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OPEN SOURCE CONTENT MANAGEMENT SYSTEMS: A PARALLEL UNIVERSE?

It is typical that “enterprise” software applications originate as highly customized solutions designed and built in-house, often with assistance from integrators or consultants. As word gets out about the benefits similar applications are built, and eventually software vendors build commercial products. As vendor competition increases, more functionality is built into products, prices come down, and some features creep into infrastructure software, further reducing prices and forcing high-end vendors to expand their solutions to maintain business models that require large sales. Enterprise content management will progress through this same cycle. To ensure successful content management strategies it is critical you consider how this cycle will affect your existing and planned implementations.

Open Source software adds another dimension to this complex cycle. Open Source software consists of much more than Linux and Apache. There are all kinds of Open Source software tools available, including Open Source content management systems and databases and application servers that can be used to build content management systems. This month we welcome back Sebastian Holst, who provides advice on how to think about Open Source software in the context of the evolution of enterprise content management software.

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OPEN SOURCE CONTENT MANAGEMENT SYSTEMS: A PARALLEL UNIVERSE?

This report will examine the likely impact of Open Source (OS) software on the content management market and introduce some of the early OS-Content Management Systems (OS-CMS).

OS-CMSs are providing viable alternatives to a small but growing number of organizations and their influence is on the rise. Understanding if and when an OS-CMS is appropriate has the potential to save an organization a significant amount of money. Having said that, the rapidly expanding scope of “content management” and the caveats that come with open source software may still temper your enthusiasm.

The open source software approach to development has won legions of supporters, generated millions of lines of code and been the subject of numerous white papers and analyst reports. Content management systems are firmly established as essential building blocks of e-business and other information intensive operations. Yet, the final chapter of these two stories is far from having been written. Interestingly, the interaction between these two phenomena sheds light on the essential characteristics of both.

THE ESSENTIAL CHARACTERISTICS OPEN SOURCE SOFTWARE

Open Source refers to software distributed under a license that permits free distribution and requires open availability of the source code. Examples of Open Source licenses include: the Gnu Public License (GPL), the BSD license, the MIT X License, the Artistic License, and the IBM Public License. Open Source licenses should meet the Open Source Definition, which is described at <http://opensource.org/osd.html>. The core requirements include:

Free Redistribution

Good News: This requirement is critical to maintaining a focus on long-term quality by removing the incentive to derive works for immediate sale. **But:** Developers with high value and proprietary intellectual property are not likely to incorporate their work in this forum.

Source Code License

Good News: Programs cannot easily evolve unless the source code can be enhanced. This ensures that all aspects of an open source product can be enhanced on an as needed basis. **But:** You have licensed source code.

Derived Works

Good News: You are free to modify, experiment with and enhance your licensed product. **But:** You might be required to modify, experiment with and enhance your licensed product.

Integrity of The Author's Source Code

Good News: Authors and maintainers can develop solid reputations and set clear expectations as to the scope of their responsibilities. *But*: Who is qualified to evaluate the quality and reputations of the authors and maintainers?

No Discrimination Against Persons or Groups

Good News: This is intended to be a meritocracy.

No Discrimination Against Fields of Endeavor

Good News: This is designed to ensure that no commercial use can be excluded. The intent is to include, not quarantine commercial developers. There are a number of other clauses that protect against other types of license traps as well.

License Must Not Contaminate Other Software

Good news: Distributors of open-source software have the right to make their own choices about their own software.

Open Source licenses guarantee everyone has the right to read, redistribute, modify, and use the software freely. Under many Open Source licenses modifications of existing software must be distributed under the same license as the original software and all source code to any changes or improvements must be made available to the public as well.

The terms of the Open Source license are crafted to encourage development by loosely affiliated developers rather than a single software vendor. Typically, "project maintainers" who address technical or end-user requirements guide Open Source software development.

Commercial opportunities include the packaging, distribution and support of Open Source software. For example, Linux vendors such as Red Hat, Caldera, SuSE, and others *package* existing Open Source software and provide a more convenient way for their customers to access and install the software.

Examples of widely used Open Source software

Many of the leading Internet and networking software programs are Open Source software:

- ▲ Linux, the operating system
- ▲ Apache, a Web server
- ▲ Sendmail, a Internet mail server
- ▲ BIND, a Domain Name Server (DNS) platform
- ▲ Samba, a cross-platform networking server
- ▲ Perl, a scripting language
- ▲ Mozilla, the browser from Netscape/AOL
- ▲ MySQL, a database

The important trait that all of these OS programs share is that they are VERY general. There are no wildly successful Open Source molecular modeling software packages or financial derivative trading packages. For the Open Source de-

velopment method to thrive, large numbers of relatively dedicated developers need to come together over relatively long periods of time. This requirement self selects out specialized or highly complex technologies where the development communities are relatively small. This will prove to be a very important consideration when investigating the growing interest in Open Source content management.

THE ESSENTIAL CHARACTERISTICS OF CONTENT MANAGEMENT

It is important to distinguish between content management *systems* and content management *solutions*. A solution combines a system (traditionally this has been synonymous with a content management product) with customizations, the underlying infrastructure and integration with other content-centric systems such as authoring tools, application and syndication servers, and other delivery facilities.

Figure 1. The evolution of the traditional content management solution highlighting product feature creep.

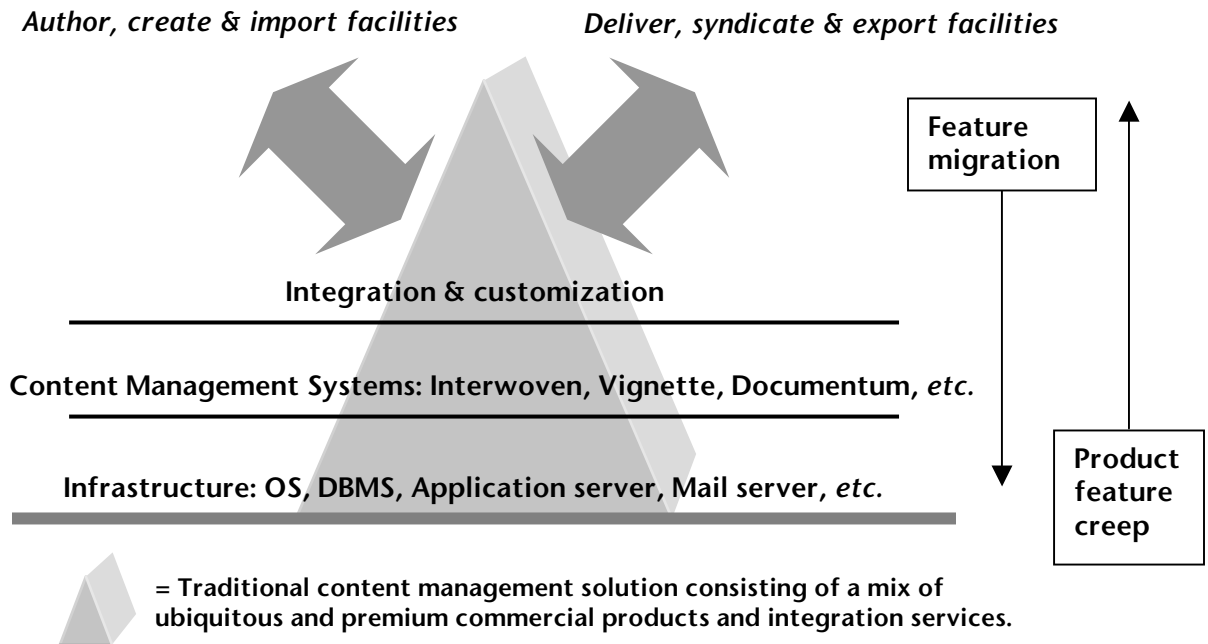


Figure 1 illustrates the relationship between a content management system and a complete content management solution. The software that comprises a content management solution can be placed in one of four categories:

- ▲ The underlying infrastructure is broadly adopted, low cost (on a per user and per transaction basis) and forms an almost invisible platform upon which the rest of the solution stack is based.
- ▲ The content management system: Commercial software that adds significant value to the underlying platform justifying a relatively high cost (on a per user and per transaction basis).

-
- ▲ Integration services: Custom development, integration and configuration of premium products to bridge the gap between an individual site's requirements and the generic capabilities of the underlying commercial software.
 - ▲ Creation and distribution facilities: These are other segments of the content lifecycle that include the creation, distribution and syndication of content *outside* of the content management solution stack.

Figure 1 also illustrates the natural product feature creep that occurs over time as features migrate from custom extension to premium product and finally to an underlying infrastructure service. For example, the degree to which a DBMS cannibalizes today's CMS functionality and the pace that CMS vendors incorporate the work of professional services into their CMS products can be modeled within this framework.

Product managers inside commercial CMS vendors know that in order to justify a license premium, their offerings must consistently add significant value to the underlying platform (DBMS, application servers *etc.*). CMS vendors take great care to incorporate the right features at the right pace to assure that significant value-add is preserved even as the underlying infrastructure suppliers cannibalize the features of many of *yesterday's* CMS offerings.

This is the underlying dynamic that has driven the expansion of the content management systems and it is not unique. Email, Internet chat software, and file management software all debuted as custom software, have been licensed as relatively expensive applications and are now fairly standard components of today's operating systems. The vendors that initially licensed these applications either moved on to other applications or, like the applications themselves, were devoured (typically this can be read as *acquired*).

As we will see, applications developed under an Open Source Software license live outside of this traditionally closed ecosystem. At the very least, OSS CMSs add a significant new dynamic and are very likely to dramatically impact the behavior of the traditional CMS vendor community.

Feature Creep of Content Management Infrastructures

There are numerous underlying infrastructure components that support a content management system, but the one that most actively cannibalizes the CMS is the DBMS.

