

# THE GILBANE REPORT™

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*Content, Computing, and Commerce – Technology & Trends*

## THE MANY [INTER]FACES OF CONTENT MANAGEMENT SYSTEMS

User interface design has always been a bit of a black art. There was criticism of the browser interface when it first became popular. UI experts had developed very well thought-out and sophisticated interfaces for viewing electronic documents and data, and some were puzzled at the appeal of browsers. They perhaps felt reassured that such a primitive approach could not ultimately succeed. In hindsight it is easy to see it was the simplicity of Web browsers that allowed it to monopolize content presentation on the Internet — *everybody* can use a Web browser, and *everybody* was the audience the browser was (not entirely intentionally) designed for.

In the case of content management systems there are many audiences, and each of these may have specialized needs that go well beyond those of the content consumer. The success of a content management implementation depends on its acceptance by authors, developers of different types, managers, and administrators. Today's requirements for integration with other enterprise applications mean additional types of users. User acceptance requires an interface designed for each constituency that is easy to use and enhances productivity. In the early days of content management many of these interface issues were given short shrift. This is understandable, but is no longer acceptable. This month Rita Warren, an expert content management and information design consultant, takes us a tour through the evolution of the different interfaces to a content management system to help you think about how evolved your own system is.

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# THE MANY [INTER]FACES OF CONTENT MANAGEMENT SYSTEMS

Back in the good old days (circa 1994-1995), we called them “database publishing systems.” I get nostalgic thinking back to when the company I was working for developed systems that wrangled large bodies of content (then hundreds of files) into databases, and then spit them out into a host of publication formats.

At that time, the idea of an “interface” for one of these systems was an after-thought. We cobbled together a bunch of tools that only a couple of specialized folks (a developer and a well-trained content processor) were able to use. Nowadays, having watched the evolution from homegrown database publishing system to modern commercial content management system (CMS), I marvel at the progress that has been made—particularly in the UI.

From its humble and crude beginnings, the CMS has become a living, breathing entity with several distinct functions. Out of each of these functions grew roles, and for each role a unique interface: one for creating content, one for keeping track it, one for customizing and developing functionality, and one for running the system itself.

While there has been remarkable progress in CMS user interface design, from my experience with numerous Web content management packages, it's clear that there is yet another level of sophistication to be reached. In the next phases of the evolutionary path, expect to see a “survival of the fittest” competition where the winners are those who offer the most familiar interfaces, the most reusable objects, and the best integration with other systems.

## WHY UI MATTERS

Coming from a user interface design background, I would assert the following:

“User acceptance is probably the single most important aspect that contributes to success of a system.”

Or, from an equally valid perspective:

“Lack of user acceptance is probably the single most frequent reason for failure of a system implementation.”

This premise is backed up by a 1994 study called the “Chaos Report” (by *The Standish Group*), which concluded that the highest-ranking factor contributing to failed system implementations is *lack of user involvement*. And what do users tend to care about most? The *user interface*. In any type of system implementation, teams tend to put sufficient energy into the mechanics of the deliverable. But, it is rare to put the same energy into making sure the system works for the users.

A content management system is a complex beast, to be sure. It has not just one user type, but many. Each of these user groups has different skill sets, expectations, and requirements.

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Weighing the strengths of a CMS' user interfaces comes into play under very specific circumstances, namely when you are:

- Deciding which commercial CMS product to implement
- Customizing a commercial CMS product that you've purchased
- Designing a homegrown (or commercial) CMS

Whether *buying* or *building* a system (or parts of a system), it pays to put the time and energy into selecting or designing a system with user interfaces that work for *all* of your different users.

## BREEDS OF CMS USER INTERFACES

When we talk about CMS user interfaces, we're not talking about the interface of the publications they produce (the Web site, for example). We're talking about the user experience of those creating, contributing to, and managing the content, and those administering the system. I define these "breeds" of UI as:

- **Content Creation Interfaces**—the means by which content (both text and graphical) is brought into the system. This interface might involve content contribution forms, links to common authoring tools, direct integration with those authoring tools, and newer types of authoring tools (e.g., XML editors). They also encompass the editing and approval interfaces, which are typically very similar to those used by the content creators.
- **Development Interfaces**—the environments for customizing the system or adding functionality to the Web pages it produces. These interfaces could range from links to common development tools, to template-building tools, to a centralized location for storing and writing scripts, to a complete IDE (integrated development environment).
- **Management Interfaces**—the ways for different contributors and managers to keep track of and distribute content in the system. Managers need interfaces for finding and viewing content, assigning content, running status reports, organizing hierarchies, and viewing task lists and audit trails, to name just a few.
- **Administrative Interfaces**—the tools for configuring and maintaining the system. Interfaces are needed for adding, editing, and deleting users, defining user roles, setting permissions, configuring workflows, setting publishing and backup schedules, and so on.

The descriptions above are not exhaustive, but they give you an idea of the typical CMS tasks. Where there is a task, there needs to be a UI. Note, though, that there is not always a strict line between these different "breeds." In some products you may find that administrative and management interfaces, for example, are treated as one in the same.

Let's take a look at the *evolution* of these different CMS user interfaces over the past decade or so. In our archeological dig, you'll see how some remnant fea-

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tures of ancient UI species are still prevalent in our current generation of CMS products.

## THE EVOLUTIONARY PATTERNS OF CMS INTERFACES

Some of the foundational concepts of content management were formed early on, back in the days of SGML and document management. As the nature of electronic content began to evolve with the advent of the Web, so did the need for different and more complex tools to manage growing amounts of electronic content. Enter, the CMS.

### Prehistoric: Command-lines and proprietary tagging schemes rule

In software terms, the most basic interface is the command line. You type a string of text onto a dark screen with only a prompt and a cursor to light the way. In early CMS development, the command line often came into play in running scripts or “compiling” content, so it mainly reared its head in the territory of the *management/administrative* interface.

Being the least expensive interface to implement, as recently as 1997, several commercial CMS packages (including significant players like Inso, and Vignette) defaulted to this interface for many of their more technical features—presumably to get the functionality to market faster. A business manager evaluating a CMS would certainly balk at prospect of paying hundreds of thousands of dollars for a system that relies on a command-line interface. But the users of that particular interface, the administrators and developers, are used to it. And, while annoying, it’s better than not having the feature at all.

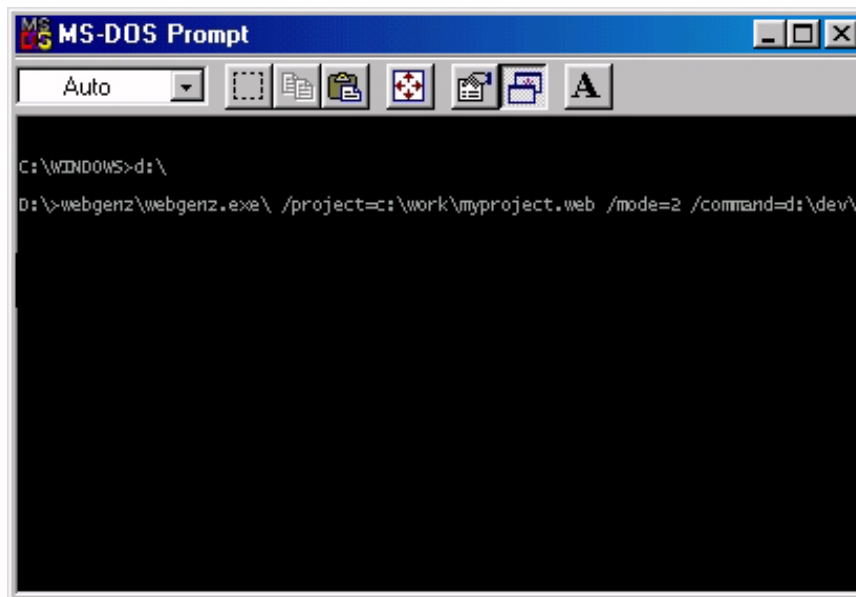


Figure 1. Example of a command-line syntax. This primitive form of interface can still be found within many modern-day commercial CMS products.

