

BA Insight Documentum Connector

How the BA Insight
Documentum Connector
extends SharePoint search



BA Insight's indexing Connector for OpenText Documentum

[Upland BA Insight](#) provides software enabling organizations to transform SharePoint into a powerful unified information platform for rapidly implementing search-driven applications at a fraction of the alternatives' cost, time, and risk. Our portfolio includes the Connectivity software, which provides secure connectivity to various content systems, enabling unified views of all knowledge assets. The OpenText Documentum Connector is widely used as it is a preeminent enterprise content management and records management platform.

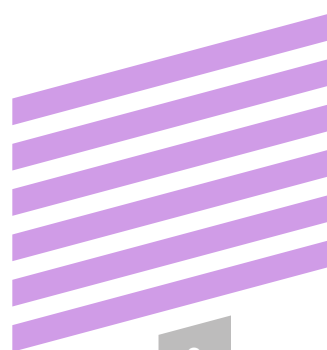
BA Insight's Documentum Connector securely indexes Documentum objects' full text and metadata into SharePoint's search engine, enabling a single searchable result set across content from multiple repositories. This is unlike other connectors that surface Documentum records in the SharePoint environment one at a time for process management. The latter type of connector cannot be used to index content in the SharePoint search engine.

High-performance crawling of Documentum

The BA Insight OpenText Documentum Connector provides complete security and operates at high throughput to minimize crawl times while maintaining a low-performance impact on Documentum. It requires read-only access, and there is no need to install client software on any Documentum server. This results in seamless and simultaneous access to all Documentum content. A single consolidated search index, referencing Documentum content and content from SharePoint and other repositories, is surfaced as a unified result set with appropriate relevancy ranking and faceted navigation. Standard and consistent metadata can be created across all sources using BA Insight's Content Classification software to enhance findability and navigation.

The Connector builds on BA Insight's Connector Framework, which makes it easy to customize and administer Connectors, metadata mapping, and content targeting for all connections, including Documentum. The Documentum Connector provides configurable Docbase connections, crawl schedules, and mapping of Documentum data into searchable SharePoint properties. An integrated test bench facilitates the system's configuration, operation, and troubleshooting.

The Documentum Connector integrates tightly with SharePoint and works with all service packs of Documentum from 4.5 and up.



Extending beyond out-of-the-box (OOTB) Sharepoint

In general, BA Insight does not duplicate capabilities in SharePoint, but rather the focus is on extending SharePoint or building capabilities not found in SharePoint. There is an OOTB Documentum indexing Connector available from Microsoft. We recommend using the OOTB Connector for simple scenarios with a moderate amount of content, straightforward security mapping, and no need to correct or augment metadata.

The BA Insight Connector goes beyond this to a larger scale and offers more advanced security, more sophisticated metadata, and a crawling configuration. BA Insight's Documentum Connector provides a variety of capabilities beyond those available with the OOTB Connector. These include:

- Smart mapping that includes scripting, full crawled property access, and automated mapping, which complements manual property mapping available OOTB, and allows for more sophisticated scenarios
- Easier administration, including a testbench, diagnostics, and scheduled tasks, reducing administrative effort
- Sophisticated content crawling and association, including associated crawls and data set Connectors for external lookup to reduce data quality issues and make sophisticated scenarios possible

- High scalability and throughput with indexing speeds ranging up to hundreds of records per second, depending on the size of the record data and the number of file attachments
- Advanced security handles the complex security scenarios often found with Documentum, including role-based and attributed-based security. Documentum provides a richer security model than SharePoint, and BA Insight's capabilities for advanced security are specifically designed for heterogeneous, complex search security scenarios

The BA Insight Documentum Connector has been deployed to many production customers and leverages our extensive experience with SharePoint search and search-driven applications. It has many configuration options allowing you to index the data you care about.

For example:

- Configurable filters to determine which documents and repositories to retrieve and index, either by picking from document types discovered with Documentum or by applying a custom Documentum Query Language (DQL) filter
- Support for Documentum's virtual documents (made by combining multiple records into a virtual one)
- Options to index all versions of a document or only the latest version of a document

About BA Insight

BA Insight leverages AI technology to deliver a web-like advanced search experience with results that are relevant, personalized, and actionable. The connector-based technology works with enterprises, customer portals, and websites, turning searches into actionable insights, regardless of where content or users reside.

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