Figure 2: The product feature creep of the DBMS as it moves into traditional content management territory

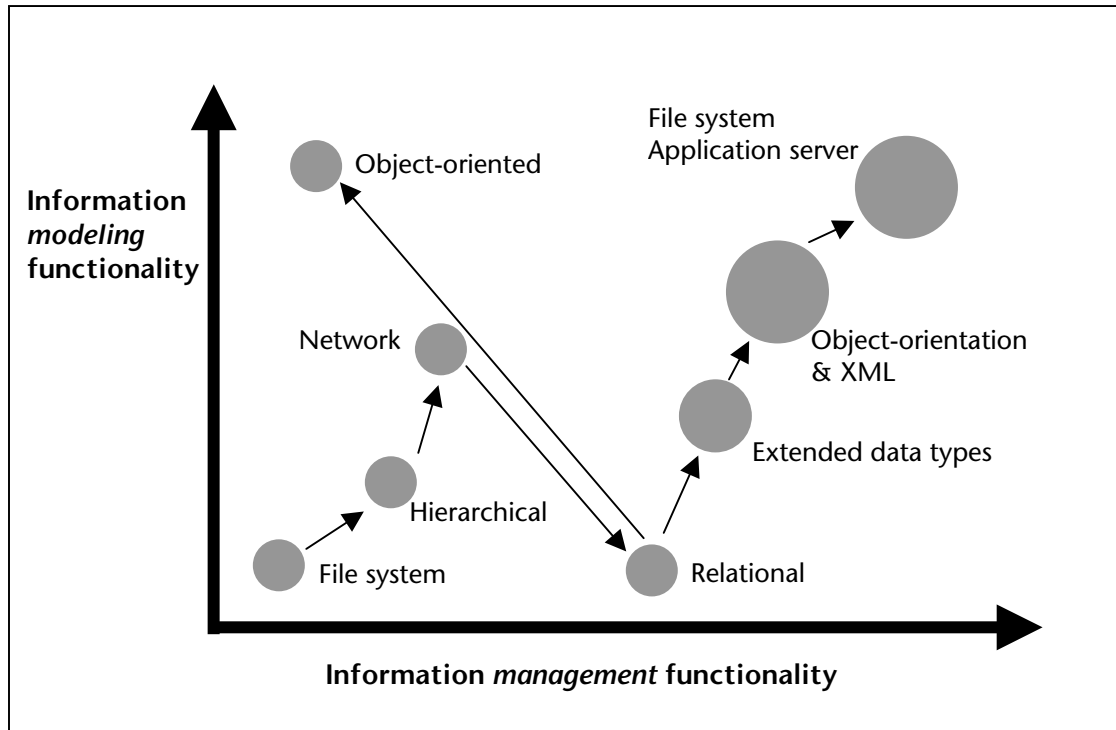


Figure 2 charts the evolution of the DBMS as it has expanded its information modeling functionality and its information management functionality. This is a reasonable comparison as the management functions such as security, transaction management, schema evolution, etc. get increasingly difficult as the information model is made more robust. Therefore, DBMS architects often make conscious decisions to simplify one facet of their system in order to extend or optimize the other. It is a useful comparison because it also shows that the market overwhelmingly prefers trusted management functionality over enhanced modeling capabilities. The early relational products were ridiculed by the then dominant network (CODASYL) DBMS vendors (you couldn't even model an organization chart let alone a parts assembly with the relational model!). The buying public decided that elegant modeling could reduce coding efforts and improve design, but management facilities were essential to running a business. Many years later, the early Object-Oriented (OO) DBMS vendors had visions of conquering the then multibillion-dollar DBMS market due their revolutionary information model. Again, the market spoke unambiguously in favor of predictable and scalable platforms.

Of course, consumers don't like to choose, they want it all and the RDBMS vendors have moved to incrementally enhance their modeling capabilities by (you guessed it) cannibalizing many of the most generalizable features of content management. First came enhanced datatypes including data blades and data cartridges from Informix and Oracle respectively. Next came numerous interfaces, filters and data processors that provided persistent storage and various levels of validation of OO-based and XML content. Most recently, the tight bundling of application servers and file system and hierarchical storage management support have been bundled into "the DBMS." These developments have seriously cut into the functionality of the basic CMS system. As such, one can see CMS vendors responding by accelerating enhancements to minimize the importance of these commoditized (low value) capabilities.

Feature Creep of Content Management Systems

Feature creep of premium applications expresses itself as specialization or expansion. Specialization focuses on increasingly complex applications that have traditionally required significant integration services, examples include document workflow, portal management, and customer relationship management. Expansion focuses on moving “up” or “down” the information supply chain incorporating creation, publishing and syndication capabilities as part of a more comprehensive platform.

Figure 3 maps a variety of specialized solutions that are derivative or at least highly dependent upon content management functionality. As leading DBMS systems have incorporated increasing amounts of basic CMS functionality, the *premium* application vendors have either specialized their content management functionality, e.g. knowledge management or expanded their functionality, e.g. CRM.

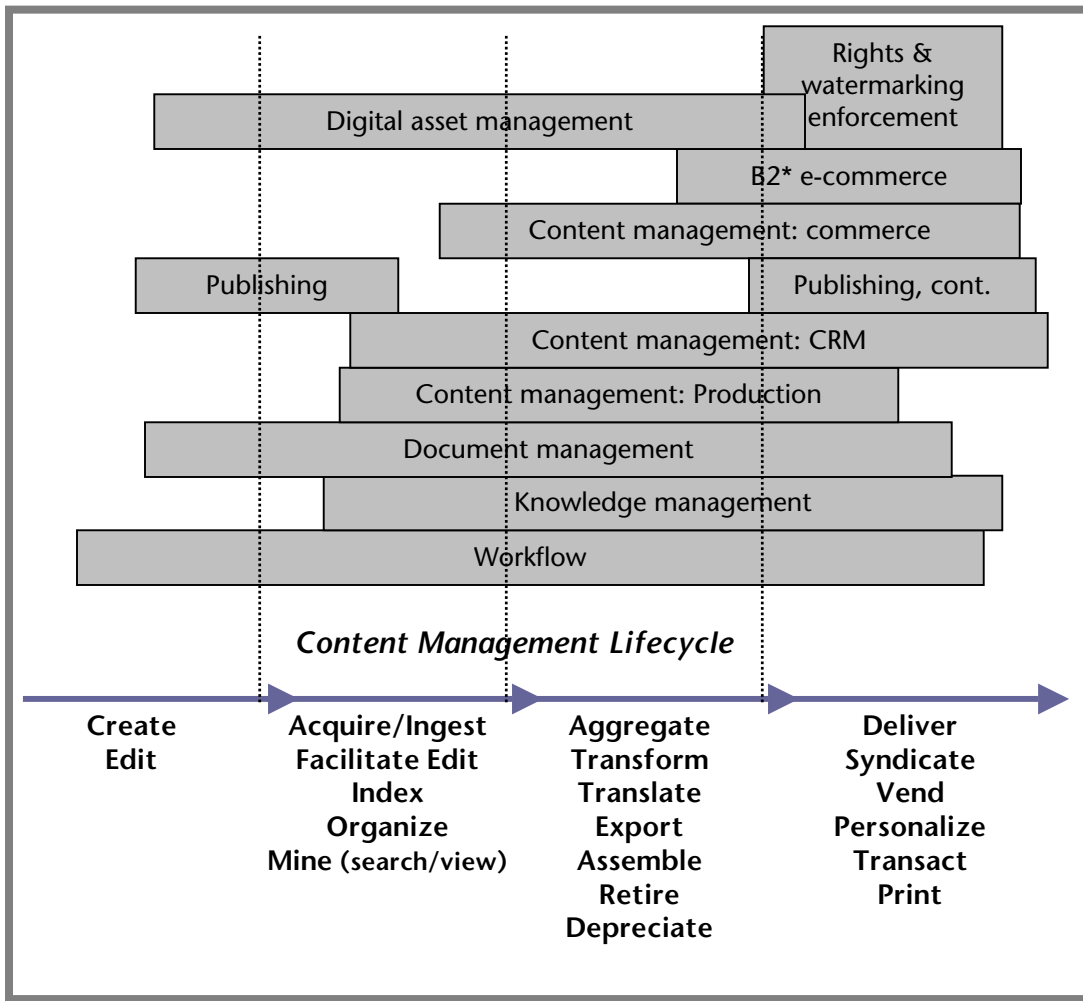


Figure 3: Expanding definitions and specialization of content management systems

The specifics on how these content management variations differ from one another is beyond the scope of this paper. However, what this high level graphic should convey is that content management is a dynamic category where innova-

tions, value propositions and user requirements are evolving in multiple directions simultaneously and at a rapid pace.

In order to succeed, Open Source CMS projects must find a sustainable niche within this very competitive software market segment.

OPEN SOURCE CMS PROJECTS

Today's Open Source CMS projects are growing in the same "parallel universe" as their other OS project peers. They do not need to buy into the rat race of feverish functional growth to drive market expansion. Rather, they tend to focus on a growing community of users who have relatively stable and well-defined content management requirements. The following are just three good examples of OS-CMSs that are achieving growing acceptance in the marketplace today.

ACS Content Management System

Excerpted from www.arsdigita.com/products/cms

ACS Content Management System (CMS) is a component of the ArsDigita Community System that provides functionality for managing Web site content. ACS CMS allows establishment of clearly defined roles and documented workflow for all forms of web content.

ACS CMS provides tools that facilitate the design, authoring, review, approval, aggregation and deployment of web content, the maintenance, monitoring, revising, and eventual archiving of published content, and reporting and analysis. ACS CMS offers a set of web site content services, including:

- ▲ Type definition
- ▲ Item creation and editing
- ▲ Common storage
- ▲ Associations
- ▲ Versioning
- ▲ Categorization
- ▲ Searching
- ▲ Reporting

The ArsDigita web site lists 60 web sites that have deployed using the open source without paying for support or service and 20 sites that have chosen to pay fees for service and/or support.

Cofax

Excerpted from www.cofax.org

Cofax is a Web-based text and multimedia publication system. It was designed to simplify the presentation of newspapers on the Web and to expedite real-time Web publication. At Knight Ridder, it is serving newspaper content for several of the papers, including the largest papers, the Philadelphia Inquirer and Philadelphia Daily News and smaller papers like the Wilkes-Barre Times Leader.

Cofax CMS is a web based Content Management System used to edit and manage the Online Editions of 16+ Newspapers. Xmultira is a flexible data ingest application that integrates with legacy news publication systems & classifieds systems at the newspapers.