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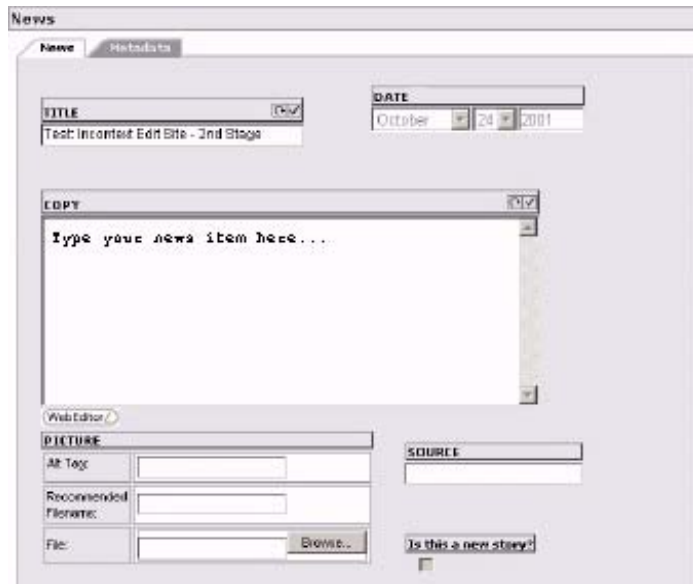
The other prehistoric interface that was prevalent came from proprietary tagging systems. These systems applied equally to the *content creation* and *development* interfaces. Authors would add “tags” right into their content using some kind of “made up” syntax that program code could recognize. Modern-day XML and HTML find their roots in this base mechanism for coping with document structure and formatting.

On the development side, similar proprietary languages formed the basis for publication templates. Both authors and developers had to learn a set of tags, creating a barrier-to-entry to anyone wanting to use a CMS.

## Neolithic: Getting to GUI

Following in the footsteps of software evolution in general, it was not long before the graphical user interface (GUI) started creeping into the mix. It was the idea of creating a visually pleasing and more intuitive way to interface with the content management system. This event was not novel at all in software terms, but a huge step in the evolution of a CMS.

For authors, GUI meant friendly “forms” in which to enter the content destined for the CMS. The better ones also provided a means of *previewing* the content the way it would look in the publication—a definite plus.

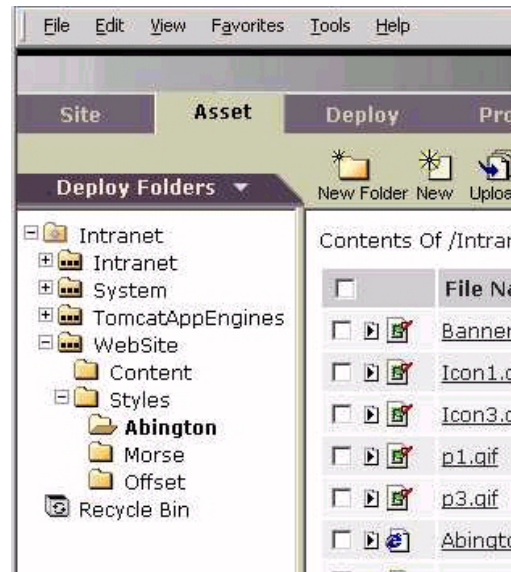


**Figure 2. An example of a basic GUI interface for content creation. A very good start.**

For the most part, developers continued to use their tried-and-true tools and languages. Administrators started to get a better view into the system through graphical tools for tasks such as adding users, setting security permissions, and structuring and maintaining the repository.

New management needs started to surface, such as the need to see how the content was stored, to be able to organize it, generate reports, and track content

status as it moved through workflows. A management GUI began to emerge—one oftentimes modeled after the traditional “Windows Explorer” interface. Leveraging interfaces that people are already know certainly lends itself to better usability.



**Figure 3. Designing management and administrative interfaces to mimic already-familiar interfaces makes the learning curve less steep.**

### **Neanderthal: For the not so swift**

Following the GUI revolution, the evolutionary path seemed to split along two lines. One path many of the CMS vendors followed was to design their system around the “least common denominator” user, the businessperson as content contributor. Probably the most “demo-ed” feature today, the easy-to-use “in-place” authoring and editing interface became the most attractive feature of many CMS products.

The “ease-of-use” traits of these systems also carried over into the development and management/administrative interfaces where a few of the products started to introduce object-based GUIs for template development. A few product vendors (most recently Percussion in their Rhythmyx product) have gone so far as to develop graphical tools for configuring workflows.

### **Homo Sapien: For the brainy types**

On a separate but parallel path, other CMS vendors were appealing to the growing sophistication among the developer and IS community, building tools that enabled those players to optimize the system performance, get at the underlying code, and customize and integrate to their hearts’ content. Particularly true of Interwoven up until few years ago, the emphasis was not on the pretty interface, but the “robustness” of the underlying infrastructure. No doubt this backend sophistication was needed, but it left the user-centric among us feeling like there was something missing, like maybe the notion of an audience *other* than IT.

## Bronze Age: The best of both worlds (sort of)

Convergence is a typical phenomenon in evolution. In this next age, the concept of what a complete CMS should be, do, and look like, was finally starting to coalesce.

We began to see systems that all had common feature sets and interfaces. Major CMS contenders had easy-to-use content creation interfaces (typically forms-based, but also integrated with existing tools), and decent management interfaces that allowed Web site producers to keep a handle on their workflows, content hierarchy, and publishing structures.

The systems provided an administrative console with a fairly common set of features to enable the administrator to do the typical tasks of managing users, reviewing and modifying content, and sometimes even workflows. And many had at least some level of an IDE (integrated development environment).

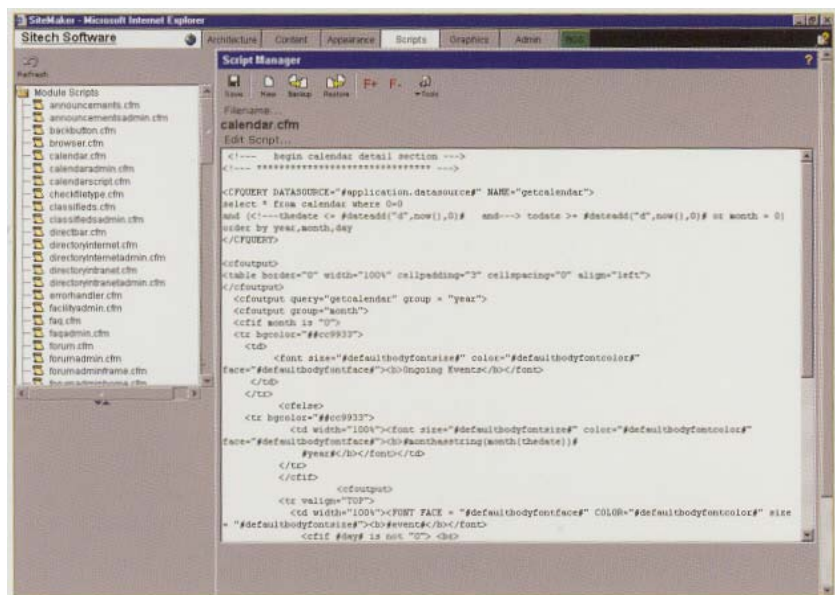


Figure 4. An example of an early effort to integrate the development environment (in this case a tool for managing scripts) with the rest of the CMS management interface.

It wouldn't be entirely accurate to say that the CMS interfaces in this era were highly user-friendly. But, they were certainly a huge improvement over the cobled-together tools of previous generations.

## Iron Age: No more reinventing the wheel

It seems a common pattern that distant societies will come up with different solutions to the same problem. Over time, as they gain exposure to what others have done, the light bulb goes on, and they realize they don't have to create tools that already exist; they can borrow, steal, or adapt them.

Such is the case with environments for content creation. Some CMS vendors, like Documentum; Intranet Solutions (now Stellant), and NCompass (now Microsoft CMS), recognized early on that a tool called a "word processor" already existed. Others made busy building their own rudimentary content creation tools to

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handle common tasks, like adding bold or italic formatting to text. Still others started along the path of authoring in XML. While the jury is still out on the most effective authoring interface, many CMS vendors understand that most users like to work in environments they already know—mainstream desktop applications. (See *Volume 9, Number 7* for more on this topic.)

Thus, rather than a wholly new creature, the CMS started to become an aggregation of commonly used tools. Integration with Microsoft Word, for example, allowed users to create content in an environment they were familiar with and submit their content using a custom command added to the standard Word menus. Still other CMS vendors were adding this level of integration into graphical design tools (Photoshop, Illustrator, Freehand, and QuarkXPress) and commonly used HTML editors (HomeSite, Dreamweaver, and FrontPage).

### **Modern Era: At last, integration between civilizations**

In the new millennium, the melding of worlds continues. Content management gurus and CMS product vendors alike are beginning to see the bigger picture of where and how a CMS fits it an organization. In doing so, they're realizing that many existing tools and systems come into play when managing and publishing content.

CMS products that are designed to produce e-commerce Web sites need to share a common language with other systems, like customer relationship management (CRM), e-commerce, enterprise resource planning (ERP), personalization, and other custom database applications. This drive towards integration has put increasing requirements on the sophistication of user interfaces. CMS designers and developers are recognizing this.

More than ever, efforts are being put into ways to seamlessly connect the CMS with other business systems. Today the goal of a CMS is not just to help create and publish content; the goal is to enable *e-business*.

