BA INSIGHT

HUNDREDS of Organizations and **MILLIONS** of Users Benefit From BA Insight software on a Daily Basis

DLA PIPER · Pfizer · ALLERGAN · ACE Hardware · Chevron

Apache · Dow · NEW YORK LIFE · LA POSTE · ca technologies

MARS Incorporated · Ausgrid · pepsi · ebay

Our Customers:

- Reduce implementation time by more than 50%
- Connect to enterprise systems in less than a week without customization
- Improve relevancy by automatically and accurately tagging content
- Provide applications that let users find information in seconds or minutes
- Eliminate custom code
- Increase user adoption and satisfaction
- Speed up IT reaction to businesses

Speed to Information Through Connectivity

Analytics
Get the data you need to make intelligent decisions about your intranet

Classification
Auto-tagging, metadata generation, and text analytics make content findable

Connectivity
Secure connectors and federation provide access to a wide variety of content systems

Applications
Improve productivity with Visual Refiners, Smart Previews, Expertise Locator, Search for Salesforce, Matter Comparison for Legal, and User-Generated InfoSites

Our software components integrate seamlessly into your current SharePoint environment, eliminating the need to change processes or acquire new skill sets. Multiple search engines can also be leveraged to apply the right tool for the right job.

BA Insight keeps current with SharePoint so you can avoid painful maintenance and upgrade issues to easily build Intranets that people love to use. You can create unified, role-based intranets and portals well beyond what can be done with SharePoint out of the box to dramatically increase the speed to information for all of your users.

> We have adopted BA Insight as part of our architecture for delivering information. The combination of Apache's existing technology with BA Insight's applications and connectivity software is helping our IT organization deliver efficient, powerful tools that match the way the business would like to see their work performed.

- Travis Osborne, Director, Information Management at Apache

ANALYTICS

Insight through real-time tracking and reporting

Search Analytics
Displays the key performance analytics across all of your search centers during an ad-hoc time interval.

User Analytics
Displays the measures of how specific users are searching and accessing content, including the sites where this content is located, during an ad-hoc time interval.
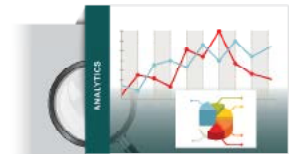
Query Analytics
Displays analyses of query terms and the query results during an ad-hoc time interval that can be used to tune the search center.

Content Analytics
Displays the accessed content and their sources along with the sites where this content is located, during an ad-hoc time interval.

Search Diagnostics
Focuses on the lowest-rated interactions and queries, during an ad-hoc time interval.

CONNECTIVITY

Connect
SharePoint to other systems and provide unified views.

Web Services Connectors	Securely integrate with complex business systems without installing software on production systems.
The Universal SQL Connector Toolkit	Indexing of any SQL-based source system with the flexibility to tailor the way database content is composed and transformed into indexed items.
Smart Security Mapping	Powerful security integration across the heterogeneous security schemes used by different source systems. 'Early binding' security makes it possible to deliver secure, high-performance search solutions.
Targets	Direct content into different places, in addition to search indexing. For example, content can be copied to a SharePoint list, along with its metadata and security settings.
Federated Backends	Connect to a variety of different search engines, translate queries into the supported query syntax of each, manage different security and relevance models, and incorporate content that can't be centrally indexed.
MultiSearch	Search against multiple search engines (back-ends) simultaneously and return aggregated results within a single search interface.

CLASSIFICATION

Auto-Classify content and make it findable.

AutoClassification
Automatically tag and classify content based upon a taxonomy, using a robust rules engine.

Scripting
Manipulate metadata fields, modify content, and extend property mapping in any way desired.

Smart Metadata Mapping
Create powerful solutions quickly using dataset connectors to lookup and normalize metadata, automatic mapping of metadata properties, and flexible content processing.