Cofax is a framework of software modules and tools to manage and deliver news content from different sources. It was developed using Java, database, and XML technologies.

The Cofax web site identifies 13 newspaper web sites and 2 other web sites that are powered by Cofax.

Midgard

Excerpted from www.midgard-project.com

Midgard is an Open Source (OS) content management system based on Apache and MySQL. The system uses PHP as its scripting language. While Midgard will always implement an OS development to publishing solution, future releases will include APIs for implementing commercial applications.

Midgard addresses the publishing challenge by providing tools that are based on content organization which creates a content tree that's similar to a Yahoo style directory. Layout is separated from content by a style system that enables HTML developers to focus on site design while writers focus on articles. The SiteGroup (SG) tool separates the single MySQL database into multiple virtual databases and manages access control. When many developers work on one site, each one is assigned membership to a SiteGroup.

Code developers can directly embed Midgard objects; content, users and styles into PHP applications with the Application Programming Interface (API) which makes calls to the Midgard library. Redundant coding is controlled with CodeSnippets which are shareable objects

The Midgard site identifies 35 sites that are powered by Midgard.

OS-CMS AND CONTENT MANAGEMENT SOLUTIONS

The previous OS-CMS examples are representative of the kinds of CMS systems that are getting some traction in the marketplace today. Understanding where they fit into the commercial content management landscape is an important step in predicting where they are likely to succeed and the kinds of organizations that might be able to consider an OS-CMS today or in the near term future.

Figure 4:
Open Source
Content
Management
Solutions

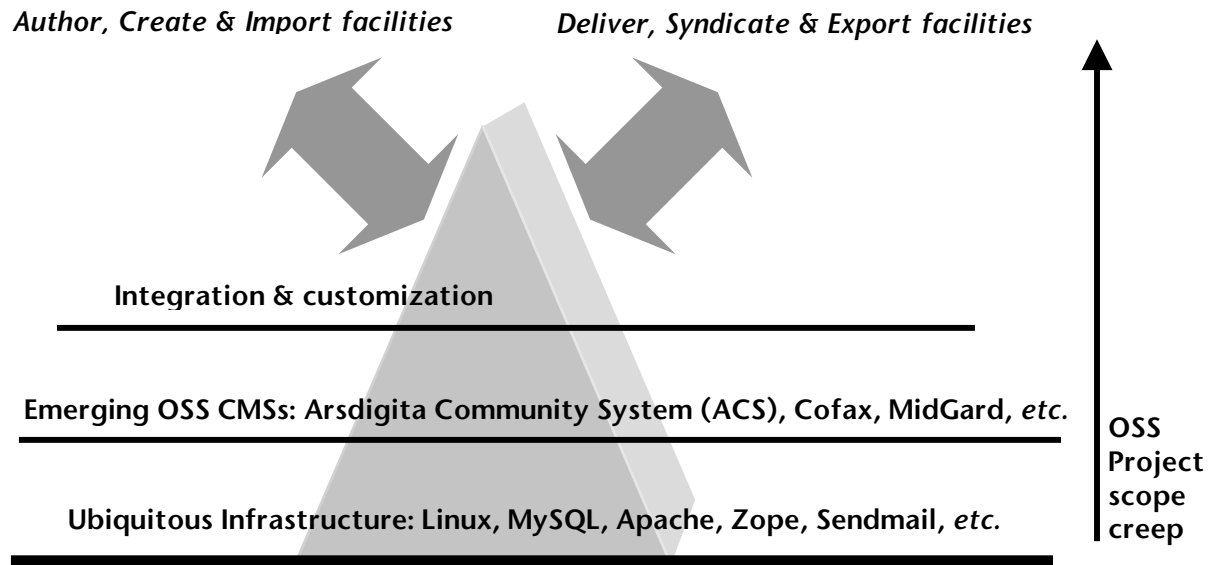


Figure 4 illustrates the impact of the Open Source model on enterprise solution *ecosystem*. The major changes are:

- ▲ The feature lists highlighted are not as specialized or advanced as those currently being touted by commercial software vendors.
- ▲ The underlying infrastructure is not cannibalizing the CMS layer nor is the CMS layer cannibalizing the integration layer, rather new OS projects build upon – but are distinct from – earlier OS projects. This is a difference that can be directly attributed to the Open Source methodology. The lack of ownership removes the imperative to stretch the market category beyond its natural *boundaries*.
- ▲ Integration/customization is no longer distinct from the application/system layer – again, a direct result of OS methodology. Customizations and derived works are also open and available to the broader community.

Implications of the new Open Source “ecosystem”

The following changes in the nature of content management solutions are likely to flow from the Open Source development approach.

- ▲ The modular components that result from cooperative OS projects as opposed to competitive product development may ultimately result in a solutions architecture that is functionally organized rather than being defined by ownership and licensing terms of particular product suites.
- ▲ Clearer evidence of applicability and fit to specific applications will be generally available due to the distribution of extensions and customizations associated with each deployment. This is contrasted with the divergent terms and conditions of ownership between infrastructure, systems and professional services.

-
- ▲ While more logically organized and distributed, Open Source CMS systems are likely to lack cutting edge features that may prove highly valuable to many organizations. Whether these are associated with advanced search algorithms, multimedia support, cutting edge encryption, digital rights management or 3D projection onto plasma paper (a *future* future), organizations that see content management as a competitive advantage will likely require the advanced functionality of the commercially licensed content management system.

IS YOUR ORGANIZATION A GOOD CANDIDATE FOR AN OPEN SOURCE CMS?

The following list is a minimum set of questions that every organization considering an Open Source CMS should consider.

- ▲ Content management functionality required: this is a fairly straightforward criterion to evaluate. After all, OS solutions are available for inspection and evaluation.
- ▲ Support required: Is there a vendor willing to sell a support contract? Are the terms consistent with the other support contracts your IT organization already has in place? What is their financial viability?
- ▲ Technical skill of in-house staff: Does your organization have individuals in-house or under contract that can evaluate and enhance the areas of the CMS that will require enhancements?
- ▲ Mission criticality: Ask yourself “what if?” What other organizations are “powered by” and do they have the same level of dependence?
- ▲ Anticipated life span of deployment: Most deployments of software solutions do not last more than a couple of years. Is this project an exception? The community that is behind the OS-CMS is not likely to evaporate completely in 12-24 months, but how confident are you that there will be such a community in 60 months?

If you can step through these questions and feel comfortable, then there is certainly no immediate or obvious reason that OS-CMS alternatives should not be considered alongside the traditional CMS vendor list. There is certainly a potential that you may simplify your deployment and save some significant licensing fees.

Open Source Content Management Systems will prove to be a lasting option and a viable one for a small but growing community of users. However, these systems will not prove to be a serious threat to the “old guard”. The only vendors that will be threatened are those that fail to acknowledge this viable alternative.

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INDUSTRY NEWS

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

MICROSOFT TO ACQUIRE NCOMPASS LABS

4/30/01

Microsoft Corp. announced that it has reached an agreement to acquire NCompass Labs Inc. Released in March 2001, NCompass Resolution 4.0 is a Web content management system that enables businesses to quickly and cost-effectively deploy highly dynamic and personalized e-business Web sites. Microsoft is acquiring NCompass Labs in response to customer demand for Web content management solutions and because it recognizes the essential nature of this technology in any end-to-end e-business solution. As Web sites continue to evolve into strategic business communication tools, there is an increasing need to manage the content that drives that communication. Web content management systems ensure that organizations derive the maximum value possible from their investments in Internet, intranet and extranet Web sites. NCompass Resolution offers a scalable, dynamic architecture, and is specifically designed to ensure rapid time to market. NCompass Resolution was built for the Microsoft platform and integrates with Commerce Server 2000 for online business creation; it also builds on SQL Server 2000 for content storage and search capabilities. NCompass Resolution also complements the rest of the Microsoft .NET Enterprise Server family for creating end-to-end e-business solutions such as Microsoft BizTalk Server 2000 for XML-based, business- to-business integration and Microsoft SharePoint Portal Server 2001 for employee document management and collaboration. NCompass Resolution 4.0 is available today. A re-branded offering, Microsoft Content Management Server 2001, is scheduled to be available in fall 2001. Customers who acquire NCompass Resolution 4.0 in the interim will have continued product support and product updates from Microsoft. www.ncompass.com, www.microsoft.com

This is obviously quite a big deal for the content management market. NCompass has always had a close connection with Microsoft, and they were one of the early players in the content management space.

ASCENTIAL & SAP PORTALS SIGN AGREEMENT

4/30/01

Ascential Software and SAP AG announced they have signed a worldwide reseller agreement through which SAP and the newly-announced subsidiary, SAP Portals will resell Ascential DataStage as a data integration platform for mySAP Business Intelligence customers. DataStage will become part of the mySAP Business Intelligence framework, enabling companies to build enterprise data warehouse solutions that include data from virtually any source including enterprise applications, web and e-mail logs, XML or e-business data, legacy systems, open warehouse data stores, flat files and mainframes. Under terms of the agreement, SAP will resell DataStage on Windows NT/Unix, a series of packaged application connectors, and the DataStage Load Pack for SAP BW. www.ascentialsoftware.com, www.sap.com

IONA PARTNERS WITH NETEGRITY

4/30/01

IONA announced a partnership with Netegrity, Inc. to deliver advanced e-business security services with the IONA Suite. The IONA Suite is an e-business platform for the integration of applications and business systems inside the enterprise with applications and business processes outside the enterprise. Netegrity's SiteMinder platform provides centralized policy management for managing users and their access to e-business applications and resources. SiteMinder protects e-business content, provides user entitlement management, authentication management and single sign-on for IONA's e-business platform. By providing these services at the platform level, end-user applications can abstract the SiteMinder functionality consistently across a variety of technologies. www.iona.com