It's not easy for a CMS vendor to anticipate and build in the UI needed to integrate with all of the ancillary systems. But this is the world we live in today. To make the CMS do what users want and need it to do, you've got to do *lot* of custom coding. Fortunately, in most CMS products, user interfaces are highly customizable. But I also subscribe to the theory of "conservation of workload" as presented by Bob Boiko in his book the *Content Management Bible*, which basically states "any effort to make the work easy for the user will create proportionately more work for the designers and developers." You can't have your cake and eat it, too.

## **WHAT TO LOOK FOR NOW AND IN THE FUTURE**

A company's Web site is fast becoming the "core" media outlet for its business. The Web is creating more than an evolution of the tools and user interfaces; it is starting a revolution in the way that people think about and value content. Consequently, people are changing the way they think about content management systems. In the "information age" creating content to communicate with others is not something some isolated group does. It's what *most* people in technologically advanced countries do for a living. The CMS is moving to center stage.



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## “Best of breed” interfaces

We are now in an age where terms like *usability* and *user-centered design* no longer need to be explained. Going into the future, it would be great to see CMS products and homegrown systems built based on already existing best practices of software and Web UI design.

- **For Content Creation**, the ideal is an interface that can find that delicate *balance between constraint and flexibility*. This would be an easy way to access all of the most common formatting and document structuring that users are familiar with in desktop tools, but validated against a standard (e.g., an XML schema) to ensure consistency.
- **For Management**, continuing along the lines of *leveraging commonly used interfaces* (Windows Explorer-like), but also building in key ways that people work, like automatic e-mail alerts, and easy-to-use tools for building custom reports.
- **For Development**, it’s time to put an end to the days of complex proprietary scripting languages and take advantage of modern-day Web development languages by wrapping the most common development tasks into *reusable programming objects*. The other move would be to integrate the CMS development environment with other commonly used tools like source code version control systems.
- **For Administration**, the ideal would be to build consoles along the lines of today’s integration with directory services, but for *integration with other systems*. For example, the ability to schedule back-ups of the repository not through the SQL Server or Oracle interface, but rather directly from the CMS administrative interface.

## The value of crossbreeding and mutation

The long predicted shakeout of vendors in the CMS marketplace has begun in earnest—although partially through extinction rather than crossbreeding. Inevitably, as the industry matures, there will be more mergers of CMS companies. The outcome will be the evolution of a much stronger, more clearly defined idea of what a CMS is, and better interfaces for each of the user groups.

At the same time, there is an undercurrent of “open source” CMS development lurking in our midst in the form of Zope, OpenCms, PHP-based systems, and others. At the risk of implying that these rogue CMS developers are *mutants*, I would venture to say that these open source solutions are catalysts for *beneficial* mutation. It is often the independent thinkers who contribute the most logical and practical traits to the gene pool.

Another strain of variants that is emerging is hosted CMS services, or the ASP (Application Service Provider) model. Rather than buying your own server, you “lease” the application from a host. Because of the lower upfront costs, this model will expose many more organizations to content management systems, thus fueling the competitive forces that lead to better interface design.

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## Survival of the fittest

The system with the most user acceptance will ultimately win (presuming its backed with sufficient marketing dollars). Given that premise, UI is key. Whether you are a CMS product vendor or a manager in charge of a corporate CMS initiative, you have a lot of UI considerations. You need to understand that there are many interfaces, not just one. You need to know that there are UI best practices out there that are already working. And, you have to weigh the trade-offs between built-in versus custom interfaces. It's a lot to think about, but failing to consider these issues can make or break a project or a product.

## FACING THE FUTURE

At this point in the evolution of most organizations, content management is a still a difficult concept to comprehend. A really good CMS solution is extremely difficult to design. And the idea of a smooth and highly successful CMS implementation is just a glimmer in a few people's eyes. But if you have that glimmer—and a passion for making systems work—go out and demand or create better interfaces, and help the evolving CMS species put on its *best face*.

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# INDUSTRY NEWS

More recent news, old news (to January 1999), and commentary is available at [www.gilbane.com/](http://www.gilbane.com/)

## **XYLEME & EASYPRESS TECHNOLOGIES PARTNER**

2/27/2002

Easypress Technologies announced a partnership with Xyleme S.A. that is aimed at helping newspaper publishers store, access and monitor content. The combination of two proven solutions working in tandem is expected to bring immediate returns on investment for newspaper publishers. To assist newspapers and other publishers who wish to develop a strategy for migration to XML, Xyleme and Easypress Technologies are running free of charge workshops, where experts will assess the needs of companies and recommend possible migration paths.

[www.xyleme.com](http://www.xyleme.com), [www.easypress.com](http://www.easypress.com)

## **NEXTRICK & QUIVER TEAM**

2/26/2002

Quiver, Inc. and NextBrick, announced a strategic partnership enabling NextBrick to resell and integrate Quiver's unique information management products. NextBrick will use Quiver products for its client solutions addressing knowledge management, corporate portal and application integration initiatives. In particular, Quiver's QKS Classifier will be used to organize unstructured and structured data into an intuitive, browse-able structure for the most effective information management. NextBrick clients will have the opportunity to utilize Quiver's unique categorization and taxonomy platform to create, populate, and maintain intuitive, drill-down directories within any existing or planned information management initiative. QKS Classifier works with existing systems through open APIs and XML output to easily integrate alongside any portal, content management, search, or application currently deployed.

[www.quiver.com/products](http://www.quiver.com/products)

## **SDL RELEASES ENTERPRISE TRANSLATION SERVER 5**

2/26/2002

SDL International has announced a new release of Enterprise Translation Server, Version 5, with advances in linguistic and user functionality. Enterprise Translation Server Version 5 will ship with updated rules and dictionary files for all language directions. SDL has also made significant improvements to the foreign-language to English modules, particularly, French/English, Spanish/English, Italian/English and Portuguese/English. In addition, core dictionaries have been considerably expanded, particularly bi-lateral English/French, bi-lateral English/German, English/Spanish and Portuguese/English. More than 12,500 additional entries have been included within the core dictionaries, together with more than 1,000 new core phrases. SDL has also completed a cycle of the most thorough linguistic regression testing that the engine has seen since in recent years. Administration and translation privileges are now assignable by username and password or by IP address, with tracking of usage possible per user and per language direction. [www.sdlintl.com](http://www.sdlintl.com)

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## **SEINET EXTENDS INTERNATIONAL PRESENCE**

2/26/2002

Seinet has launched a new campaign to grow its international business. In order to achieve this, the company has established several agreements with regional integrators starting with IPA in France and Mediasystemen B.V. in the Netherlands. This will be followed by future announcements in the UK and USA. Seinet has also recently hired an experienced International Sales and Marketing team to further develop these markets. To address the mission-critical requirements of newspaper and magazine publishers, Seinet will focus on developing cross-media publishing tools and will partner with local integrators who are well positioned to meet the needs of the national media. IPA Systems France is a French integrator of multi-channel publishing processes. They implement comprehensive editorial solutions for newspapers and magazines. Mediasystemen B.V. is a player in the newspaper market where it has been developing solutions since 1986. [www.seinet.es](http://www.seinet.es)

## **JSR 170 INITIATES WORK ON CONTENT ACCESS API STANDARD**

2/26/2002

The Java Community Process' (JCP) JSR 170 proposes that content repositories have a dedicated, standard way of interaction with applications that deal with content. It provides for access to content bi-directionally on a granular level within a repository. This will prevent applications from having to adapt to every vendor's proprietary API to interact with content repositories. The JSR further proposes to define a way to integrate content-producer-applications (CMS) and content-consumer-applications (CRM, Portal, etc.). The proposal focuses on read/write access, binary and text based data, full-text searching, filtering, observation, versioning, semi, hard and soft-structured data. The Spec Lead is David Nuescheler, CTO of Day. Initial Expert Group to include Apache, ATG, Broadvision, Day, Deloitte Consulting, Hewlett-Packard, IBM, Interwoven, SAP Portals, Silverstream, Sun, and Vignette. Information regarding progress on JSR 170 can be accessed at: [http://jcr.day.com/playground/en/jsr\\_detail.html](http://jcr.day.com/playground/en/jsr_detail.html)

## **PERCUSSION PARTNERS WITH NETRINSIQ**

2/26/2002

Percussion Software announced of a new partnership with netrinsiQ. Under the terms of the partnership, netrinsiQ will offer Percussion Software's Rhythmyx Content Manager to its client base. [www.percussion.com](http://www.percussion.com)

