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COMPLIANCE: MAKE "DRM" PART OF THE SOLUTION

It may not be immediately obvious what Digital Rights Management (DRM) has to do with the current combination of fear and frantic activity resulting from the Sarbanes-Oxley Act, the Health Insurance and Portability Act (HIPAA), and other compliance requirements, but it is both relevant, and arguably required, as part of a compliance solution. Why?

The short answer is that while DRM technology was originally focused on *copyrights*, much of the technology can be generalized to manage all sorts of business *rules* and document policies – think "Digital Rules Management". Compliance is all about rules and policies, as well as permissions, usage, tracking and security. Content management systems play a crucial role in helping companies meet internal and external compliance requirements, but there are some necessary capabilities CMSs don't have, that DRM technology does. Just comparing the functions of each type of technology in the context of compliance will help clarify your thinking about a comprehensive compliance strategy.

This month we are pleased to welcome Attorney Glen Secor as a Senior Contributing Analyst and Consultant. Glen ran a business for 20 years, has a background in publishing, and his legal focus includes intellectual property and business planning. Glen examines the general problem of compliance, and explains how DRM and ECM systems relate to each other, and how DRM requirements map to compliance requirements.

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COMPLIANCE: MAKE “DRM” A PART OF THE SOLUTION

Compliance. The word strikes fear in hearts of corporate executives and sends visions of dollar signs dancing through the minds of solution providers. Legal regulations, internal policies, and the need to build information systems that comply with both have been part of the business landscape forever. However, a growing body of new legal regulations, most notably the Sarbanes-Oxley Act (“SarbOx”) and the Health Insurance and Portability Act (“HIPAA”), have brought compliance to the forefront. The requirements of SarbOx are looming even larger with the impending 11/15/04 deadline for compliance with Section 404, the primary financial reporting section of the Act.

But what is compliance, beyond the very broad definition of meeting a set of requirements or staying within a set of rules? A review of the business literature regarding compliance, including vendor white papers, reveals orientations so narrow (i.e. just Sarbanes-Oxley or just HIPAA) as to miss the real compliance challenge, or so broad that the term compliance is in danger of losing its meaning. In this latter regard, an online search for compliance-related documents produces results that include the following concepts:

Information Management, Transparency, Accountability, Business Documentation, Policy Administration, Enterprise Content Management (“ECM”), Document Management, Business Process Management (“BPM”), Internal Controls, Data Integrity, Security Information Management, Information Security Management, IT System Auditability, Corporate Operational Performance, Data Security, Records Management, And Business Rule Management.

One way to look at this litany of business functions is to conclude that compliance is everything and that everything is compliance. Another way to look at it is that compliance involves so many business functions that it truly is an enterprise-wide problem that requires an enterprise-wide solution. This latter perspective is the view that will be taken in this article. More specifically, emphasis will be placed on ECM and a business function not included in the above list, Digital Rights Management (“DRM”), and on the interplay between ECM and DRM. While DRM technology was originally focused on *copyrights*, it can be generalized to manage all sorts of business *rules* – think “Digital Rules Management”.

According to a recent PricewaterhouseCooper survey, only 15% of the companies surveyed had fully automated their reporting function, with the remaining 85% being either partially automated or completely manual. These are rather surprising statistics, given that half of the corporate executives surveyed describe SOX compliance as a “major challenge.”

There is no doubt that compliance is a significant challenge, but it would be short-sighted to think of compliance only in terms of SOX, HIPAA or other recently passed, high-profile legal regulations. Compliance is a wide-ranging business requirement and definition of this requirement is a key to finding successful compliance management solutions.

Enterprise Content Management (“ECM”) is correctly viewed as a critical element of compliance solutions. Indeed, some are characterizing ECM as the complete solution to the compliance needs of today’s corporation. But, as Rick Taylor writes in the 6/14/04 issue of [ECM Report](#), the relationship between ECM and compliance is not quite so simple. As will be argued here, compliance needs, once defined, will in most cases require the integration of multiple technologies, particularly ECM and DRM technologies.

A good solution to any problem begins with effective **analysis and definition of the problem**. We tend to speak of compliance as a singular requirement, a view which lends itself to a “one size fits all” solution mentality. Compliance means many things (perhaps too many things, given the length of the above list) and the compliance needs of a given business are likely to differ from the needs of any other business. Thus, definition of the problem or requirement is the first step to finding an effective solution.

Open, two-way communication throughout the process is critical to finding and implementing an effective compliance solution. Having defined the compliance needs of the business, those needs must be communicated to and discussed with appropriate personnel. This requirement seems particularly acute in the case of complex legal regulations, such as SOX, but is also important in the area of internal policies. Simply put, people cannot work to meet requirements they do not understand.