Entity Extraction
Mine the contents of your documents to discover key concepts and objects using dictionaries, rules, regular expressions, and other techniques.
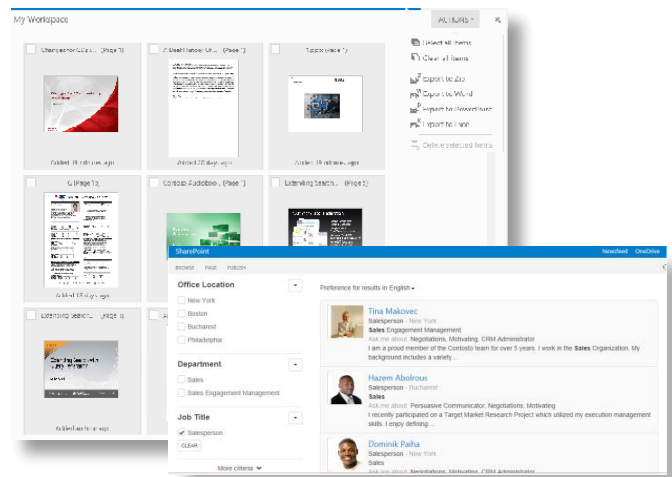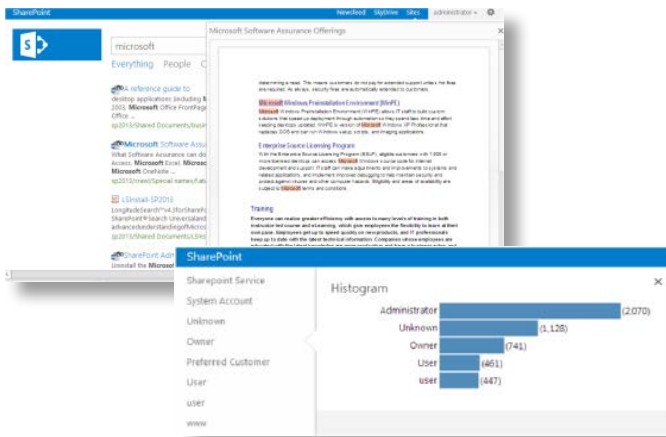
APPLICATIONS

Applications help users find relevant information faster for improved productivity.

Visual Refiners	Visual drill-down, refinement, and content exploration options include many different presentation elements such as multi-select tree refiners, graphs, and dashboard layouts.
Smart Previews	Users can quickly find what they seek through an instant preview of the entire document regardless of its format or location.
Expertise Locator	Employees can quickly connect with experts to get ideas, advice, and answers that help them perform their jobs better.
Search for Salesforce	Search all of your enterprise content without leaving Salesforce.
Matter Comparison	Search for information that resides across many different systems and collect and compare matters directly from search results.
User-Generated InfoSites	Create and share knowledge centers that surface all information around topics of interest, regardless of where the information is.

ENVIRONMENTS

Engage users where they work.

Our software delivers compelling user experiences running in SharePoint, Office 365, Hybrid SharePoint (across cloud and on-prem), and Salesforce. Users enjoy internet-like experiences without leaving the application they work in. Tablet and Mobile support lets people work wherever they are, across all their devices.

SEARCH ENGINES

Leverage different search engines to optimize results.

Support for multiple search engines, including SharePoint search, Elasticsearch, Office 365 search, and cloud hybrid search, means you can use the search engines you already have - with the confidence that you can adapt new ones easily. Pick the best engine for new projects, add specialized capabilities into existing intranets, or combine multiple search engines into a single result.

> " Preview is great. It offers the attorneys the ability to easily open a document very rapidly and they never have to leave the search platform. It is reducing the amount of time that it takes them to find the knowledge that they are after.
>
> **- Mike Tominna, Director for Technology in Practice at DLA Piper**

Capabilities of the BA Insight Software Portfolio

Analytics

Search Analytics
- Usage & Query Volume
- Popular Content
- Content Interaction
- And more...

User Analytics
- Popular Queries
- Query Trends
- Query & Content Audit
- And more...

Query Analytics
- Queries by user
- Content Click-through
- Refiner Usage
- And more...

Content Analytics
- Popular Content
- Content Interactions
- Query Interactions
- And more...

Search Diagnostics
- Successful/ Unsuccessful Queries
- Query & Search Quality
- User Analysis
- And more...