## **VIGNETTE TO INTEGRATE WITH IPLANET PORTAL SERVER**

2/26/2002

Vignette Corp. announced that it will deliver portlets, or portal building blocks, that integrate its recently announced Vignette V6 MultiSite Content Manager (VMCM) with Sun Microsystems' iPlanet Portal Server. The portlets will enable VMCM to integrate with the iPlanet Portal Server, providing joint Vignette and Sun customers with access to Vignette-managed content within the Sun portal framework. Vignette V6 MultiSite Content Manager, an extension to Vignette V6 Content Suite, enables organizations to manage content on multiple sites and portals via a single application. The development of the set of portlets for the iPlanet Portal Server extends the alliance between Sun and Vignette. [www.vignette.com](http://www.vignette.com)

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## **SER LAUNCHES SERGLOBALBRAIN**

2/26/2002

SER Solutions, Inc. announced the launch of SERglobalBrain, a knowledge discovery and delivery solution. SERglobalBrain responds to simple natural language queries. SERglobalBrain analyzes the content and context of information - not just key words and phrases. The application is for structured and unstructured data, regardless of the source or file format. With SERglobalBrain, incorrect spelling does not impact retrieval performance because the software does not require exact matches in text patterns. SERglobalBrain utilizes an associative access method for content-based retrieval. The software can also be taught to act on or deliver answers that meet specific content or criteria by pushing or pulling information off designated Internet sites. In addition, SERglobalBrain is language independent because it looks for patterns and meanings. SERglobalBrain is available in three specific versions that match individual, enterprise or public knowledge access needs. [www.ser.com](http://www.ser.com)

## **HUMMINGBIRD & REDDOT ANNOUNCE TECHNOLOGY ALLIANCE**

2/26/2002

Hummingbird Ltd. and RedDot Solutions announced a strategic technology alliance. Under the terms of the agreement, RedDot Content Management Server (CMS) will be integrated with Hummingbird's enterprise portal and document management solutions. RedDot CMS will be tightly integrated with Hummingbird's portal solution, providing users with better control over the creation and publishing of Web content to portal communities from within the portal workspace. RedDot CMS will also be integrated with Hummingbird's document and content management solution. RedDot CMS users will be able to leverage the content in Hummingbird's document repositories. [www.RedDotSolutions.com](http://www.RedDotSolutions.com), [www.hummingbird.com](http://www.hummingbird.com)

## **DOCUMENTUM & CYA TECHNOLOGIES PARTNER**

2/26/2002

Documentum and CYA Technologies Inc. announced a partnership in which Documentum will resell CYA's CYA HOTBackup through its global direct sales force and worldwide network of partners. CYA offers a suite of business continuity and administration tools designed for use with Documentum, with additional products slated for release throughout 2002. Under the terms of the partnership Documentum will resell CYA HOTBackup Standard and Limited Editions, software solutions designed to simplify the complex activities required to backup, recover and manage valuable mission-critical content and metadata stored within Documentum. The CYA HOTBackup products will be listed in Documentum's Third Party product price list. The CYA products will be supported directly by CYA. , [www.documentum.com](http://www.documentum.com)

## **STELLENT RELEASES BEA WEBLOGIC PORTLETS**

2/25/2002

Stellent, Inc. announced the release of its portal applications, or "portlets," for the BEA WebLogic Portal, a platform that simplifies and customizes access to information, applications and business processes by providing portal foundation services, personalization and interaction management, intelligent administration and integration services. Stellent's portlets enable businesses to deploy content-rich enterprise portals and give users access to content as well as a wide range of Stellent Content Management features from the BEA portal platform. Stellent offers five portlets for the WebLogic portal interface: Content Portlet offers users direct access to business content that has been defined by the portal developer; Contribution Portlet enables users to submit content created in native applications for automatic publishing to the portal;

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Search Portlet enables users to find content using metadata or full text searches; Personal Searches Portlet provides users easy access to searches previously executed via the search portlet; workflow Inbox Portlet provides users direct access to their workflow inboxes for the review and approval of content. [www.stellent.com](http://www.stellent.com)

## **FATWIRE ANNOUNCES SPARK PCM FOR BEA WEBLOGIC PORTAL**

2/25/2002

FatWire Software announced FatWire Spark pCM, a low-cost content management product for portals. Spark will exist as an integrated, portlet interface for BEA WebLogic Portal. Spark portal Content Management (pCM) will include basic CM functions including: workflow, a "to do" list, simplified user and group management, basic search functionality, rollback, and a function to automatically generate content management interfaces for business users. Spark will run on the BEA WebLogic Portal. FatWire's Spark will start at \$25,000, and will be available spring 2002. FatWire's Spark can easily be upgraded to a complete dynamic content management solution. The cost-effective product is dedicated to meet the needs of small to mid-size pCM projects. [www.fatwire.com](http://www.fatwire.com)

## **ADOBE GOLIVE 6.0 NOW AVAILABLE**

2/25/2002

Adobe Systems Incorporated announced the immediate availability of Adobe GoLive 6.0 software. With the new Adobe Web Workgroup Server, GoLive Dynamic Content authoring, and Web layout tool all in one package. The Workgroup server included in GoLive 6.0 enables teams to collaborate on projects and effectively manage Web and cross-media assets. New Dynamic Content authoring capabilities and native support for ASP, JSP and PHP lets designers easily configure a Web site to support data-driven transactions for e-commerce. GoLive 6.0 offers Web and cross-media professionals integration with Adobe's professional design products, including InDesign, Photoshop, Illustrator, and LiveMotion. XML support enables content to be re-purposed from print to Web, while new wireless authoring capabilities offer developers the ability to design, preview and deploy wireless content directly from GoLive. QuickTime 5.0 editing and SMIL support for RealOne Player are included. GoLive 6.0 is available in the United States and Canada for an estimated street price of US \$399. Registered users of GoLive may upgrade for an estimated street price of US \$99. GoLive 6.0 also will be available in a bundle with LiveMotion 2.0 at the estimated street price of US \$449 in the United States. [www.adobe.com/golive](http://www.adobe.com/golive)

## **HUMMINGBIRD UNVEILS HUMMINGBIRD ENTERPRISE**

2/25/2002

Hummingbird Ltd. unveiled Hummingbird Enterprise, an integrated EIMS that helps customers manage the entire lifecycle of their business content with a 360(degree) view of their knowledge assets. Hummingbird is unveiling new versions of its portal, document management, business intelligence, records management, imaging, workflow and collaboration solutions that will feature security, integration and a consistent look-and-feel. The company is delivering a new simple and consistent product brand. The new solution names are: Hummingbird Portal, Hummingbird DM, Hummingbird BI, Hummingbird ETL, Hummingbird KM, Hummingbird RM, Hummingbird Imaging, Hummingbird Web Publishing, Hummingbird DM Workflow, and Hummingbird Collaboration. [www.hummingbird.com](http://www.hummingbird.com)

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## **DOCUMENTUM DELIVERS ENTERPRISE CONTENT MANAGEMENT PORTAL INTEGRATION PACK**

2/21/2002

Documentum announced the release of the Documentum Portal Integration Pack, which enables the integration of enterprise content and content management capabilities with portal applications. The portal integration pack includes a set of Documentum portlets, which are embeddable application components that deliver content management capabilities to portals and applications, including those offered by ATG, BEA Systems Inc., Citrix Systems, Inc., Epicentric Inc., Plumtree Software Inc., SAP Portals Inc. and TIBCO Software Inc. Documentum portlets enable portal users to leverage Documentum ECM tools and processes from within a portal, including the ability to contribute or update current content in accordance with defined access and security rights, perform sophisticated searches based on content indexing or attributes like keywords, author or content type, monitor content for changes or revisions, and participate in business processes, such as workflows and automated content approval activities

[www.documentum.com](http://www.documentum.com)

## **CONVERA'S RETRIEVALWARE OFFERED BY IBM**

2/21/2002

Convera announced that IBM is offering Convera's RetrievalWare as the search and retrieval technology for its Network Interactive Content Access (NICA) publishing industry solution. NICA is an end-to-end digital asset management pre-press solution that provides newspaper and magazine publishers the ability to manage, archive, retrieve and reuse publishing data such as text, images, graphics and PDFs while offering integration with their production workflows, editorial creation front-end systems and industry specific business practices. NICA also provides the workflow management that allows the repurposing of publishing content either from its own repository or from an external enterprise content management repository. Convera also announced that it is creating an extension to the IBM WebSphere Portal that will enable IBM customers to integrate RetrievalWare into their portal deployments. This implementation gives IBM portal customers the capability to retrieve all data types (text, video, images, audio) through the IBM portal interface. [www.convera.com](http://www.convera.com)

## **ARTESIA UNVEILS TEAMTOOLZ 4.3**

2/21/2002

Artesia Technologies unveiled the latest version of its TeamToolz Marketing Resource Management hosted service. This release offers new features including built-in reporting capabilities, enhanced calendar functionality and overall application performance enhancements providing the user with improved process efficiency saving time and reducing expenses. Specific enhancements in TeamToolz 4.3 include: Intelligent permission-based reports that show the real-time status of chosen marketing projects and their associated deliverables; Calendar view can display projects specific to individuals; and numerous performance enhancements.