One result of the definition and education processes will be the **development of specifications** for the automated compliance management system, with ECM at its core. This is where a company must recognize its unique requirements and resist the aforementioned “one size fits all” mentality. For instance, different ECM systems have different strengths and weaknesses. The trick is to match the strengths of a given ECM solution with the specific needs of the business.

The final step, which is really more a part of the automation process than a phase unto itself, is **technology integration**. In most circumstances, ECM does not provide a complete compliance solution. Other technologies, particularly DRM for content that leaves the central control of the company, must be considered. This brings us back to the first step – definition. The ultimate compliance management solution should be determined by who has access to compliance-related content and how they are allowed to use it. Chances are good that this solution will involve multiple technologies.

DEFINITION

Compliance requirements arise essentially from two sources: legal regulations and internal policies. Legal regulations, particularly SOX, HIPAA, and various other privacy-related laws, are currently the objects of intense interest and activity. Of course, the business landscape is replete with government regulations that are either information-based or heavily dependent upon information. These include laws relating to taxation, occupational safety, the environment, financial transactions, et al. The point here is not that the latest round of legal compliance regulations do not merit the intense attention they are being paid, but rather that they do not exist in a vacuum. The compliance management system developed for SOX, HIPAA, et al. should be integrated with the compliance system(s) used to manage the information related to other government regulations.

This may seem like an odd statement at first, in that information pertaining, say, to OSHA regulations and a company's occupational safety record would seem to bear little relation to the information required to comply with SOX. Ultimately, though, the two share certain core content management requirements, namely:

1. how the information is stored,
2. who has access to the information and how they gain that access, and
3. how the information can be used once accessed.

In other words, while the nature of the two types of information may be different, they can and should share a common content management strategy.

Internal policies are another source of compliance needs. Information itself can be the subject of an internal policy, such as a policy governing access to employee performance reviews. Policies can also reflect physical measurements or restrictions, such as the maximum number of days an item may remain in inventory before being shipped to a customer or returned to the vendor. Our concern here would be the information measuring actual performance against this policy, which would be reflected by information in the inventory management system. The fact that the policy deals with a physical measurement is irrelevant for content management purposes – we are interested in information about the measurement.

There are, of course, many other types of business information which are governed by content management systems and practices. These include competitive intelligence, market data, human resources data, et al. Again, regardless of the specific type of content involved, the same content management issues must be addressed: *access and usage*. These access and usage controls are frequently referred to together as "business rules." In order to determine the makeup of business rules, i.e. the parameters for access and usage, questions of access and usage of content, the exact nature of the information and the requirements for reporting and/or protection need to be defined.

Note that this process is the same for ECM and DRM systems. In fact, it is at the development and enforcement of business rules that the functional lines between ECM and DRM truly begin to blur.

In ECM and DRM systems, content is maintained in some sort of content repository (or database). The ECM system is relied upon to manage internal business rules governing access to and usage of content from the database. But the difference between ECM and DRM systems cannot be stated simply in terms of internal vs. external content flow: both involve the management of content that leaves the enterprise. Indeed, for some compliance needs, such as the sharing of financial data between a company and its outside auditors or the sharing of test results between a hospital lab and a remote clinic, secure information exchange is required for compliance purposes. We should not allow ourselves to get hung up on the differences between content sharing, such as the electronic communication of specifications to a vendor working on a piece of a technology product, and content distribution, such as the sale or licensing of MP3 files through an online music store. Both involve the movement of content from within the enterprise to users outside the enterprise and both require that the content outside the enterprise be secure, i.e. that access and usage be controlled.

Whatever difference exists in the nature of ECM and DRM, then, can be found in the fact that ECM systems deal with content both within and outside of the enterprise, while DRM deals primarily with distributed content. This difference aside, each must be able to address the three core needs expressed above (how the information is stored, who has access to the information and how they gain that access, and how the information can be used once accessed.)

In other words, each must be able to articulate and enforce the business rules that the enterprise applies to its content. If a system can do this, then it can handle any compliance need that arises: the key is in the effective writing of business rules to meet the compliance standard.

Given these conclusions, we can look to the makeup and principles of DRM systems to guide us in meeting the complex business compliance needs of today, including for such regulations at SarbOx and HIPAA. The remainder of this article will be devoted to a discussion of DRM principles as applied to compliance-based business rules. In this case, though, compliance will be defined in terms of how distributed content is used, as opposed to how a particular provision of, say, SarbOx can be met.

