period and the action to take when it reaches its expiration date.

Configuration Options:

- Name:
- Administrative Description:
- Policy Statement:
- Enable Labels
- Enable Auditing
- Enable Expiration

The retention period is:

- A time period based on the item's properties:
 - Last Modified + 3 months
- Set programmatically (for example, by a workflow)

When the item expires:

- Perform this action:
 - Move to ZyIMAGE Storage
- Start this workflow:

Figure 9 – Setting up a custom expiration action

1.6. Dynamic link to ZyIMAGE

Often organizations need to retrieve all information regarding a certain (part of a) subject within a couple of seconds. Normally, users would go through a record structure in order to find the folder containing the correct information. When information is scattered all over, organizations tend to use search tools to track down the required information. If a complicated search query is frequently used because the status of a project or presence of a document collection needs to be regularly checked, it is helpful to store the query in a link to the ZyIMAGE Datastore. Every time the link is clicked, an up-to-date overview of all relevant documents is given, meaning users are opening a folder with dynamic generated content. The predefined query can be on metadata, full-text or a combination. In the standard ZyIMAGE software, similar functionality is present (called Search Folders).



1.7. Document registration

Due to the ease of use and the collaborative portal and project function SharePoint has, ZyLAB did create several basic ZyIMAGE integrations that can be used in standard InfoPath forms. With InfoPath you can create electronic forms for SharePoint environments. The sample forms contain all relevant functions that are needed for a proper integration with ZyIMAGE and can be used as templates to create flexible new forms that can be adjusted to end user requirements.

Most of the functionalities from the electronic InfoPath form come from the current Document Registration Module. This is a very user friendly and intuitive ZyIMAGE module, which is widely adopted under ZyLAB users, for the registration and management of paper, e-mail or electronic documents, which can include:

- Correspondence
- Contracts
- HR files
- Projects

All these documents can then be stored after registering in the ZyIMAGE Information Access platform. This procedure ensures users not only have access to their documents using the Document Registration Module but that they are also able to benefit from the advanced full-text retrieval search engine that enables them to find specific information in their document collections.

The basics of the InfoPath form consist of:

- Fields that can be filled out with specific information
- Registration numbers that are used as a primary key in combination with ZyIMAGE
- An option to create/print a barcode of the registration number (for documents that need to be scanned)
- An option to find a related document in a ZyIMAGE Datastore using the ZyIMAGE Webservice
- The storage of all information contained in the form as metadata with the document in ZyIMAGE

A published InfoPath form can be used to create document registrations (Figure 10).

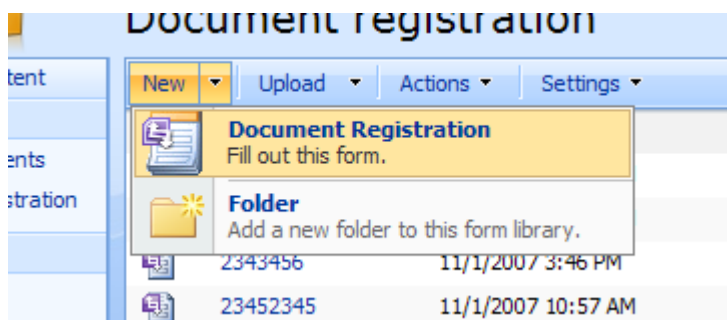


Figure 10 – Create a new registration



The designed InfoPath forms will be displayed in a web browser (Figure 11).

Figure 11 - Document registration form created with InfoPath

The form can use different sources such as databases or SharePoint lists to populate different fields. Contact lists or file lists can be created in SharePoint to populate these key fields.

1.8. Metadata Storage

Using the InfoPath forms all the documents are stored in ZyIMAGE, but the meta data is stored only in SharePoint and optionally copied into the XML wrapper of the document. The maintenance of the key fields is done within SharePoint.



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Appendix A About ZyLAB

Company overview

For over 25 years, ZyLAB has provided commercial and government organizations around the world with award-winning information access solutions. The ZyIMAGE Information Access Platform is a complete XML-based system that provides a secure foundation for the long-term archiving, management and retrieval of information, from digitized paper documents, to electronic files, to e-mail and attachments, to multimedia.

With over 7,500 installations and 350,000 users worldwide, ZyLAB has a wealth of experience and knowledge across a variety of industries and business applications. Federal clients include the Executive Office of the President and the Departments of Agriculture, Commerce, Homeland Security, Justice and Defense, as well as all branches of the US Armed Forces and investigative teams at the FBI, SEC, and Amtrak's OIG. Hundreds of state and local governments also rely on ZyLAB, such as The State of California, Montgomery County, Maryland, and The Town of Jackson, Wyoming. ZyLAB's numerous commercial clients include leading companies like American Express, Anheuser-Busch, Dominion Virginia Power, Lockheed Martin, Pacific Life, and Shell Oil. For more information visit: www.zylab.com

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