[www.artesia.com](http://www.artesia.com)

## **ATOMIK 3.0 LAUNCHED**

2/21/2002

Easypress Technologies announced the release of Atomik 3.0, the latest version of its QuarkX-Press-to-XML software. Atomik 3.0 adds a range of new features that facilitate fast, efficient and intelligent cross-media publishing. For the first time, Atomik 3.0 is also available as a developer

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edition. The centrepiece of the new version of Atomik is its handling of character-level content in QuarkXPress. Whereas previous versions identified and extracted content into XML at a paragraph level, Atomik 3.0 now enables content to be identified at both a paragraph and character level. Character-level content, such as an email address, telephone number or person's name within a paragraph, can easily be extracted into separate XML tags. Atomik 3.0 is available direct from EasyPress Technologies and Atomik resellers and system integrators worldwide. The suggested retail price for Atomik 3.0 is £4,995, \$6,995 or 8,092 Euro depending on the country of purchase. Multi-user pricing is also available. [www.easypress.com](http://www.easypress.com)

## **ENGAGE INTRODUCES APPROVALSERVER 1.2**

2/20/2002

Engage, Inc. announced the expansion of its content management product line with the addition of ApprovalServer 1.2. A key component of the Engage's content management solution for multichannel marketing, ApprovalServer is an Internet-based solution designed to help marketers, retailers and publishers proof, correct and approve content for delivery across multiple channels. With ApprovalServer 1.2, which further automates the content approval process, Engage's content management solution will enable customers to further streamline the planning, management and delivery of their print and online marketing programs. Combined with Engage's ContentServer software, a database product that provides out-of-the-box capabilities for digital asset management and workflow automation, and Engage's PromoPlanner software, a software tool that helps marketing departments better manage promotions, ApprovalServer provides the complete content management solution for multichannel marketing. ApprovalServer 1.2 is expected to be generally available early in the third fiscal quarter 2002. [www.engage.com](http://www.engage.com)

## **STELLENT RELEASES QUICK VIEW PLUS 7.5 FOR MICROSOFT WINDOWS CE**

2/20/2002

Stellent, Inc. announced the availability of Quick View Plus 7.5 for Microsoft Windows CE, an enhanced version of the company's document and attachment viewing technology that delivers high-fidelity views of more than 70 file formats on Microsoft Windows CE and devices that support Pocket PC platforms. Quick View Plus Version 7.5 supports Microsoft Windows CE, .Net and Pocket PC platforms and provides enhanced viewing support for Microsoft Office XP formats, Adobe PDF files (including graphics) and archive formats, such as Zip files. Using Quick View Plus 7.5, users can now extract and view information contained within an archive file without unzipping the file or accessing the native application. Version 7.5 also retains support for all previous versions of Office documents and other formats, such as Lotus SmartSuite, Corel WordPerfect applications, Microsoft Project and Visio. [www.stellent.com](http://www.stellent.com)

## **ATOMZ ADDS ENHANCED WORKFLOW CAPABILITIES TO ATOMZ PUBLISH**

2/20/2002

Atomz Corporation announced enhanced workflow-management capabilities for the Atomz Publish Web-content management solution. The enhancements to Atomz Publish are immediately available to Atomz customers. With the enhanced workflow capabilities of Atomz Publish, an enterprise's Web site administrator uses the Atomz Publish Task Management interface to set up customized, sequential tasks in a workflow. Tasks within the workflow can be defined narrowly or broadly, they can be nested, and they can be performed by either a single user in a single step or by multiple users in any number of steps. After defining the workflow tasks, users can specify email alerts that notify individuals or groups of the tasks assigned to them. During the workflow process, tasks can be returned to a previous step in the workflow, or the adminis-



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trator can re-route tasks to users or groups. Another new workflow capability enables content editors and administrators to post comments that accompany the task through the workflow process. An auditing tool enables site managers to keep track and oversee workflow progress on the company Web site. [www.atomz.com](http://www.atomz.com)

## **PINDAR IN ALLIANCE WITH DIRECT LOGIC**

2/20/2002

Pindar Systems announced that Direct Logic Solutions has joined the Pindar Partner program, making its DirectIntegration marketing planning, analysis and forecasting software solution available as a fully integrated adjunct on Pindar Systems new Agility enterprise catalog commerce platform. DirectIntegration is designed to help marketing and merchandising decision-makers manage all aspects of catalog planning, promotion management, product and demand forecasting, inventory control, and merchant reporting - all as part of one software application. [www.pindarsystems.com](http://www.pindarsystems.com)

## **COREL LAUNCHES DEEPWHITE**

2/20/2002

Corel Corporation unveiled its enterprise strategy. As part of Corel's strategy to address the enterprise market, the company has introduced DEEPWHITE. This new brand will deliver solutions for content creation, enterprise process management, and technical graphics. DEEPWHITE is the realization of Corel's plan to deliver enterprise-class solutions to organizations. Supported by a series of strategic acquisitions and innovative software developments, the company is leveraging the strengths of XML and other open standards to introduce a new platform for enterprise content creation. The company outlined one of the first components of the DEEPWHITE strategy - the delivery of XML-enabled content solutions. DEEPWHITE content solutions are based on the concept of smart content. Smart content is XML-based, highly structured content associated with rules and logic, enabling it to dynamically change in response to its environment, user interaction or data input. The first products under the DEEPWHITE brand are expected to launch later this year. [www.deepwhite.com](http://www.deepwhite.com), [www.corel.com](http://www.corel.com)

## **CONNECT3 SYSTEMS & QUARK ANNOUNCE ALLIANCE**

2/20/2002

Connect3 Systems Inc. announced a relationship with Quark Inc. to deliver enterprise-scale content management systems for retailers and catalog publishers. Quark Digital Media System is an enterprise content management system that lets customers manage text files, images, and other digital resources. It combines an Oracle8 database with a scalable three-tier architecture capable of serving hundreds of concurrent users. QuarkDMS streamlines production and delivery processes, and makes organization a natural part of the creative process. The Connect3 VELOCITY Performance Series allows all participants in the merchandising and advertising workflow to achieve the ultimate merchant productivity goal: one common toolset to create, manage, build and publish highly versioned promotions across all customer touch points. [www.quark.com](http://www.quark.com), [www.connect3.com](http://www.connect3.com)

## **LIQUENT & IPEDO FORM PARTNERSHIP**

2/20/2002

Liquent Inc. announced a marketing alliance with Ipedo, Inc. The combined solution resulting from this partnership will leverage Liquent's XtentT technology and Ipedo's XML Database to provide infrastructure that can be used to transform, manage and deliver XML content to con-

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tent management, portal, Web, wireless and other enterprise applications. Companies utilizing this solution will be able to automatically retrieve both structured and unstructured content from their existing data and content repositories, and use Liquent's Xtent engine to transform the content into XML that is managed by the Ipedo XML Database. This XML can then be used to meet ongoing requirements to transform, search and assemble critical information for employees, customers, partners and electronic systems. [www.ipedo.com](http://www.ipedo.com)

## **PUBLISHERS & VENDORS RELEASE METADATA STANDARD**

2/20/2002

Members of PRISM (Publishing Standards for Industry Standard Metadata) released the 'last call' draft of the PRISM 1.1 specification. The new version of the specification contains updates and additions that are a result of the specification being tested in both actual production implementations and in pilots. PRISM is an industry standard that specifies metadata designed to assist in automating, repurposing, archiving, production, aggregation, rights tracking and redistribution of publishable content both within and outside the enterprise among business partners. The standard was originally intended for use in magazine publishing. However, due to its horizontal applicability, it has also gained support from a number of companies who see it as applicable to the publishing-like needs of all organizations. The PRISM Working Group is open to all organizations and includes companies such as 3Path, Inc., Active Data Exchange, Inc., Adobe Systems, Incorporated., Antarcti.ca Systems Inc., Artesia Technologies, Inc., CMP Media, LLC, Content-Guard Inc., Context Media, Inc, Creo Products Inc., Hachette Filipacchi Media, U.S., (HFM), Hearst Magazines, Interwoven, Inc., LexisNexis, a division of Reed Elsevier plc., LingoMotors Inc., The McGraw-Hill Companies, Newsweek, Publishing Connections Inc.(PCI), and Time Inc. [www.prismstandard.org](http://www.prismstandard.org), [www.idealliance.org](http://www.idealliance.org)