AUTHENTICA DELIVERS NETRECALL

4/30/01

Authentica, Inc. introduced NetRecall, a solution that lets enterprises share valuable Web content with business partners and colleagues while actively controlling what recipients can do with it. NetRecall extends the protection of traditional Web security solutions, such as Web access control and SSL encryption, by allowing Web content to be controlled after it has been accessed or downloaded. Using the NetRecall Content Manager, Web authors create policies that indicate how recipients may access or use content, and then encrypt it. The Content Manager also allows authors to track activity on protected information. Protection policies are stored on a central Recall Policy Server and can be changed at any time. NetRecall encrypts each individual page and registers the keys for decrypting the pages, along with the associated policy, on the Recall Policy Server. When a user attempts to access a Web page, he or she downloads the NetRecall Secure Viewer plug-in and, if authorized, views the protected information. Web content is always protected even if it is saved to the local machine. In a centrally managed environment, the NetRecall administrator can configure the NetRecall Dynamic Protection Module to protect content that is dynamically generated from a Web server or application, without involving the Web author. In this scenario, NetRecall encrypts content as it is served from the Web server and is independent from the Web application and Web content management solutions. NetRecall is available immediately. Pricing is based on concurrent users and server configuration and starts at \$17,000 (USD) for a 100-user installation. www.authentica.com

SERENA DELIVERS INTEGRATED CODE & CONTENT MANAGEMENT

4/30/01

Serena Software, Inc. announced the general availability of Serena ChangeMan WCM, a Web code and content management solution that provides enterprise customers the software infrastructure needed to manage the entire lifecycle of creating and deploying Web Content. Designed for both technical and non-technical users, Serena ChangeMan WCM allows the diverse range of content contributors to effectively collaborate and coordinate their efforts across multiple locations and multiple platforms, from the mainframe to the Web. Serena ChangeMan WCM is a Web code and content management solution built from the ground up, that also includes tight integration with existing code management tools through a single meta repository. The product automates content focused processes such as task assignment, resource scheduling, content routing, previewing and editing, online notification and approvals, while providing eBusiness organizations with flexibility to allow multiple contributors to produce Web content. The product is tightly integrated with Serena ChangeMan DS, Software Change Manager for Distributed Systems, and Serena ChangeMan ALM, it's Application Lifecycle Manager. www.serena.com

ORACLE & AKAMAI DELIVER TECHNOLOGY TO ACCELERATE CONTENT DELIVERY

4/30/01

Oracle Corp. and Akamai Technologies, Inc. announced development and delivery of Edge Side Includes (ESI), an open specification for assembling dynamic Web pages at the edge of the data center or the edge of the Internet. Vendors in the application server and content delivery industry are expected to jointly submit ESI to the appropriate standards bodies for approval as a standard later this spring. ESI is a simple markup language used to define Web page fragments for dynamic assembly at the edge of the data center or the edge of the Internet. Traditional caching techniques speed the delivery of static content to client browsers over the Internet and corporate intranets. Most Web pages today, however, are generated on demand for each individual user and many contain a mix of personalized and non-personalized content fragments, making them non-cacheable by traditional caching products and CDN services. ESI will enable dynamic assembly of these page fragments. Akamai will implement ESI as part of the Akamai EdgeSuite service offering starting in May of 2001. This will include the integration of ESI into Akamai's metadata management system, as well as the support for ESI across Akamai's global platform of close to 10,000 globally distributed content delivery servers. Oracle9i Application Server with support for ESI is scheduled to be available next month. Oracle9i Application Server costs \$5 per Universal Power Unit for the Standard Edition, \$30 per Universal Power Unit for the Enterprise Edition and \$150 per Universal Power Unit for the Wireless Edition. Oracle JDeveloper, part of Oracle Internet Developer Suite, will enable the development of ESI-compliant Java applications. Both products will be available for purchase through the Oracle Store.

www.oracle.com, www.akamai.com

NQL ANNOUNCES NQL CONTENTANYWHERE FOR MICROSOFT OFFICE

4/26/01

NQL Inc. announced the release of its NQL ContentAnywhere Office Edition, designed to expand Microsoft Office. The new version of NQL's content management system is priced at \$15,000 and is scaled to bring content management to companies of all sizes seeking to increase productivity for up to 100 users per license. The NQL ContentAnywhere system is designed to offer an alternative to the cut-and-paste methods previously required to make content usable. NQL ContentAnywhere Office Edition enables access to content through the Microsoft Office suite by linking it to corporate networks and the Internet. Without leaving Microsoft Office, users can access information from databases, applications, legacy systems, file servers, messages, and web sites. The new version leverages the core content collection and delivery capabilities of the previously announced NQL ContentAnywhere Enterprise system. Additional modules to expand the capabilities of the NQL ContentAnywhere Office Edition will be available in the near future. www.nqli.com

VIGIL & TRAPEZO IN ALLIANCE

4/26/01

Trapezo and Vigil Technologies announced they have entered into a strategic alliance to integrate Vigil's e-Sense product solution with Trapezo's hosted software solutions. e-Sense gathers Internet content on a 24x7 basis – dynamically locating and retrieving information for each client based on their interests and topics, which are specified in user-defined models. Trapezo's software solutions enable businesses to efficiently distribute and publish dynamic content across internal or external networks. e-Sense automatically and continuously locates and monitors online sources such as news, corporate Web sites and other dynamic content for information relevant to user-defined models. These models reflect the customers' business landscapes, cap-

turing the companies, products, events and topics that are of most interest to them on an on-going basis. e-Sense gathers only the most relevant content into a personalized database. Trapezo's hosted software solution enables businesses to control and display content from multiple sources to multiple networks. Working as a standalone application, or with technology partners such as Vigil, Trapezo syndicates and integrates content quickly and cost-effectively solutions by automating cumbersome and repetitive manual processes of content distribution.

www.trapezo.com, www.vigil.com

SUPPLYACCESS LAUNCHES CATALOG CONTENT & SUPPLIER INTEGRATION SERVICES

4/25/01

SupplyAccess, Inc. announced the availability of SupplyAccess Content Services, an outsourced solution that manages catalog content and automates the processes surrounding transaction integration across different eCommerce platforms. SupplyAccess' single marketplace model reduces the time required to obtain, validate and aggregate catalog data from suppliers for use in eProcurement applications or private marketplaces. This model differentiates SupplyAccess' services from tools that build "one-off" custom catalogs for each buyer-supplier relationship.

SupplyAccess achieves economies-of-scale without extensive manual intervention by producing reusable content and spreading the burden of catalog management across a larger population. Suppliers benefit from SupplyAccess Content Services because they can unify their content creation, management, and syndication activities through a single solution. Since SupplyAccess supports different catalog schemas and integration formats, suppliers can maintain and expand relationships regardless of their customer's technology platform. Additionally, smaller suppliers can take advantage of self-service, Web-based tools to create custom pricing and catalog access for each customer without the need to upload or manage separate catalogs.

www.supplyaccess.com

eMOTION INTEGRATES WITH BIZTALK SERVER 2000

4/24/01

eMotion, Inc. announced an adapter for BizTalk Server 2000 that will enable the ability to couple the management of rich media with the management and use of standard business data found within the digital media value chain. Using BizTalk Server 2000, eMotion MediaPartner 4.0, an out-of-the-box digital media management product for the corporate market, can now link to applications as diverse as Great Plains, JD Edwards, Pivotal, Siebel, Worldtrack and other ERP and CRM vendors. Both BizTalk Server 2000 and eMotion MediaPartner rely on XML to enable the digital media value chain. www.emotion.com

EPRISE ANNOUNCES OUT-OF-THE-BOX CONTENT MANAGEMENT SOLUTION

4/24/01

Eprise Corporation announced Eprise Participant Server version 3.5, which includes a point-and-click interface for quickly building Web sites for content management applications. In addition, Eprise announced its new Intranet Advantage Services Package for helping customers quickly implement corporate intranet applications. New features include: Site Generator - a browser-based interface for quickly building a content-rich Web site. It includes best practices for site navigation and page design. It also includes pre-defined components, such as sample page styles, user roles, edit and approval authorization levels, and viewing permissions; Content Connector - enables external content from any ODBC compliant database to be included within pages controlled by Eprise Participant Server and managed by the same approval workflow processes as content in the Eprise Participant Server content repository; 3-Tier Redirector -

enables the separation of the Web server software from the Eprise Participant Server software onto separate physical computers for greater flexibility in utilizing firewalls and 3-tier architectures for increased security; Integration with Microsoft Word; and, significant performance improvements in the communications between Eprise Participant Server and application servers, legacy applications, and databases. Eprise Participant Server, version 3.5, will be available this quarter on Windows NT, Windows 2000, and Sun Solaris 2.8. It is priced at \$70,000 for the first server. Discounts for volume purchases and deployment licenses are available. Pricing for the Intranet Advantage Services Packages starts at \$30,000. www.eprise.com

SYBASE LAUNCHES SDL'S REAL-TIME TRANSLATION FOR ITS ENTERPRISE PORTAL

4/24/01

SDL International announced that Sybase, Inc. has integrated the Enterprise Translation Server into the Portal Translation Manager option available for Sybase Enterprise Portal 2.0. Portal Translation Manager (PTM) will provide real-time translations of documents or data flowing through the portal upon request, and is fully integrated with portal security and other services. Sybase offers an evaluation version of the Enterprise Translation Server to its customers as part of the Portal Translation Manager. The Enterprise Translation Server provides Portal Translation Manager business clients with a cross-language communication solution using real-time translation. The Enterprise Translation Server runs under Windows NT and enables the translation of plain text and document files over a Lotus Notes/Domino environment, a TCP/IP networking environment, a Microsoft networking environment, Java or HTML clients. Portal Translation Manager extends access to the Enterprise Translation Server to any platform supported by the Enterprise Portal. The Enterprise Translation Server starting price is USD \$25,000. Contact SDL International to learn more about the Enterprise Translation Server evaluation program. The Portal Translation Manager pricing starts at USD \$29,995 and is available with 24x7 support. Contact Sybase to learn more about the Portal Translation Manager or the Enterprise Portal. www.sdlintl.com, www.sybase.com

IBM & ASCENTIAL FORM GLOBAL STRATEGIC ALLIANCE

4/24/01

IBM and Ascential Software, an independent operating company of Informix announced a global strategic alliance to develop and market business intelligence and digital asset management offerings for Information Asset Management. Under terms of the agreement, Ascential Software will integrate its DataStage product line with IBM's DB2 Warehouse Manager, giving customers the ability to integrate data from virtually any environment into a DB2-based data warehouse. In addition, Ascential Software's media asset management offering, Media360, will be part of an IBM preferred solution and will support IBM's AIX operating system and DB2 Universal Database. This will enable customers to manage an array of unstructured assets including video, audio, images, documents and web pages. IBM will market and resell these new solutions through its worldwide sales channel and Global Services organization. www.ascentialsoftware.com, www.ibm.com

