

OpenIMS® Open Information Management Server

OpenIMS®

Fast, Easy to use and
On-demand
A Content Platform from the
21st Century



E-mail Management Server
Whitepaper

TABLE OF CONTENT

1	INTRODUCTION.....	1
2	FUNCTIONAL SPECIFICATIONS	2
2.1	Registering	2
2.2	Search	3
2.3	Results.....	4
2.4	Permissions.....	4
3	TECHNICAL SPECIFICATIONS	5
3.1	Operating system and webserver	5
3.2	Hardware requirements.....	5
3.3	Hosting	5
3.4	Support service	5
4	CONTACT.....	6

1 INTRODUCTION

Open Information Management Server (OpenIMS®) is a server based solution which can be used for managing and maintaining unstructured information such as documents, letters, faxes, notes, tenders, policy pieces, minutes, drawings, e-mail, internet content and intranet content, within every organisation.

OpenIMS® consists of five server based products. These are :

- Portal Server (PS),
 - Document Management Server (DMS),
 - Content Management Server (DMS),
 - Business Process Management Server (BPMS) and
 - E-mail Management Server (EMS).
-
- These products can, in combination, also be used for:
 - Enterprise Content Management (ECM),
 - Contract Management (CM),
 - Knowledge Management (KM),
 - Electronic Record Management (ERMS),
 - Product Data Management (PDM, EDMS).

OpenIMS® is based on Open Source technology, is simple to use, easy to learn, fast to implement, has powerful functionality, is very fast and has low hardware requirements.

This document is an overview of OpenIMS® E-mail Management Server.

A demonstration of this product is available at: www.openims.com/demo.

2 FUNCTIONAL SPECIFICATIONS

More and more communication between organisations and people mutually goes by means of e-mail. During a project generally many e-mail reports are exchanged. These e-mails will generally appear in the personal mailbox of the persons involved. Real problems arise at the moment that for example around the acceptance of a project relevant information (e-mail) is not available because the employee concerned is on holiday or sick.

If employees leave your organisation or after a project has been dissolved it is the question if all relevant e-mails are transferred or archived. Knowledge could be easily lost this way.

As a result, the need to save e-mail information centrally arises so that it always can be found quickly and effective.

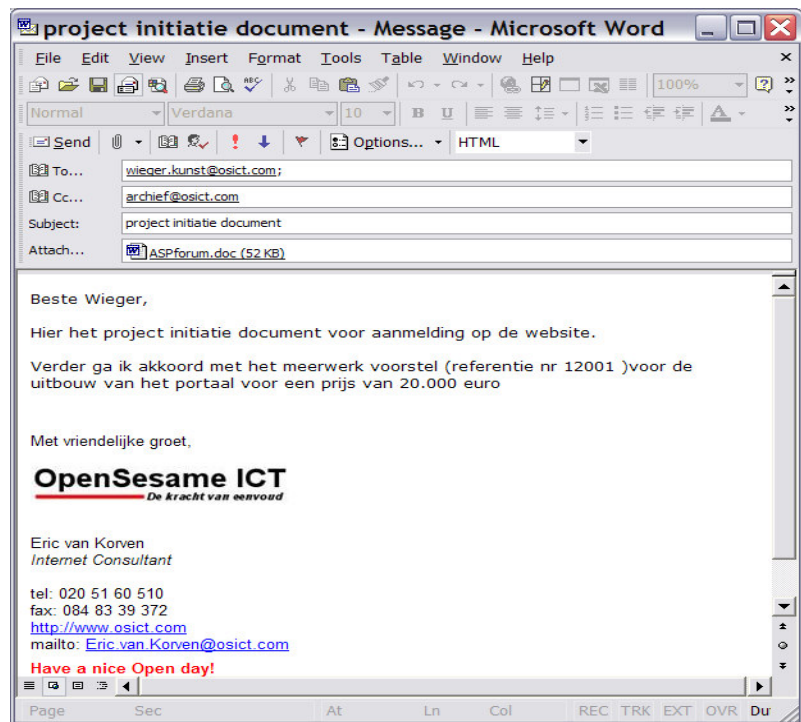
OpenIMS® - EMS can do that job for you.

2.1 Registering

The principle is very simple. Each (relevant) e-mail is also sent to the archive where OpenIMS® EMS indexes these mails, including the attachments like for example Microsoft Office or Adobe PDF documents.

Hereafter the complete e-mail can be seeked trough by means of the OpenIMS® full-text search engine.