## **ICE AUTHORIZING GROUP RELEASES DRAFT ICE2**

2/20/2002

IDEAlliance and the ICE (Information and Content Exchange) Authoring Group have announced that the Draft Requirements for ICE2 Specification will be released to the public on February 21, 2002. The ICE Authoring Group has initially identified 15 draft requirements that identify the lessons learned during the past four years of ICE implementations, coupled with continued innovations in the XML community, to review and refine ICE to meet the growing demands of business. The goal is to express the ICE content syndication standard as a Web Service. This first major revision of the ICE Specification will focus on compatibility with the three major Web Services Standards - WSDL, SOAP and UDDI. Development of the ICE2 specification is an open industry activity. Anyone interested in participation can begin by reviewing the Draft Requirements Document at [www.icestandard.org](http://www.icestandard.org). Comments relating to the ICE2 Specification Draft Requirements are due back to the ICE-AG by March 8, 2002. [www.idealliance.org](http://www.idealliance.org)

## **SAGEWARE ANNOUNCES AVAILABILITY OF CONTENT TAGGER V1.5**

2/19/2002

Sageware announced the 1.5 version of its Content Tagger. By shipping pre-defined categories with the product, Sageware allows customers to quickly deploy a tagging solution without having to define their own taxonomy or 'train' the system with large amounts of sample content. The Content Tagger compares text-based information (documents, news feeds, web pages) to a set of Sageware categories to determine what information should be delivered to the user. Sageware's categories are made of user defined, XML-compliant components and very explicitly determine that content should be categorized. Thousands of components exist in inventory allowing Sageware to quickly assemble the categories needed to meet each customer's unique

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content management needs. The 1.5 version of Sageware's product also includes an open API and 'User Review' module that allows for easy integration with content and document management systems. The 'user review' module allows individuals to easily modify the results of categorization prior to updating the content or document management system repository. [www.sageware.com](http://www.sageware.com)

## **VIGNETTE ANNOUNCES AVAILABILITY OF V6 MULTISITE CONTENT MANAGER**

2/19/2002

Vignette Corp. announced the general availability of Vignette V6 MultiSite Content Manager (VMCM), an extension to Vignette V6 Content Suite that enables organizations to manage content on multiple sites and portals within an organization via a single application. By offering centralized control and delegated administration capabilities, VMCM helps organizations push content management responsibilities to a diverse set of users, including technical and business functions. The Vignette V6 MultiSite Content Manager can integrate with portal servers from companies such as BEA Systems Inc., IBM Corp. and Sun Microsystems Inc. With delegated administration, business users throughout the organization can develop "cloned" sites, or sub-sites, that reuse content from the original site while offering a more distinct, relevant environment for site visitors. The Vignette V6 MultiSite Content Manager is currently available and shipping to customers. [www.vignette.com](http://www.vignette.com)

## **I.C. AXON IN ALLIANCE AGREEMENT WITH INTERWOVEN**

2/19/2002

I.C. Axon Inc. announced it has signed an alliance agreement with Interwoven Inc. Under this agreement, I.C. Axon will become a Consulting Partner, and will provide a range of value-added services for eBusiness initiatives for healthcare companies and organizations based on Interwoven's Content Infrastructure product suite. These new services will allow I.C. Axon to give its customers more power to control, change, and manage web content on a large scale. Additionally I.C. Axon will be able to design, develop and deliver specialized solutions that capitalize on the features offered by Interwoven products. With this agreement, I.C. Axon foresees opportunities in developing standardized SCORM, AICC and IMS compatible learning content-management systems (LCMS) created with Interwoven technology. [www.interwoven.com](http://www.interwoven.com), [www.icaxon.com](http://www.icaxon.com)

## **CANTO DELIVERS CUMULUS 5.5 UPGRADE**

2/19/2002

Canto has started to deliver the Workgroup and Single User Editions of the current version 5.5 of its Digital Asset Management Solution Cumulus. The presently available upgrades of the Workgroup and Single User Editions include: improved IPTC support, Palette View Mode and the integrated file format conversion functionality. Users working with the Workgroup Edition in cross platform environments benefit from the Server/Client Asset Transfer, as it reduces system requirements to the installed network software. Administrators also benefit from Remote Admin that allows administration of the Cumulus Server via any standard Internet browser. Version 5.5 offers new opportunities for users managing a large amount of image documents. Due to the improved IPTC support they can write modified metadata directly back into the original file. Also, previews are now generated much faster, especially TIFF documents. Customers using the Web Publisher Option at the same time are recommended to update it to the 5.0.6 version, also now available. [www.canto.com](http://www.canto.com)

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## **SDL PARTNERS WITH OBTREE**

2/18/2002

SDL International announced a partnership with Obtree Technologies UK Ltd. The partnership will combine SDL's 'SDLWebFlow' specialist multilingual Workflow and Translation Memory software, with Obtree's content management system, enabling businesses to compete on a global level by automatically translating and adapting web site content to any global region in the local language. SDLWebFlow supports integrated multilingual applications such as corporate intranets, extranets and portals and enables global companies. [www.sdlintl.com](http://www.sdlintl.com)

## **W3C ISSUES XML SIGNATURE AS RECOMMENDATION**

2/14/2002

The World Wide Web Consortium (W3C) has issued XML-Signature Syntax and Processing (XML Signature) as a W3C Recommendation. While there are technologies one can use to sign an XML file, XML Signature brings two additional benefits. First, XML Signature can be implemented with and use many of the same toolkits one is using for XML applications. In this way, no additional software is required. Second, XML Signature can process XML as XML instead of a single large document. This means multiple users may apply signatures to sections of XML, not simply the whole document. XML Signature permits both the original form and user's entries to be independently signed without invalidating the other. XML Signature is tailored to XML processing, but it can be used to sign any data, such as a PNG image. Participants in the joint IETF/W3C Working Group included Accelio, Baltimore, Capslock, Citigroup, Corsec, Georgia State University, IAIK TU Graz, IBM, Microsoft, Motorola, Pure Edge, Reuters Health, Signio, Sun Microsystems, University of Siegen, University of Waterloo, VeriSign Inc., and XMLsec. [www.w3.org](http://www.w3.org)

## **PINDAR SYSTEMS UNVEILS CATALOG COMMERCE SYSTEM**

2/12/2002

Pindar Systems announced Agility, an enterprise catalog commerce server that will enable B2B and B2C companies fast, creative development of complex catalogs and promotions across print, online and supply chain channels. Agility is a comprehensive product information management system built with a J2EE-compliant Web application server architecture for fully integrated catalog development - across sales channels; among in-house merchandising, marketing, creative and production teams; between domestic and international company divisions and brands; and in collaboration with both supply and sell-side trading partners. Available modules include Agility Workflow, Agility Content Gateway, Agility XML Importer and XML Exporter, Agility Table Wizard, Agility Whiteboarding, Agility PDF Generator, Agility Supplier Gateway and Production Advisor for Agility. Pindar System's Agility can be deployed across Microsoft Windows, Web or the new Apple Macintosh OS/X platforms. It runs on Sun SPARC Solaris 7.0 and Intel NT 4.0 (and greater) servers. Supported application servers include BEA Weblogic and IBM Websphere (later this year). Supported enterprise databases are Oracle 8i and 9i and Microsoft SQL 2000. [www.pindarsystems.com](http://www.pindarsystems.com)

## **INFODATA LICENSING ANNO DOC TO DOCUMENTUM**

2/12/2002

Infodata announced a licensing agreement of AnnoDoc, its collaboration and annotation tool, into Documentum's enterprise content management platform. With the integration of AnnoDoc into Documentum's product line, companies will be able to have teams of people create, assemble, and view individual annotations on complex documents over the web, and then

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track and audit those changes throughout the lifecycle of the document while using Adobe Acrobat in a Documentum environment. According to the terms of the agreement, AnnoDoc will be included on the Documentum Third Party Products price list, which is comprised of third party products that are complementary to the Documentum offering. Documentum, Infodata, and Adobe will each be marketing AnnoDoc to their customer base. [www.infodata.com](http://www.infodata.com), [www.documentum.com](http://www.documentum.com), [www.adobe.com](http://www.adobe.com)

## **OCTAVE LAUNCHES CONTENT MANAGEMENT SOLUTION**

*2/11/2002*

Octave Software launched WebOctave. WebOctave is a software application that controls, simplifies and accelerates the process of managing and publishing electronic information over the Web. WebOctave addresses both the operational inefficiencies in the content publishing process as well as the application maintenance burden that has resulted from the explosive growth in the quantity and variety of content, people involved in the process, end-user devices, and external application integration. With a scalable, standards-based application framework that supports both Java (J2EE) and Microsoft .NET-based application servers. WebOctave was built to support XML, globalization and multi-channel access devices. [www.octavesoftware.com](http://www.octavesoftware.com)

