



eDOCS Integration Case Study Briefs

Customer At A Glance

Vertical: Energy

ECM Platform: Open Text eDOCS
DM/RM 5

Number of Users: 300

SeeUnity Products Used: Enterprise
Integration for SharePoint (EIS)

Petroleum Producer

Challenge: Customer utilizes a dispersed workforce of remote knowledge workers. In the process of making content available to remote users, content had become exposed to security risks.

Requirements: An out-of-the-box solution to deliver secure repository access, without installing additional client software. The solution had to leverage existing eDOCS investments, preserving permissions and security settings.

Architecture Summary: A SeeUnity single server deployment model providing simple management and expansion of their integration solution. Two environments allow the customer to implement and test new integration components for phased rollouts.

Implementation Summary: EIS was installed onto the SharePoint Web Application Server. EIS' modular tools were used to build a SharePoint-based interface that retained all of the native functionality of the eDOCS desktop client, including observing the security model and records management settings. As a result, all remote users can easily log into the secure SharePoint portal, and work collaboratively on native eDOCS content. Users can only see or access documents to which they have access. SeeUnity's powerful search tools allow users to use native eDOCS profile search forms.

International Financial Organization

Challenge: The customer hosts several million documents, spread across multiple libraries. Content security and accessibility were both key (and competing) requirements. The location of documents became confusing; frustrated users had responded by copying documents manually from one library to another. Replicated content added to the substantial file system overhead, and violated corporate security practices.

Requirements: The customer had an initiative to increase the role of SharePoint, but management understood that the collaborative and powerful client tools had the potential to exacerbate their current challenges. The solution required a single user interface, preventing content movement and duplication, while keeping content under the control of eDOCS management.

Architecture Summary: Currently, the customer has 3 eDOCS libraries integrated with SharePoint via SeeUnity. Plans call for adding four additional eDOCS libraries in the near future. The MOSS environment is a large farm consisting of at least 6 servers at any one time. SeeUnity is deployed in a FOLB architecture ensuring high availability and performance to all users.

Implementation Summary: EIS was configured to build user and group-centric pages, pre-populated with recently edited documents, reducing search times and the need to copy or move content. EADS was installed and configured to create “link stubs” in SharePoint, which link back to content safely stored in eDOCS. Link stubs allow users to easily find and access content, while keeping the actual content securely managed in eDOCS. Searching was configured allowing relevant eDOCS items (from multiple libraries) to be exposed in a single query with SharePoint content. Users can find relevant content, regardless of location, while content remains secure.

Customer At A Glance

Vertical: Finance/Government

ECM Platform: Open Text eDOCS
DM/RM 5

Number of Users: 3,300

Volume of Content: >4 Million

SeeUnity Products Used: Enterprise
Integration for SharePoint (EIS),
Enterprise Archiving & Distribution
for SharePoint (EADS)

Customer At A Glance

Vertical: Legal

ECM Platform: Open Text eDOCS 5

Number of Users: 400

SeeUnity Products Used: Enterprise Integration for SharePoint (EIS)

Military Legal Counsel

Challenge: This customer provides legal services nationally across the entire military. These lawyers and legal staff provide on-site services to various installations. Users were storing and accessing files locally. This presented two main challenges: information was not being effectively shared and leveraged, and the unsecured storage of important legal documents threatened to violate compliance standards.

Requirements: This customer created an information management initiative, which required eDOCS to preserve, protect and manage content, while using a SharePoint collaborative user interface, which would allow legal teams to share and access relevant information about cases and related precedents. The customer required a product that was out of the box and could be supported, to integrate the two systems for a cohesive, integrated solution.

Architecture Summary: This organization integrates two eDOCS libraries with SharePoint. They have multiple SharePoint farms serving their user base. Each farm is configured to provide targeted SeeUnity integration solutions to its targeted audience. Each deployment is deployed in FOLB architecture ensuring high availability and performance to all users.

Implementation Summary: SeeUnity worked with the customer to build development environments. The customer received administrator-training certification and subsequently took the project live. As a result, the legal teams can now collaborate on case matter information, and take advantage of relevant precedents. All content remains securely stored within their eDOCS system, and the integrated solution meets their compliance requirements.



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