FUJITSU SOFTWARE PARTNERS WITH NORTH

4/24/01

Fujitsu Software Corporation and North Plains Systems Corp. announced a strategic partnership to offer Fujitsu Software Corporation's i-Flow workflow engine as a component to North Plains' TeleScope software. By using i-Flow with the TeleScope system, North Plains' TeleScope solution enables digital asset management users to automate management activities from any loca-

tion. TeleScope, like i-Flow, is customizable and can be tailored to meet customer requirements. The i-Flow engine is 100% Java, allowing for integration with enterprise-wide products such as TeleScope. The flexible architectures of TeleScope and i-Flow enable customers to integrate the combined system into their infrastructures, allowing documents and images of all kinds to be indexed and retrieved through a Web browser. www.fs.fujitsu.com, www.northplains.com

ARTESIA TECHNOLOGIES ANNOUNCES TEAMS 4.2

4/23/01

Artesia Technologies unveiled the latest version of its TEAMS digital asset management solution. Features include out-of-the-box applications to better support video production workflow, expanded support for video formats, streaming servers and loggers, as well "one click" localization support that leverages unique XML and JSP-based Internet client for our French and German speaking end-users. Specific enhancements in TEAMS 4.2 include: A web-based Video Storyboarding application to simplify rapid repurposing of programming, as well as to streamline video production workflow; Built-in support for Windows Media and Darwin streaming servers to complement TEAMS' existing support for RealSystem Server; Turnkey integration with Convera's Screening Room Capture Client; Integration and synchronization with Convera's Edit Client enabling modifications to storyboarding to be made either in TEAMS or in Convera's Edit Client; Updated integration with Version 4.5 of Virage's VideoLogger; and updated integration with Version 1.12 of Image Alchemy to take advantage of the latest image transformation and indexing enhancements. Pricing available from an authorized reseller or directly from Artesia Technologies. www.artesia.com

BOWSTREET INTRODUCES PORTAL SOLUTION

4/23/01

Bowstreet announced the commercial availability of Business Web Portal Solutions, a ready-to-use suite of products that enables businesses to produce customizable portals to expedite enterprise information sharing, eCRM, syndicated storefronts, corporate intranets, partner extranets and supply chain collaboration. Because Business Web Portals are built on top of the Bowstreet Business Web Factory, companies can realize economies of scale by aggregating disparate e-business initiatives on a single, vendor-neutral platform. Using Business Web Portals, non-technical business people can produce customized portals for thousands of different users and dozens of e-business initiatives, with minimal help from IT and in a fraction of the time and cost required by traditional "hard-wired" enterprise portal solutions. Business Web Portals can assemble business process components from legacy systems and client/server applications such as ERP, CRM and supply chains, as well as web services from Microsoft.NET, Sun ONE, Oracle Dynamic Services, IBM Web Services, and/or HP E-Speak as they become available. Business Web Portals include plug-and-play web services "modules" for news, Microsoft Outlook and e-mail integration, and other business functions as well as point-and-click wizards.

www.bowstreet.com

INTERWOVEN UNVEILS CONTENT INFRASTRUCTURE PRODUCT SUITE

4/19/01

Interwoven, Inc. unveiled its new Content Infrastructure direction and announced the 5.0 release of TeamSite, TeamSite Templating, and OpenDeploy software, along with the introduction of two new products – Interwoven OpenChannel and MetaTagger 2.1 software. This broad new product functionality addresses Content Aggregation, Content Collaboration, Content Management, Content Intelligence and Content Distribution and provides an underpinning for multiple eBusiness initiatives and applications. Content Aggregation captures all content neces-

sary for delivering a compelling Web experience, including database, file system, application code and XML. TeamCatalog streamlines the process of moving legacy catalog content to the Web by aggregating product data, and then automating the cleansing and categorization to make product information transaction-ready. Content Collaboration accelerates eBusiness initiatives with virtualization and branching. Interwoven TeamSite 5.0 software now adds single-click collaboration with email content entry, and ease-of-use of the new WebDesk interface. Content Management extends contribution throughout the enterprise without any loss of operational control, including process functionality such as templating, versioning and workflow. TeamSite Templating 5.0 software offers single-click templating and rich text-editing with WYSWYG formatting. Content Intelligence leverages enterprise Web assets across multiple initiatives and applications. By automating the assignment of accurate and consistent metadata, MetaTagger 2.1 software improves personalization, search and syndication. All metadata and vertical vocabularies are defined in, and captured as, XML. Content Distribution controls the multi-tiered delivery of content across multiple servers, devices and initiatives, both within and beyond the enterprise. OpenDeploy and DataDeploy 5.0 software have been enhanced to simplify complex deployments of both file and database assets to any production environment including ATG, BEA, IBM, BlueMartini, iPlanet. Interwoven OpenChannel software enables an organization to create content once, and re-use it across multiple delivery channels including the Web, wireless, voice and print. Interwoven Content Infrastructure integrates with application and transaction infrastructure products from ATG, BEA, IBM, TIBCO and webMethods. www.interwoven.com

VIGNETTE ENHANCES BUSINESS INTEGRATION STUDIO

4/18/01

Vignette Corp. announced new enhancements to the Vignette Business Integration Studio (VBIS), an application that empowers businesses to integrate content management systems and business processes of different companies as well as marketplaces and their participants. VBIS enables the integration of business processes through a graphical interface. Developers can build a flowchart of the desired process on any terminal, select the necessary adapters from a standard toolbar and the application will do the rest with no programming involved. With more than 50 prepackaged, intelligent adapters for applications from vendors such as SAP, Siebel Systems Inc. and Microsoft Corp. – as well as standard technologies such as XML, JMS and HTTP – VBIS brings drag-and-drop tools to business process integration. By using VBIS, companies can now rapidly integrate traditional enterprise resource planning ERP, SCM and CRM functions. Because it supports J2EE VBIS operates with application servers including BEA WebLogic and IBM WebSphere. With new features, such as clustering support for WebLogic and multiple process deployments, customers can now respond to their scalability requirements while selecting from a variety of powerful adapter development tools to get to market faster. VBIS goes beyond other EAI solutions by allowing companies to not only translate data between different applications, but by providing full business process integration with the ability to design the entire process in a non-programming user interface. Vignette Business Integration Studio also extends the Vignette Collaborative Commerce Server (VCCS) by allowing integration between back-end and legacy systems and the platforms and applications of trading partners, suppliers and customers. The Vignette Business Integration Studio and the Vignette Collaborative Commerce Server are currently shipping. www.vignette.com

ADOBE ANNOUNCES AVAILABILITY OF SVG VIEWER 2.0

4/18/01

Adobe announced the immediate availability of Adobe SVG Viewer 2.0 in both English and Japanese. Support for additional languages will be rolled out over the next few months. This release has some additional Accessibility features such as mouseless panning (via the numlock key), improved support for the SVG spec, improved performance and rendering. As previously

announced, Adobe SVG Viewer will soon ship with RealNetworks' Real Player. In addition, Adobe SVG Viewer will ship with each copy of Adobe Acrobat and Acrobat Reader. This will enable the distribution of approximately 45 million viewers before the end of this year, and an estimated 110 million in twelve months. Additional distribution is included in Adobe Photoshop, Adobe Illustrator, Adobe GoLive and other Adobe products. The SVG Viewer is at www.adobe.com/svg/viewer/install/main.html, and the release notes at www.adobe.com/svg/indepth/releasenotes.html

ENTERWORKS CATALOG BUILDER TO HELP SUPPLIERS PUBLISH TO MULTIPLE MARKETPLACES

4/18/01

Enterworks, Inc., announced the release of the first in a series of packaged solutions that will allow suppliers to quickly and easily participate in multiple online channels, such as e-marketplaces. Available immediately, Enterworks Catalog Builder, powered by Enterworks Content Integrator, integrates content from disparate sources and allows suppliers to format catalogs only once before delivering them to multiple sales channels. Unlike some supplier enablement solutions, Enterworks Catalog Builder draws on current data from the original sources in real time without requiring a central repository. Enterworks Catalog Builder leaves the content and the catalog in the control of the individual supplier, providing them with a complete solution for content access, aggregation, transformation, cleansing, categorization and delivery. Enterworks Catalog Builder features built-in UN/SPSC and custom-defined classification support. Additionally, Enterworks Catalog Builder delivers catalogs in Ariba and Commerce One formats. Enterworks Catalog Builder is currently available in various solution packages that range from \$50,000 to \$100,000. www.enterworks.com

NQL JOINS ORACLE PARTNER PROGRAM

4/18/01

NQL Inc announced its membership in the Oracle Partner Program (OPP), giving NQL early access to Oracle product strategy and direction, design criteria and product releases. The announcement coincides with the release of NQL's Network Query Language software version 1.1, which optimizes database query generation for Oracle databases. As an OPP member, NQL will receive advance notice of Oracle platform and application initiatives, as well as partner-specific integration tools. OPP membership is also expected to provide NQL with business intelligence information, access to technical forums and libraries, placement in Oracle's solution catalog and participation in Oracle-sponsored events. The latest version of the software is designed to make it easier for developers to add data retrieved from spreadsheets or network sources to Oracle databases. Network Query Language technology is NQL's scripting language suited for the development of content management solutions. www.nqli.com

OPEN MARKET ANNOUNCES SUPPORT FOR AIX

4/18/01

Open Market, Inc. announced that they are adding support for AIX. By supporting AIX, Open Market wants to offer companies a content management solution that leverages IBM's highly scalable e-business software and hardware infrastructure. www.openmarket.com

FATWIRE TO DELIVER INTEGRATED EBUSINESS SOLUTIONS WITH WEBSHERE

4/17/01

FatWire announced that the company's UpdateEngine software will leverage IBM WebSphere software. The solution allows customers to accelerate launch time and efficiently manage their eBusiness sites. This relationship complements FatWire's integration of IBM DB2 Universal Database with UpdateEngine. UpdateEngine customers have a database-driven content management solution, including automated workflow and fast publishing for WebSphere application servers. UpdateEngine is all in Java and easily works with WebSphere applications to provide content management capabilities. www.fatwire.com