## **YELLOWBRIX RELEASES ENTERPRISE VERSION OF ARCHITEXT**

*2/11/2002*

YellowBrix announced the release of the ArchiText Enterprise Server Toolkit (EST), a set of information management tools that transform content into actionable business information. Previously available and implemented across the enterprise marketplace as an ASP solution, the new licensed version of ArchiText EST works within the enterprise server environment to deliver effective information classification and delivery technology. ArchiText EST provides greater functionality to enterprise customers in the publishing, financial services, professional services and technology sectors. The new release offers automated categorization technology, contextual matching capabilities, and customized subject categories. ArchiText EST is a J2EE-compliant, EJB-based solution, with XML, Java, and C/C++ APIs. Features soon to be released include entity extraction, clustering, full multi-lingual support, sophisticated data aggregation and more advanced end-user applications and interfaces. [www.yellowbrix.com](http://www.yellowbrix.com)

## **INTERNET EXPRESSIONS ANNOUNCES AVAILABILITY OF FASTPAGE 3.25**

*2/11/2002*

Internet Expressions, Inc. announced the availability of version 3.25 of its FastPage web-based content management tool. FastPage is a content management product that is installed on the server where a website is hosted. With built-in security and content editing features, people can maintain content on multiple web pages. Any document (web page or other text-only format file) that resides on a web server can be edited with FastPage. Usernames and passwords are assigned for each document using the included web-based FastPage Profile Manager. Development firms can private label FastPage with their own name and brand as well as customize the look and feel of the FastPage user interface. FastPage version 3.25 is available as a free upgrade to registered users of version 3.0 and higher. A single user license of FastPage is \$79.00. Discounts are available for multi-license purchases. Multi-license pricing, reseller and ordering information is available on Internet Expressions' web site. International versions of FastPage are planned for later this year. [www.iexp.com](http://www.iexp.com)

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## **DOCUMENTUM EXPANDS SIGNATURE PROGRAM**

2/11/2002

Documentum has formalized the details of a program for application value-added resellers (VARs), which expands its existing Signature Partner Program for system integrator and technology partners. The latest features of the program offer VARs an opportunity to incorporate Documentum's enterprise content management solution into content-rich applications backed by a variety of marketing services and technical support offerings. Documentum's Signature Partner Program offers VARs that sell packaged software applications the ability to sell Documentum's full product license or a run-time license bundled with their application. With this more structured approach geared for the specific needs of VAR partners, Documentum intent is to expand its reach beyond the Global 2000 market into targeted vertical application providers. [www.documentum.com](http://www.documentum.com)

## **PROGRESSIVE INFORMATION UNVEILS VASONT CROSS-MEDIA PUBLISHING SYSTEM**

2/11/2002

Progressive Information Technologies announced the immediate availability of Vasont, a cross-media publishing system that enables enterprises to publish content across numerous media channels. Vasont is the seventh version of Progressive Information Technologies' TARGET 2000 cross-media publishing system. TARGET 2000 was renamed Vasont to better reflect its continuing enhancements and significant new features. Vasont empowers organizations to not only create and manage their content in XML, SGML, HTML and WML, but instantly publish it across all media channels, including print, CD-ROM, Web, and wireless. This is done through Vasont's Tag Neutral Technology, which stores content separate from tags - ensuring content integrity and maximizing content reuse. Vasont automatically deploys a new tagging standard to the content as it is extracted and makes the content flexible for simultaneous publishing to various media channels. [www.vasont.com](http://www.vasont.com)

## **IXIASOFT & ALTOVA DELIVER INTEGRATED PACKAGE**

2/11/2002

IXIASOFT and Altova Inc. announced the availability of the XML Spy integration kit. The free package, downloadable from IXIASOFT's website, enables the widespread XML Spy user community to leverage TEXTML Server's XML database technology from within their development environment. The integration kit delivers a simple installation process on either the evaluation or the full editions of TEXTML Server and XML Spy 4 Suite. Users can expect to perform such operations as "save to", "open from", "save as" and "add to" TEXTML Server. Users can choose to "lock" retrieved documents for editing purposes and also choose to have new or edited content "indexed", or merely stored as work in progress awaiting further editing, or content approval. Searching on file name is also possible and in an upcoming version of the integration kit, users can expect a comprehensive search interface to query, retrieve and edit content. [www.xmlspy.com](http://www.xmlspy.com), [www.ixiasoft.com](http://www.ixiasoft.com)

## **ALTOVA ANNOUNCES AVAILABILITY OF SOAP DEBUGGER & SUPPORT FOR SQLXML**

2/11/2002

Altova, Inc. announced the release of the XML Spy 4.3 Suite, a comprehensive product-line of developer tools for advanced XML application development, consisting of the XML Spy 4.3 In-

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tegrated Development Environment (IDE), the XML Spy 4.3 XSLT Designer, and the XML Spy 4.3 Document Editor. XML Spy 4.3 Suite lets developers tackle web services development on all of the major web services platforms including Microsoft .NET and Java 2 Enterprise Edition (J2EE). XML Spy Suite is a developer tool for testing & debugging web services based on SOAP. XML Spy supports graphical editing of XML Schemas which use Microsoft SQLXML schema extensions, a technology that creates XML views of relational data, abstracting away the underlying data format. The XML Spy 4.3 Suite is available immediately for download and purchase. [www.xmlspy.com](http://www.xmlspy.com)

## **SONIC FOUNDRY ACQUIRES RIGHTS TO ASSET MANAGEMENT TECHNOLOGY**

*2/7/2002*

Sonic Foundry Inc. announced that its Media Services subsidiary has signed a definitive agreement to acquire all the intellectual property rights to the Media Taxi asset management system from Los Angeles based Digital Savant, Inc. No terms of the transaction were disclosed although the Company expects it to have an accretive impact on fiscal 2002 results. Media Taxi is a browser-based media asset management system focused on streamlining and reducing the cost of managing and distributing marketing and publicity materials for the entertainment industry. The Company anticipates it will close on the asset purchase within 1 month. [www.sonicfoundry.com](http://www.sonicfoundry.com)

## **SOFTWARE AG ANNOUNCES AVAILABILITY OF TAMINO XML SERVER VERSION 3.1**

*2/7/2002*

Software AG, Inc. announced the availability of the Tamino XML Server Version 3.1. The newest release of Tamino includes comprehensive advancements in functionality, support and development that includes XML-based access to external database systems, migration tools, schema editors, a WebDAV server and interfaces to Java-based applications. Tamino XML Server stores and processes XML data without the need to having to convert the data. Tamino XML Server will support all major operating systems for PCs, Unix and mainframes. Tamino XML Server V3.1 is now available for purchase from Software AG and its distribution partners on the following platforms: Windows, Solaris, OS/390, Linux, AIX and HP-UX. [www.softwareagusa.com](http://www.softwareagusa.com)

## **SOFTWIN ANNOUNCES INTUITEXT 2.0**

*2/6/2002*

SOFTWIN announced it is officially launching version 2.0 of intuitext, its free online conversion service. intuitext is an online conversion tool enabling automated conversion of documents to XML and XML-based formats. The new version adds significant features to the conversion service, by expanding the range of accepted input formats. intuitext converts documents in virtually any native format like Adobe PDF, QuarkXPress, MS Word or Page Maker. Moreover, users are offered a large choice of output formats delivered: HTML, OEB, MS Reader, Gemstar and other proprietary ebook formats. intuitext's key features are the 100% preservation of the original aspect and the creation of text flow. These capabilities are reinforced in version 2.0 to provide an accurate conversion process whatever the input complexity - a small novel, large textbooks or technical documentation. intuitext version 2.0 will be launched at London Book Fair 2002 and will be available starting March 10 2002. [www.softwin.ro](http://www.softwin.ro), [www.intuitext.com](http://www.intuitext.com)

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## **XYZFIND ANNOUNCES NEW XSLT PROCESSOR**

2/6/2002

XYZFind Corp. announced their latest product, X-Slate, an XSLT processor that enables the use of XSLT as a high-performance transformation and query language on large XML data sets. X-Slate leverages XYZFind's XML indexing technology to meet the demanding performance and scalability requirements of enterprise data management applications. X-Slate will be supported on Windows, Linux, and Solaris operating systems. Delivery schedule and pricing for X-Slate is to be announced. XYZFind is actively recruiting beta test candidates for X-Slate.

[www.xyzfind.com/x-slate](http://www.xyzfind.com/x-slate)

## **FILENET ADDS EFORMS TO CONTENT MANAGEMENT**

2/6/2002

FileNET Corp. announced the availability of a Web-based eForms integration with its Enterprise Content Management (ECM) technology infrastructure. The new eForms capability will provide FileNET customers with digital forms capability integrated with FileNET's Business Process Management (BPM) solution. FileNET's new eForms solution automatically passes eForm content throughout the process lifecycle without the need for custom Web programming. The eForms integration provides customers with a point-and-click user interface that supports the use of secure digital signatures. FileNET's eForms solutions are also completely deployable via the Web. Panagon eForms is available as an add-on to FileNET's Panagon eProcess solution. Pricing varies, based on implementation and number of users; typical starting price is \$40,000.