In the picture the OpenIMS® archiving e-mail address is incorporated in the Cc field.

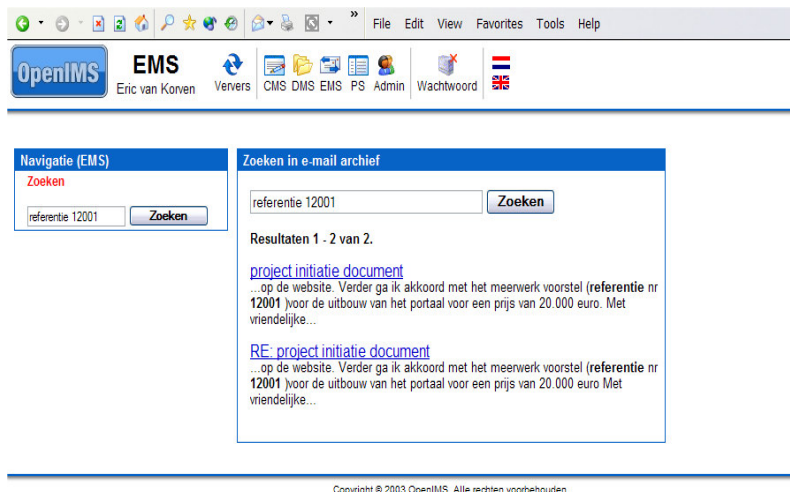


2.2 Search

To find the information you need, in the mostly enormous source of data, a good search engine can bring help. Such a facility must be fast and easy to use. Virtually everyone knows the success of the Internet search engine Google. It has a simple but effective user interface. The search engine within OpenIMS® has similar facilities as Google but then within the OpenIMS® environment.

The search function in OpenIMS® can be used to search through all information within the e-mail management environment.

Found search terms can be marked for example in another colour. It is also possible to give weighing factors with the search terms.



The properties:

Full text search of archived e-mail.

Full text search within attachments (i.e. Microsoft Office, Adobe Acrobat)

Showing of the search term in the summary.

Search in metadata (classified documents).

Thesaurus (synonyms list).

Support for Booleans operators (And and Or function).

Search results:

Sorting on the basis of relevance.

Sorting on the basis of date.

Search within the search terms.

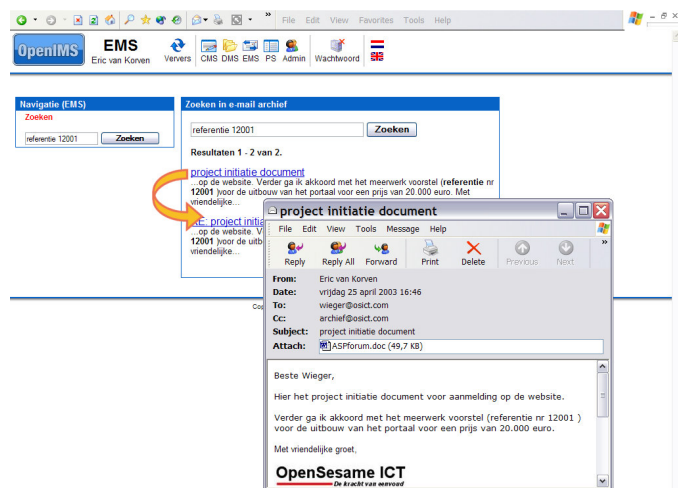
To show search terms in the summary.

Instant searchable.

All documents (attachments) which are archived in the e-mail management system can be found by the search engine. This works instantly. This means that after an e-mail is archived the complete contents of an e-mail immediately searchable without performance (indexing) costs. An enormous advantage with respect to most of the traditional search engines.

Show search terms in summary.

After a user has introduced a search term the found term will be shown (bold) in the summary.