REQUISITE TECHNOLOGY ADDS CONTRACT APPLICATION TO CONTENT MANAGEMENT

4/17/01

Requisite Technology Inc., announced the availability of the Contract Manager add-on module for the eMerge Content Management system. For suppliers, the eMerge Contract Manager offers the ability to export product information with customer-specific pricing models in multiple XML formats to marketplaces and buyers using commerce platforms from Ariba, CommerceOne, Oracle, SAP and others. Marketplace customers can assign contract information and pricing models to product data from multiple suppliers within their eMerge systems. Buying organizations also benefit from the eMerge Contract Manager, gaining the ability to create for suppliers specific contracts and pricing information, and organize that information in multiple formats for use in a production catalog environment. Buyers also can allow suppliers to self-author contract and pricing information in a hosted environment, providing a single point of administration for content, contracts and pricing. Using the eMerge Contract Manager, supplier and buying organizations can merge and export data – product information, pricing and contract terms – into a user-specified XML format for loading into their production catalog. Product data with price models attached then can be exported into a production environment in multiple XML formats. www.requisite.com

ONEPAGE UNVEILS NEW SOFTWARE FOR CORPORATE PORTALS

4/16/01

OnePage, Inc. announced the next generation of the company's portlet-building software, Content Connect. The new software, designed to complement existing installations or integrate into commercial portal software offerings, enables organizations to create portlets – the units of information that together make up a portal page. With an interface intended for any user from administrative staff to IT professionals, Content Connect decreases the time and complexity required to deploy content for corporate portals, while increasing the levels of relevancy and personalization. For example, OnePage Content Connect empowers corporate end-users and portal administrators to create portlets from any number of web-accessible sources, including: Subscription Information Services, B2B Exchange Account Status, Intranet Project Sites, Information Contained on Competitors' Web Sites, Secure Sources of Information, Information from Partner Sites, and Legacy Systems (that have an HTML interface). www.onepage.com

PROXICOM & EGRAIL FORM ALLIANCE

4/16/01

Proxicom, Inc. and eGrail Inc. announced a partnership that will enable the implementation of content management solutions across multiple channels and in multiple languages. With this alliance, Proxicom and eGrail will help enterprise-class companies easily manage the content that they deliver to their constituents via the Web and wireless devices. www.proxicom.com; www.egrail.com

MICROSOFT ANNOUNCES NEW SOAP TOOLKIT & NATIVE SUPPORT FOR SOAP IN XP

4/11/01

Microsoft Corp. debuted a new SOAP Toolkit, announced native SOAP support for the Microsoft Windows XP operating system, and invited SOAP developers to an interoperability event. Microsoft announced an updated version of the Microsoft SOAP Toolkit for the Visual Studio 6.0 development system. The new version 2.0 provides full support for SOAP 1.1 and the Web Services Description Language (WSDL). With the Toolkit, developers can build XML Web Services or add such capabilities to any existing application that supports the Component Object Model (COM). In addition to offering new samples and debugging tools, this release also is fully interoperable with XML Web Services built using the Microsoft .NET Framework and has been tested with SOAP implementations from a variety of other vendors. A release candidate is available for download on at <http://msdn.microsoft.com/>, with the final release expected to be available from the same location later this month. In addition to the stand-alone Toolkit, Microsoft also announced that Windows XP would have native support for SOAP. www.microsoft.com

INTERTRUST & ARTESIA TO OFFER SOLUTION FOR MANAGING & SAFEGUARDING DIGITAL ASSETS

4/11/01

InterTrust Technologies Corporation and Artesia Technologies announced an agreement to integrate their respective technologies to offer customers an advanced platform for managing, safeguarding and distributing digital assets. The initiative is designed to address the complexities media, entertainment and publishing industries face in managing, distributing and monetizing digital assets across multiple channels and platforms. The technology integration agreement enables Artesia to join the community of application developers and service providers comprising the digital commerce network created by InterTrust and branded as the MetaTrust Utility. Administered by InterTrust as a neutral party, the Utility develops and enforces the rules for interfacing with the platform – both technically and operationally – to ensure that all the services and applications it supports meet its rigorous standards for security and interoperability. The agreement will allow Artesia's TEAMS Digital Asset Management solution to automatically encrypt and manage digital assets in conjunction with InterTrust's DRM technology. Through this process, the business rules defining the approved usage for each asset, which are stored within TEAMS as XML-based metadata along with the original content, can be efficiently captured and seamlessly packaged with the protected content. Since many digital products are actually comprised of multiple assets, such as individual song titles on a compact disc or the text and photos that might comprise a book, this enhanced flexibility allows content owners to more efficiently re-purpose their digital assets in a secure manner in a variety of formats. www.intertrust.com, www.artesia.com

PLUMTREE ANNOUNCES DOCUMENTUM GADGET SUITE & CONTENT REPOSITORY CRAWLER

4/11/01

Plumtree Software announced the release of two new Plumtree plug-in components for integrating Documentum enterprise content management capabilities into the Plumtree Corporate Portal platform: a suite of Plumtree Portal Gadgets incorporating the content management capabilities of Documentum 4i, and a Plumtree Crawler for scanning Documentum 4i repositories for new content to index in the portal. The Plumtree Gadget Suite for Documentum 4i allows business users to create, edit and approve Documentum-managed content from a personalized portal page that also incorporates those users' e-mail, sales leads, inventory reports, and market news. The gadgets were developed by Infodata. The Plumtree Documentum Gadget Suite, available as a web-hosted solution or to customers who have purchased both software solutions, includes gadgets for developing, routing, approving, and publishing content. The Plumtree Crawler for Documentum 4i adds to a collection of crawlers for Lotus Notes, Microsoft Exchange, the Internet, corporate intranets and extranets, and File Systems, giving customers a unified view of all documents across the enterprise, regardless of the repository in which they are located. The Plumtree Crawler for Documentum 4i automatically publishes content that has been staged through Documentum workflows, integrating content in an enterprise-wide searchable directory that includes Web pages, reports, e-mail and documents from file systems. www.documentum.com, www.plumtree.com

EPICENTRIC & DOCUMENTUM UNVEIL ENTERPRISE CONTENT MANAGEMENT MODULES

4/11/01

Epicentric Inc. and Documentum have co-developed Web Service Modules that deliver content management and collaboration capabilities across global e-business networks. The new modules provide organizations with interoperability between Epicentric Foundation Server and Documentum 4i eBusiness Platform, enabling strategic data to be aggregated, created, managed, and delivered in a secure, personalized format to customers, partners and employees across intranets, extranets and the Internet. The Documentum/Epicentric Web Service Modules accelerate time to market for customers who need to deploy content management functionality to new and existing online business constituencies. Epicentric provides a privately branded, personalized interface that serves multiple online business communities. Documentum enables end users within those communities to aggregate, create, manage, and deliver business content in any format and in any language. The combination of Epicentric and Documentum's portal content management offering allows for optimizing the content management lifecycle across e-business networks. The new Web Service Modules will be available on Epicentric's Web Services Marketplace in Q2 of 2001. www.documentum.com, www.epicentric.com

INXIGHT ANNOUNCES CATEGORIZE EXECUTIVE

4/11/01

Inxight Software Inc. announced Inxight Categorizer Executive, an application that accelerates government and corporate portal deployment by up to sixty percent by simplifying the first and most important step: organizing content into its appropriate categories. In the past, corporations were forced to rely on XML programmers and engineers for this function; with CatExec it can now be accomplished by the content managers themselves. Used in conjunction with the Inxight Categorizer, the new CatExec provides a powerful, user-friendly and highly interactive application. It guides the user to quickly develop a "training set," which is a set of examples the

Inxight Categorizer will then use to determine how documents should be classified and into which categories they should be placed. Categorizer Executive is in limited availability immediately; general availability is slated for June 2001. www.inxight.com

HABLADOR UNVEILS ADOBE GOLIVE INTEGRATION

4/10/01

Hablador introduced a WebDAV-enabled plug-in that will make Adobe GoLive 5.0 a WYSIWYG front-end to Hablador's content management system. The new product, Hablador Connect: Adobe GoLive Extension, will simplify the process of placing HTML Web pages into an automated content management system. The extension works with Hablador's recently released CMS 2.5. Hablador CMS 2.5 is a full-featured, browser-based system capable of supporting Internet, intranet and extranet sites of all sizes. Hablador Connect was specifically designed to meet the needs of Webmasters placing their sites under content management for the first time. Hablador Connect: Adobe GoLive Extension, which will be available later this month as a free download installs as a menu item in Adobe GoLive. The extension supports an "Object Palette" and a "Property Inspector" that make it easy to use GoLive's WYSIWYG HTML editing environment to separate the structure from the presentation of a Web page. Hablador's proprietary AutoBuild feature then takes over to automatically generate a complete content management infrastructure. Hablador CMS 2.5 is written in Java, featuring an XML-based templating language and an HTTP API. It supports JDBC-compliant databases, including SQL server and Oracle 8i, and support templates written in plain text, HTML, JSP, ASP, WML and all other markup languages. The system supports both static and dynamic publishing and includes user-configurable workflow and security systems. www.hablador.com

NORTH PLAINS RELEASES TELESCOPE ENTERPRISE 6.1

4/10/01

North Plains Systems Corp. unveiled the newest release of TeleScope. TeleScope Enterprise 6.1 includes TeleScope's database abstraction layer, called Database Brokers, which provides a fault-tolerant cross-platform interface to leading database manufactures like Oracle, Microsoft and Informix. Database Brokers communicate with both TeleScope clients and external systems through North Plains' designed XML standard-MIMiX (Metadata Interchange Model in XML). MIMiX, is a dynamic data model for the exchange of assets and their metadata, providing easy integration between disparate systems. NPS has extended its QuarkXPress integration, which allows users to "flip" through color previews, copy and paste text, and extract linked images, to other document types like Word, PowerPoint and 40 additional document formats. Detailed multi-page views of these documents can be accessed directly from within TeleScope and TeleScope.web without the need of the authoring application. TeleScope Enterprise 6.1 offers built-in full text searching. The new Content Search includes a "Conceptual" search, a simple natural language query, and an "Advanced" search, allowing users to choose between prefix, binary operations, phrasing, proximity and stemming. TeleScope Enterprise 6.1 also gives global departments the ability to simplify the user interface by only showing metadata fields that are appropriate for the file type, class or project that it belongs to. www.northplains.com

DIGITAL GOODS PARTNERS WITH GROOVE TO CREATE P2P ENVIRONMENT FOR SELLING CONTENT

4/9/01

Digital Goods announced a business partnership with Groove Networks to develop an entirely new, more affordable and efficient way for content providers to create and widely distribute storefronts for secure sale of their digital products. The initial promise of the Digital Goods-

Groove applications or "tools" is subscription-based sales of digital content for the business marketplace, such as financial and investment research, corporate intelligence and other time-sensitive products, as well as business training and education materials. Under the agreement, Digital Goods is adapting its content management technology and Amplifi marketing and eCommerce tools to work in concert with the distributed computing platform developed by Groove Networks, enabling secure one-to-many and peer-to-peer commercial distribution and management of digital content. Using the Digital Goods applications, content providers will be able to distribute storefronts or subscription modules through one or many Groove "shared spaces," which enable businesses or individual consumers to synchronize and store content locally on their desktops. The financial model for the Groove-powered Digital Goods content distribution system is still under development, with both turnkey licensing and Digital Goods-managed design, administration and sales/marketing options likely to be offered. www.groovenetworks.com, www.digitalgoods.com.