Connectivity

Customize & Extend
- Powershell
- VBScript
- Custom content targets
- Custom connectors
- Universal SQL toolkits
- Web Services

Hybrid Cloud Deployments
- Cross-version
- Geo dispersed
- Interleaved results
- Combined Refiners

Metadata and Crawling
- Automated Metadata Mapping
- Associated Crawls
- DataSet Lookup
- Scripting
- Target to User Profile
- Target to SharePoint List

Security Models
- AD
- ADFS
- Claims (SAML/ADFS)
- OAuth
- Role + Attribute-based

Connectors:

Enterprise Portals
- IBM Websphere
- Oracle WebCenter Interaction (PlumTree)

Databases
- Microsoft SQL Server
- MySQL
- IBM DB2
- Oracle

Search and Cloud Systems
- SharePoint Online
- Google Drive
- SharePoint 2010/2013
- FAST Search for SharePoint
- Microsoft Search Server
- Box
- Scopus
- PharmaCircle

Content Platforms
- EMC Documentum
- EMC eRoom
- HP TRIM (Context)
- IBM FileNet P8
- IBM Content Manager
- IBM Connections
- Objective
- OpenText LiveLink/RM
- OpenText Hummingbird
- Oracle UCM / Stellent
- Lotus Notes Databases
- Xerox DocuShare
- Confluence
- Alfresco
- Jive
- CuadraSTAR

CRM Systems
- Salesforce.com
  - SharePoint Search for SalesForce
- Microsoft Dynamics CRM
- Microsoft Dynamics CRM online
- Lexis/Nexis Interaction CRM
- Any SQL based CRM system

Legal Industry Systems
- Aderant
- Autonomy Worksite/ iManage
- Elite / 3E
- KnowledgeMill OnePlace
- LegalKEY
- NetDocuments
- PLC/PracticalLaw
- ProLaw
- RealPractice
- WestKM

Mailbox and Archiving Systems
- Microsoft Exchange
- IBM Lotus Notes
- Symantec Enterprise Vault (eVault)
- Symantec eVault File Archive
- Microsoft Exchange Public Folders
- HP Autonomy Enterprise Archive Solution (EAS, aka Zantaz)

Environments

SharePoint
- SharePoint on-premise
- Office 365
- Hybrid SharePoint

SalesForce
- Sales Cloud
- Service Cloud

Devices
- Desktop (all applications)
- Tablets (all applications)
- Smartphones (some applications)

Classification

Ontology Models
- SKOS
- RDF
- CSV
- SharePoint

AutoClassification
- AutoTagging
- Entity Extraction
- Regular Expression Matching
- Extended tags
- Automatic Content Type Assignment

Customize & Extend
- Powershell
- VBScript
- Web Services
- Custom linguistics

Applications

Visual Refiners
- Refinement item: list, pie chart, and histogram views
- Tree: term store taxonomy and the site tree view
- Slider, histogram, combined histogram and slider
- Date Picker: single and double calendar views
- Search inside refiners
- Hover panels
- Value mapping
- Export results
- Saved queries and query history
- Smart breadcrumbs

User-Generated InfoSites
- Find topics and define InfoSite pages in multiple ways
- Control subscriptions and notifications
- Various presentation options

Smart Previews
- Instant full document preview
- Preview zip & email attachments
- Auto-OCR PDFs and images
- Search inside document
- Full hit-highlighting
- Hit-map navigation
- Thumbnails
- Format-preserved copy/paste, download, email, print
- Preview document library content
- Content Assembly from all sources and supported formats and to: Word, PowerPoint, Excel, and Zip
- Take relevant content offline in Workspace

Smart Previews
- Define experts by docs, profiles, tags, work and billing records, emails
- Filter by criteria
- Quickly adjust criteria
- Expert cart for comparison

Customize & Extend
- Javascript
- Powershell
- Custom UX controls
- Custom linguistics
- Data 'mashup'

Matter Comparison
- Explore, select, and compare matters
- Export for downstream work
- Provide detailed and accurate comparison of matter data

HTML 5.0 Cross-Browser Comparison

Search Engines

SharePoint search
- SharePoint 2016
- SharePoint 2013
- SharePoint 2010

FAST Search for SharePoint

Elasticsearch

Office 365
- Office 365 search
- Cloud hybrid search
- Office Graph

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