[www.FileNET.com](http://www.FileNET.com)

## **FILENET IN PARTNERSHIP WITH NISSHO ELECTRONICS**

2/5/2002

FileNET Corp. announced a partnership with Nissho Electronics Corp. (NELCO). Through this partnership, FileNET and NELCO will deliver electronic content and document management applications and outsourcing services in Japan. These services will be delivered to the finance and securities markets. [www.nissho-ele.co.jp/eHP/e-index.html](http://www.nissho-ele.co.jp/eHP/e-index.html), [www.FileNET.com](http://www.FileNET.com)

## **QUICKSTREAM & SOFTWARE AG TO PROVIDE XML E-CONTENT SOLUTION**

2/5/2002

Quickstream Software, and Software AG, Inc. announced an alliance to develop joint strategies that will provide integrated packages of software and services. The initial plans call for a product integration combining Quickstream's e-Content Management Platform with the Tamino XML Server to enable the storage and management of large-scale, dynamic XML metadata collections. The use of Tamino as an optional back-end index server of the Quickstream e-Content Management Platform allows for easier tagging of structured and unstructured content with XML based metadata. Businesses can decrease search times significantly and substantially increase overall productivity because applications will be able to locate content quickly within the repository using standard schemas and XML-based queries. A beta-stage demonstration of the integration is available now, with public release scheduled for late first quarter of 2002.

[www.quickstream.com](http://www.quickstream.com), [www.softwareagusa.com](http://www.softwareagusa.com)



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## **GARTNER CIO SURVEY SAYS CONTENT MANAGEMENT & SECURITY TOP PRIORITIES FOR 2002**

2/5/2002

According to a survey of 1,500 CIOs who make up Gartner Inc.'s Executive Programs (EXP). Compared to 2001, technology priorities in 2002 focus less on building interenterprise business processes and internal e-enablement, and more on making short-term upgrades. The first priority for CIOs will be to enhance security and content management tools. Security enhancement tools and content management tools as this year's top priority reflects the need to protect data and manage access rights. The second priority will be to strengthen application infrastructure. Application infrastructure priorities include a mix of short-term and midterm internal components including middleware and Windows 2000. CRM and workflow will also contribute to application infrastructure investments this year. The third priority for CIOs will focus on developing network infrastructure and e-enablement. Network infrastructure priorities include network management tools and both internal and interenterprise e-enabling technologies.

[www.gartner.com](http://www.gartner.com)

## **SCREAMINGMEDIA ENTERS ENTERPRISE INFORMATION MANAGEMENT MARKET**

2/5/2002

ScreamingMedia announced the launch of its new software offering, Actrellis. Actrellis, available in March 2002, aggregates critical information and data from a variety of repositories, filters it based on the needs of target audiences, and delivers it to the right individuals via multiple devices including PCs, cellular phones or hand-held devices. The Actrellis product line includes the Actrellis Integration Server, a Suite of Actrellis Financial Applications and the Actrellis Alerts Server. The Actrellis product line retrieves and normalizes information from third-party vendors, back-end applications, and ScreamingMedia's repository of content. The Actrellis product line comes with standard adapters for integration with file systems, databases and websites.

[www.screamingmedia.com](http://www.screamingmedia.com)

## **XENOS RELEASES D2E PLATFORM 5.1**

2/5/2002

Xenos announced the release of version 5.1 of its d2e Platform software. Major enhancements include support for IBM's Open Edition Content Manager OnDemand v7.1 as part of Xenos' IBM alliance partnership, and support for dynamic access from the d2e Platform to DB2 databases on IBM z/OS (OS/390) and Sun Solaris platforms. In addition, Xenos has continued to invest in enhancing the functionality of its new Developer Studio Graphical User Interface, d2e Controller and Intelligent Document Control components. Xenos software transforms legacy print stream formats such as IBM AFP, Xerox Metacode and HP PCL, as well as other legacy data, into print and electronic content formats, including XML, HTML and PDF.

[www.xenos.com](http://www.xenos.com)

## **eXCELON ANNOUNCES THIRD GENERATION NATIVE XML DATABASE**

2/4/2002

eXcelon Corporation announced Release Three of its eXtensible Information Server (XIS), its native XML database management system. Release Three is focused on improving speed and throughput through refinements to its XML node-level management capability and broadening support for software platforms and connectivity in J2EE environments. XIS stores XML directly in

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the XML Document Object Model (DOM). XIS can accommodate changes to XML document structure and data in real-time, by operating only on the exact XML element or sub-element needed to support a business process or transaction. Node-level management coupled with distributed in memory caching and locking system increases throughput. Release Three has been updated to include initial support for XQuery, XPath 1.0, XSLT 1.0 including Java extensions (in anticipation of the XSLT 2.0 standard), and XML Schema 1.0. Pricing for XIS starts at under \$30,000 for five developer seats and a development server. [www.exceloncorp.com](http://www.exceloncorp.com)

## **INTERWOVEN & VENETICA PARTNER**

*2/4/2002*

Interwoven Inc. and Venetica announced that they have signed an agreement allowing Interwoven to sell Venetica's VeniceBridge product and the new Content Provider for TeamSite. Using Content Provider for TeamSite, users can search from within the TeamSite software environment to discover assets, regardless of how or where the content is stored - such as in repositories from Documentum, FileNET, Lotus, Microsoft, Open Text and others - and leverage the appropriate content to support their ongoing initiatives. For example, a manager preparing for a product launch will now be able to access existing documents such as technical publications and regulatory submissions housed in various repositories. Once available to TeamSite, Interwoven MetaTagger, Interwoven's enterprise metadata solution, will enable users to enrich and repurpose content across initiatives, including enterprise portals, CRM and eCommerce. [www.venetica.com](http://www.venetica.com), [www.interwoven.com](http://www.interwoven.com)

## **IMANAGE ANNOUNCES WORKKNOWLEDGE**

*2/4/2002*

iManage, Inc. announced availability of iManage WorkKnowledge, a new knowledge management application that provides the ability to search disparate repositories to identify knowledge locked in business content such as documents, spreadsheets, presentations and email attachments. iManage WorkSite is an Internet-based enterprise application suite that enables organizations to securely manage and collaborate on critical business content and processes with employees, customers and partners. iManage WorkKnowledge creates a single unified environment for users to capture, store, reuse, and leverage a company's organizational knowledge. Users can classify content by building on a taxonomy of knowledge categories provided by iManage, publicizing newly defined categories easily throughout the enterprise. By subscribing to the iManage service, "What's New" updates, users can automatically receive alerts as new relevant knowledge enters the system. Autonomy powers sophisticated, unified concept searches across iManage repositories and other internal and external information sources. [www.imanage.com](http://www.imanage.com)

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# BACK ISSUES

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## Volume 9 — 2001

Number 10 **An Alternative Model for Personal Information Management**,  
*Girish Altekar*

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*Frank Gilbane*

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*Bill Trippe*

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*Bill Trippe*

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## CALENDAR

**XML Europe 2002.** May 20-23, Princesa Sofia Inter-Continental Barcelona, Barcelona, Spain. The annual European forum for the XML community, spanning the worlds of electronic business, publishing, the Internet, software and standards development. This year's conference takes as its theme "Down to Business: Getting Serious About XML," reflecting the growing body of experience in deploying XML: from the birth of new XML standards to the practicalities of developing software and schemas, from business advantages of using XML to potential legal and regulatory impacts. ***Gilbane Report subscribers receive \$100 discount!*** *There is a special box to check on the registration form to get the discount.* [www.xml europe.com](http://www.xml europe.com)

**Enterprise Web & Corporate Portal Conference & Expo.** May 23-24, 2002, Boston Park Plaza, Boston, MA. This internet.com event is designed to help you discover how to bring the next generation of enterprise class, Web-based systems to your company. Five tracks cover: Corporate Portal Best Practices; Content Management and Syndication; Abstraction, Classification and Search; Application and Web Services Integration; and Web Application, Development, Deployment & Sourcing. ***Special Offer to Gilbane Report subscribers: Save \$200*** off the cost of a Full Conference Package! See our members section at [www.gilbane.com](http://www.gilbane.com), or send an email to [customerservice@gilbane.com](mailto:customerservice@gilbane.com) to obtain the special Priority code for the discount. [www.enterpriseportal.com](http://www.enterpriseportal.com)

**Website Content Management.** May 27-28, Post-Conference Workshops, May 29, Holiday Inn Victoria, London UK. An IQPC event. "Discover and discuss how successful website content management can increase profits, brand awareness and improve information distribution." ***Gilbane Report subscribers receive £100 discount!*** Enter the Gilbane Report member's section for instructions on registering for the discount. [www.iqpc.co.uk/CB-1801/gilbane](http://www.iqpc.co.uk/CB-1801/gilbane)

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