Unfortunately, Digital Goods has closed down since this announcement. Making money selling content on the web continues to frustrate.

ADOBE ANNOUNCES ADOBE ACROBAT 5.0

4/9/01

Adobe Systems Incorporated announced the immediate availability of Adobe Acrobat 5.0 software. The new version offers numerous enhancements, including tighter Web integration, support for industry standard protocols like Open DataBase Connectivity (ODBC) that connect Adobe Portable Document Format (PDF) forms with back-end databases, and easier data exchange in Adobe PDF files through support for XML. Acrobat 5.0 software for Windows 95 OSR 2.0, Windows 98, Windows NT 4.0 with service pack 5 or 6, Windows ME and Windows 2000, and Macintosh OS 8.6 (all Web-based capabilities are not available due to Apple OS limitations), 9.0.4 and 9.1, is available immediately in the United States and Canada for an estimated street price of U.S. \$249. Registered users of earlier Acrobat software versions can upgrade to Acrobat 5.0 for U.S. \$99. French, German and Japanese versions of Acrobat 5.0 are expected to be available in the second calendar quarter of 2001. Information about other language versions, as well as pricing, upgrade and support policies, is available online at www.adobe.com.

This is what we use now. Please let us know if any of you with older versions of the reader have any trouble. Also, we thought we would try to use the InterTrust capability available with 5.0, but you'll be happy to know it is too much trouble for us so you won't have to deal with it (at least yet!).

TRADOS ENHANCES J.D. EDWARDS' ENTERPRISE CONTENT MANAGER

4/9/01

TRADOS Incorporated and J.D. Edwards & Company have created a development partnership allowing customers to integrate TRADOS technology into J.D. Edwards' Enterprise Content Manager. As a result of this partnership, customers will gain complete multi-lingual content management capabilities, simplifying translations for organizations operating in several countries with multiple languages. J.D. Edwards' Enterprise Content Manager allows enterprises to manage multi-lingual content with standard desktop tools like Microsoft Office. Enterprise Content Manager provides "single sourcing," creating a single content repository that can be used by a company's network of offices, partners and customers anywhere in the world. TRADOS supports this single sourcing vision, which provides enterprises with a larger return on investment because they only have to translate content once. The architecture of Enterprise Content Manager is geared to provide businesses with the freedom to choose among multiple applications and translation technologies. The J.D. Edwards Enterprise Content Manager is currently

available to early adopters, with widespread commercial deployment scheduled for spring 2001. The TRADOS integration is planned for summer for early adapters with General Availability in the fall. www.jdedwards.com; www.trados.com

DOCUMENTUM & ARBORTEXT TO CO-MARKET CATALOG MANAGEMENT SOLUTION

4/5/01

Documentum Arbortext announced plans to jointly market the Documentum 4i B2B Content Management Edition and Arbortext Intermarket catalog solution. Combining Arbortext and Documentum technologies enables organizations to create, administer and manage structured and unstructured content associated with B2B catalogs, making it easier and faster to feed appropriate, timely and accurate content into online catalogs. Arbortext's Intermarket is a catalog content management solution that enables organizations to keep all of its product information current, consistent and complete across all media: Web, print and CD-ROM. Intermarket helps organizations deliver more extensive and more usable product information for sell-side applications and to serve up catalog information to one or more net marketplaces.

www.documentum.com, www.arbortext.com

Everybody will be in this business at some point since all content is (at least theoretically) marketable. The actual boundaries of e-catalog functionality are still in flux.

GE GLOBAL eXCHANGE SERVICES ACQUIRES TPN REGISTER

4/4/01

GE Global eXchange Services (GE) announced that it has acquired TPN Register, LLC (TPN), an interactive content management service based in Rockville, Md. TPN's interactive catalog-management (ICM) services enable buyers and suppliers to customize catalog content for individual user's needs. The acquisition of TPN allows GE Global eXchange Services (GXS) to provide a complete Web-based e-procurement solution – including catalog content, purchasing workflow, B2B integration and transaction capabilities – across multiple industries. TPN's primary solution, TPN Marketplace, provides purchasing professionals access to a searchable catalog of goods and services, in a standardized format, from an approved supplier base. The catalog content includes private pricing and contract terms for more than 2 million line items from a list of more than 1,300 suppliers. www.tpn.com, www.gegxs.com

It was worth it just for the name change.

DATA JUNCTION CORPORATION ANNOUNCES XML JUNCTION 7.51

4/4/01

Data Junction Corporation announced the release XML Junction version 7.51. XML Junction is a subset of DJ Corp's Integration Suite. XML Junction's enhancements include performance improvements, and extends DJ Corp's XML support by developing bi-directional adaptors for gXML (Guideline XML), ebXML and Microsoft's BizTalk XDR (XML Data Reduced). XML Junction leverages gXML simplifying the design of EDI translation maps. gXML allows EDI specifications to be published on the Web as XML for the integration and exchange of business documents among trading partners. With the addition of compliant adaptors for each of these XML specifications, XML Junction users can create, parse and map XML data formats to and from nearly any other data format faster and easier than before. XML Junction incorporates SAX (Simple API for XML) technology for high performance loading and parsing of large XML

documents containing greater than 100 record types. It delivers 15X speed improvements in writing XML messages via rich EOM keyword support for MQ Series and MSMQ adapters. DTD validations against XML schema and rules files are now in XML Junction.
www.datajunction.com

We are not so sure it is a good idea to make a big deal over a release "7.51". If it is an important update give it its own integer!

MOBIUS & ESKER PARTNER FOR ENTERPRISE CONTENT MANAGEMENT DELIVERY

4/4/01

Mobius Management Systems, Inc. and Esker Inc. have entered a worldwide marketing alliance to help enterprises manage and deliver content more effectively by applying the multi-channel delivery capabilities of Esker's Pulse to information managed by Mobius's ViewDirect software. ViewDirect captures output from multiple applications and sources, creating an integrated repository of documents, reports and images for delivery over the Internet and corporate networks. Pulse automatically routes information from multiple data sources, in multiple formats, through multiple messaging infrastructures, to recipients throughout the enterprise. The alliance allows customers of both companies to benefit from the integration of the two products, providing a comprehensive solution for capturing, indexing and storing massive numbers of documents, reports and images in multiple formats and delivering them to any number of users via multiple channels, including Web, e-mail, fax and wireless technologies. www.esker.com, www.mobius.com

FATWIRE ANNOUNCES PARTNERSHIP WITH GLOBALSIGHT

4/4/01

FatWire Corporation announced a partnership with GlobalSight. The primary benefit to joint customers is to allow them to automate both their web processes as well as their globalization processes. GlobalSight's globalization management system (GMS), GlobalSight System3, integrates with FatWire's UpdateEngine5 to create a complete solution for managing global e-business content. GlobalSight System3 will acquire content from FatWire's UpdateEngine to be sent through a workflow process for complete localization and translation. www.fatwire.com, www.globalsight.com

NOKIA & INTERWOVEN JOIN FORCES TO DELIVER ENTERPRISE CONTENT MANAGEMENT

4/4/01

Interwoven, Inc. and Nokia announced that they are working closely together to integrate the Nokia WAP Toolkit and Nokia Activ Server with Interwoven's content management products. The integrated solutions will enable enterprises to create, preview and deploy Web content and applications to wireless devices more easily and accurately. Content contributors throughout the enterprise will be able to leverage TeamSite Templating's XML-based architecture to create wireless content in any markup language including WML, CHTML, and XHTML. Through the tight integration with the Nokia WAP Toolkit and the Nokia Activ Server, Interwoven TeamSite software users developing wireless content will have access to a real-life simulation environment that works with WAP-certified gateways to ensure that content and applications are previewed

exactly as they will appear on the mobile devices. According to the latest figures presented by the WAP Forum in February 2001, there are now 7.8 million WAP-readable Web pages on the Internet and over 50 million WAP enable handsets in circulation.

www.nokia.com/corporate/wap, www.wapforum.org, www.interwoven.com

SAP FORMS SAP PORTALS SUBSIDIARY

4/4/01

SAP AG announced its intention to create SAP Portals, Inc., a new company dedicated to developing and marketing comprehensive, open-enterprise portal and business intelligence products. SAP Portals will initially employ 700 people in the development and marketing of people-centric solutions, including the corresponding professional services. SAP Portals combines the assets of three units of the SAP group: TopTier Software (being acquired by SAP); the current SAP general business unit dedicated to the mySAP Workplace enterprise portal and mySAP Business Intelligence solutions; and eSAP GmbH, an SAP professional services subsidiary focusing on enterprise portal and e-business projects. SAP Portals will be a global company with headquarters in Palo Alto, Calif., and development centers in Walldorf, Germany, and Raanana, Israel. In addition to providing products to the parent company, SAP Portals will license its technology outside the SAP Group of companies and expects a significant portion of its revenues to accrue from outside the SAP installed base. The enterprise portal and information solutions will provide all users with one entry point to the wide variety of structured and unstructured information, Web content management, collaboration tools, CRM, SCM and ERP systems, as well as legacy systems already in use in the business. SAP Portals solutions will be available to customers directly as part of the mySAP.com e-business platform from SAP.

www.sap.com,

They seem to be serious about this, and have since bought a portal vendor to prove it. (It's late or we would remember which one.)