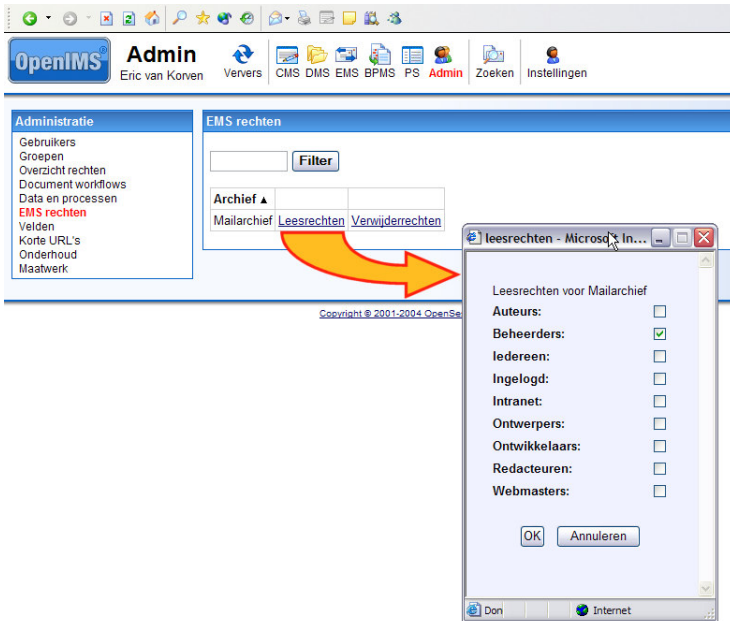


2.3 Results

The results of the search operation are presented as a list including a dynamic summary. A user can open the wanted archived e-mail by clicking on a hyperlink next to the e-mail found. The e-mail included format and attachments will be opened by the client e-mail program. From that moment it is possible to treat the archived e-mail as an ordinary e-mail were all e-mail facilities are available for the user such as reply, forward and so on.

2.4 Permissions

Within the e-mail management environment (EMS) several e-mail archives can be managed. Each e-mail archive has its own unique e-mail address. Per archive can be set which (users)groups have access and are permitted to search the archive (read) and which groups can remove e-mails (delete).



The linking of archives with the user group accounts is done by an administrator by means of the "Admin" functionality of OpenIMS®. See the image. The search environment adapts itself to the rights a user has.

3 TECHNICAL SPECIFICATIONS

3.1 Operating system and webserver

Operating systems

OpenIMS® runs under Apache Webserver (version 1.3.28 or higher) which runs under Windows (NT, 2000, XP, 2003), Linux (Redhat, Suse), Apple, IBM AIX, HP/UX and Sun Solaris. Linux is the recommended platform for OpenIMS®.

Database platforms

Because OpenIMS® uses an integrated XML data store to store all information a database server is not required. Use of a database is optional. All common database servers are supported by OpenIMS®. OpenIMS® works with sophisticated XML objects. These can be stored in Oracle, Microsoft SQL-Server, MySQL, Sybase and ODBC compliant databases.

Integration

OpenIMS® integrates, among other things, with SOAP, WebServices, (D)COM(+), Java, JSP, J2EE, XML, XSLT, ASP, PHP and Perl. For the Apache platform many standard components are available.

Customer platforms

OpenIMS® is 100% webbrowser based and can be used with many different Internet browsers.

3.2 Hardware requirements

OpenIMS® is based upon Apache and requires the following minimum Linux server configuration: 1 GB RAM, 2 GHz processor and sufficient SCSI storage (preferably RAID). Example configuration:

Dell PowerEdge 600SC SCSI, Intel® Pentium® 4, 2.4GHz
1 GB Memory
2 x 73GB 10,000rpm Ultra 3 160 SCSI hard drive
RAID 1 using a PERC 4/SC RAID Controller (32MB)

OpenSesame ICT assumes that backup equipment is already available.

3.3 Hosting

OpenIMS® is 100% web based so it can be hosted on any server and be made accessible from any PC with a webbrowser (LAN, WAN or regular Internet). Access is secured with a login id and password, which can be connected to a LDAP compliant directory service. Also unified logon is available. It is also possible to increase security by using SSL and/or VPN.

3.4 Support service

Standard support

Standard support consists of updates and technical support on the standard product. During the duration of the support contract the license holder is entitled to patches, updates, new versions and e-mail helpdesk support. Patches, updates and new versions are distributed by means of an Internet connection to our master server.

Service Level agreement (SLA)

The standard support can be extended. In that case a Service Level Agreement (SLA) which describes addition support is made. The SLA defines which helpdesk support has been agreed upon (for example 8x5 or 24x7 support) and, if an ASP model is deployed, which availability is required.

4 CONTACT

Company : OpenSesame ICT BV
Address : Meerwal 13
NL- 3432 ZV
Nieuwegein, The Netherlands

Telephone number : +31 (0)30 – 60 35 640
Fax number : +31 (0)30 – 60 32 946
Internet address : www.osict.com
www.openims.com

Main Contact

Name : Mr. ing. H.W.W. Kunst
Position : Business Development Manager
Telephone number : +31 (0)30 – 60 35 640
Fax number : +31 (0)30 – 60 32 946
E-mail : bdm@osict.com