SOFTQUAD SOFTWARE RELEASES XMETAL 2.1 WITH SUPPORT FOR UNICODE

4/4/01

SoftQuad Software, Ltd. announced the availability of SoftQuad XMetaL 2.1, which adds transparent Unicode-conformant editing and display capabilities to their XML content creation solution. With Unicode support, companies can now develop XMetaL authoring applications that allow users to easily create XML content in any left-to-right language. In addition, those with multilingual content requirements can now share XML documents internationally, ensuring the accuracy of the information exchanged between systems using different languages, such as German, Russian and Japanese. XMetaL 2.1 provides the following Unicode support and features: Transparent Unicode-conformant display and editing behaviors, UTF-8 and UTF-16 encoding in conformance with Unicode 3.0 for all left-to-right languages, Unicode support in both the main document window and in the customizable interface elements – menu items, toolbar names, etc. – as well as the macro script editing interface. XMetaL 2.1 with Unicode support requires Windows NT 4.0 (with Service Pack 6) or Windows 2000. XMetaL 2.1 is also available for Windows 95/98/ME, but does not include Unicode support. XMetaL 2.1 is available now for \$495.00 (U.S.) per single user license. Registered owners of XMetaL 2.0 can upgrade to XMetaL 2.1 free of charge via Web download. The product is sold directly and through VARs and OEMs. Volume discounts, site licenses, partner programs and on-site training are all available. www.softquad.com

OPENPAGES INTEGRATES WITH DREAMWEAVER

4/2/01

Openpages, Inc. announced it has extended ContentWare through integration with Macromedia Dreamweaver. Together, the applications enable an integrated workflow that allows content creators to work within Dreamweaver to create Web templates, seamlessly populate them with content, and publish them online. Using Macromedia's Dreamweaver as a front-end authoring client, gives Web content creators the ability to create, save, search for and retrieve content from the ContentWare database without leaving the application. In addition, users are now able to use Dreamweaver to create Web pages on-the-fly with ContentWare's new manual page building capability. Manual page building lets users create new pages in real-time by directly accessing the rich content repository of ContentWare and extending content aggregation beyond the realm of form-based templating tools. www.openpages.com

NEW DTSEARCH PRODUCT LINE RELEASED

4/2/01

dtSearch Corp. is now shipping the dtSearch text search and retrieval end-user and developer product line, Version 6.0. The new release adds distributed searching and other features to improve access to information throughout an organization. The new features also expand the functionality of the dtSearch developer component for use with a wide variety of programming languages. dtSearch products offer instant indexed (and slower unindexed) searching of large document collections—word processor, database, spreadsheet, email, ZIP, XML and more. Over two dozen full-text search options provide unmatched intelligent searching. All products display retrieved files with highlighted hits, along with (for HTML and PDF) embedded images and links. FindPlus distributed searching is a new integrated feature of dtSearch Desktop, dtSearch Web, and dtSearch Network that allows a single search request to span everything from local drives to remote servers. Operating through a single user interface, FindPlus enables indexed searching of files and other data throughout an organization, without the need to collect the data in a monolithic repository. Because FindPlus uses an XML-based protocol for exchanging and aggregating search information, developers using the dtSearch Text Retrieval Engine can also easily incorporate this capability into their own applications. Enhanced XML support gives end-users and developers a way to combine data from any source, while retaining the ability to search on field and table information. dtSearch can perform indexed searches using the full range of dtSearch features across an entire XML database, or limited to a specific combination of fields or sub-fields, with no sacrifice in search speed. Pricing is \$199 for dtSearch Desktop, starts at \$800 for dtSearch Network, and is \$999 per server for dtSearch Web and the dtSearch Text Retrieval Engine (with royalty-free options also available). dtSearch provides fully-functional evaluation copies. www.dtsearch.com



PRELIMINARY PROGRAM AVAILABLE!

*October 10-12 - Tutorials: October 9, 2001
Westin Century Plaza Hotel, Los Angeles, CA*

More detailed and updated information is on our website, but the list of session titles below will give you an idea of what we will be covering. www.ecmseries.com. It is time to mark your calendar!

KEYNOTE PANELS

What is 'Enterprise Content Management' & What Strategies Make Sense - Part 1?

Managing content is critical for a lot more than supporting web publishing. Companies need to tie in web content with multiple back office enterprise data and content repositories to enhance web delivery, but they also need to ensure content is managed and integrated with a variety of multi-channel employee, partner, and customer applications within and across enterprises. Increasingly, 'enterprise content management' is the term used to refer to this expansion of content management. We open the conference with an interactive panel of outspoken senior managers from some of the leading vendors to compare definitions of 'enterprise content management', and discuss approaches for implementing a content management strategy that can support multiple enterprise applications. You can be sure there will be differences of opinion! Join us for a stimulating debate. Each panelist will provide an 8-10 minute perspective followed by questions from the moderator and the audience.

What is 'Enterprise Content Management' & What Strategies Make Sense - Part 2?

Our keynote panel opening the second day of the conference will provide a different perspective on the issues discussed in the opening keynotes. Analysts, consultants, and implementers will present their views on the previous days presentations and then provide their assessment of the market and advice on strategic and implementation planning. Some of the issues to be addressed are: how different content technologies relate to each other, which technologies will survive as stand-alone products, which kinds of suppliers will be the core content management providers next year, whether or when outsourcing content management applications makes sense, what works and what doesn't, when is single-sourcing content practical, what role should XML play in content management strategies, what multi-channel content delivery strategies make sense, and how will the market for content technologies evolve over the next 12-18 months.

MAIN CONFERENCE SESSIONS

1. Choosing a Content Management System
2. Content Management & Commerce: E-catalogs
3. Content Management & Enterprise Portals

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4. Implementing a Content Management System
 5. Content Management & Commerce: The Supply Chain
 6. Content Management, Enterprise Portals, & Security
 7. XML & Enterprise Content Management - Part 1
 8. Content Management & Commerce: Product Data
 9. Enterprise Portal Strategies
 10. XML & Enterprise Content Management - Part 2
 11. Content Management & E-commerce Platforms
 12. Categorization & Content Taxonomies
 13. Managing Single-source Content for Multi-channel Delivery
 14. Content Management & Syndication for Enterprise Applications
 15. Search Technologies for Content Management
 16. Content Management Architecture Decisions Part 1:
Open Source, P2P, and Application Servers
 17. Europe fights back
 18. Managing Multi-lingual Content
 19. Content Management Architecture Decisions Part 2:
Data Integration, Databases, and Enterprise Integration
 20. Is Hosted Content Management an Option?
 21. Personalization & Content Management
 22. Digital Asset Management & Content Management
 23. Wireless Content Management Strategies
 24. Relevant Standards for Enterprise Content Management

PRE-CONFERENCE TUTORIALS

1. XML and Content Management
2. Evaluating Enterprise Content Management Vendors
3. XSL, XSLT, & Content Management
4. Building a Java-based Architecture for Content Management
5. Syndication Strategies and Tools

BACK ISSUES

Issues from 1993 thru 1998 are \$15 if in print. More recent issues are available in PDF for \$20 and may be available in print form for \$30. See www.gilbane.com for more information.

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- Number 3 **Privilege Management & Rights Management for Corporate Portals**, David R. Guenette, Larry Gussin, and Bill Trippe
- Number 2 **Choosing an Architecture for Wireless Content Delivery**, Girish Altekar, Regan Coleman
- Number 1 **XHTML: What You Should do About it, and When**, Sebastian Holst, David R. Guenette

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- Number 10 **XML: The State of the Union** Bill Trippe, David R. Guenette
- Number 9 **E-books: Technology for Enterprise Content Applications?** Bill Trippe, David R. Guenette
- Number 8 **What is Content Management?** Frank Gilbane
- Number 7 **Syndication, Actionable Content and the Supply Chain**, Bill Trippe, David R. Guenette
- Number 6 **Digital Rights Management: It's Time to Pay Attention**, David R. Guenette
- Number 5 **E-catalogs: Strategic Issues for Suppliers**, Frank Gilbane
- Number 4 **Content Management: Application vs. Application Server Solutions**, Bill Trippe
- Number 3 **XML on the Front End: Connecting People & Processes in B2B E-commerce Environments**, Mary Laplante
- Number 2 **ASPs, Content, & Code**, Frank Gilbane
- Number 1 **XML, EDI, Content, & Commerce**, Bill Trippe

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CALENDAR (OF EVENTS WE ARE INVOLVED IN)

Extreme Markup Languages 2001, August 12 -17, 2001. Le Centre Sheraton, Montréal, Canada. Highly technical peer-reviewed 3.7-day conference preceded by 2 days of tutorials. Topics include: XML, Topic Maps, XSLT, SGML, query languages, linking, schemas, transformations, inference engines, formatting and behavior, and more. www.gca.org/attend/2001_conferences/extreme_2001/default.htm

Enterprise Content Management (ECM) 2001. October 10-12 - Tutorials: October 9, 2001, Westin Century Plaza Hotel, Los Angeles, CA. Our Enterprise Content Management Series is an educational forum where IT, business managers, developers, analysts, consultants, integrators, and vendors meet in a vendor neutral environment to discuss, debate, and share experiences in implementing enterprise content management systems and strategies. www.ecmseries.com

XML & e-business Intergeration Forum. November 20-21, Tutorials: November 19, 2001 Palais des Congrès, Paris, France. The 4th annual XML Forum will cover: web services, application integration, corporate portal architectures, content management, ebXML and EDI, Supply Chain integration, e-catalogs, XML & J2EE, B2B platforms, XML & data modeling, and more.
www.technoforum.fr/Pages/forumXML01/index.html

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