DRM DEFINED

Copyright protection technologies have been the subject of much business investment, legislation, and controversy in recent years. When traditional content security technologies, such as encryption or password protection, are combined with e-commerce capabilities, the result can be called a digital rights management (DRM) system. In this section, we will consider the basic elements and features of DRM systems and their impact of various information access models.

ContentGuard, on its XrML.org site, defines DRM as “a system that is used to manage rights” and offers the following examples of rights management:

- A system that is used to secure and distribute protected e-books or protected media files. The rights are defined during the protection step and issued as a usage license to consumers;
- A system that is used to control access to an online service. For example a web service. Applications will need to have access to a license in order to invoke the web service;
- A [sic] accounting system that can track the rights issued and the royalties that are associated/due with those rights.¹

DRM involves a system (hardware and software, services and technologies), differentiation between authorized and unauthorized uses, control sufficient to allow only authorized uses, and some form of payment mechanism (consequences or royalties) arising from authorized uses. It is important to note that each definition acknowledges that DRM applies to “content” or “protected media files,” not

¹ Digital Rights Management Terms, at http://www.xrml.org/reference/xrml_terms.asp

merely digital music or electronic books and journals, DRM can and will be applied to any form of digital content.

Access control through DRM can be accomplished through the application of encryption-based software to a protected work, possibly along with such tools as digital signatures and watermarking. DRM can be applied at the system level or at the object level. A password-protected website is an example of system-centric DRM – the user needs a password to gain entry, but is not limited in terms of how she uses the content on the site once she gains access to the site.² Object-centric DRM is applied to individual files – the object is encrypted and coded with access and/or usage rules.³

THE POWER OF GENERALIZED DRM: SPECIFICITY OF BUSINESS RULES

Security in the DRM context means that activities are limited to authorized access and usage by authorized users. Content is first protected through the application of encryption, or password protection, or some other form of technology. The efficacy of these technologies, including their susceptibility to hacking, is a matter of legitimate practical concern, though we will not dwell on those concerns here. Instead, we will presume that digital content can be effectively secured.

When access controls include authentication of both content and parties, we have a “trusted system.” We often think of content protection as simply a matter of locking up (encrypting) the content, but true access control, which is dependent upon reliable authentication, is much more complicated and powerful than that. This is especially important considering that access control and use control are often bundled, if not inseparable, within a DRM application.

The following examples, taken from a report by the Association of American Publishers (“AAP”), demonstrate the interdependencies of access and usage controls, as well as the granularity of business rules that are expected to be possible (and in fact are possible) using DRM technology. These particular business rules, designed for content distribution, are the functional equivalent of rules to govern access to and usage of content, both internally and externally, in the regulatory compliance setting. In other words, instead of controlling where or for how long a document can be stored in a content distribution scenario, DRM principles could also be applied to control who sees and can modify financial statements for SarbOx Section 404 compliance purposes.

In its report, titled *Digital Rights Management for E-books: Publisher Requirements*,⁴ (“AAP Report”), the AAP provides a helpful foundation for considering DRM in the

² Sandra Payette and Carl Lagoze, Policy-Carrying, Policy-Enforcing Digital Objects, linked to via <http://link.springer.de/link/service/series/0558/bibs/1923/19230144.htm> (passworded access).

³ *Id.*

⁴ Digital Rights Management for Ebooks: Publisher Requirements (hereinafter *AAP Report*), at <http://www.publishers.org/digital/drm.pdf> (last visited Aug. 21, 2004).

context of e-books. The *AAP Report* also provides somewhat detailed requirements for specific aspects of e-book rights management, including requirements for a Rights Specification Language (RSL). These are paraphrased below.

Benefits of DRM in Digital Commerce

The *AAP Report* recognizes that, at least from the publishers' perspective, the purpose of DRM is to facilitate digital commerce in digital content. It does this in the following ways:

Protection of digital content: encryption, which provides the first level of security and trust as publishers launch digital content.

Secure e-book distribution: controlled access through the management of decryption keys.

Content authenticity: encryption makes it difficult to access a file to alter it and other features of the secured container can be used to indicate whether a file has been altered.

Transaction non-repudiation: use of a private key to decrypt a file indicates that the private keyholder participated in the initial download transaction.

Market participant identification: through the use of digital certificates, the identities of participants in an e-book transaction can be verified.

Technical Elements of a DRM System

The *AAP Report* assumes that a DRM system will contain some or all of the following technical elements or capabilities: encryption, public/private key decryption, digital certificates, watermarks, access control, authentication, secure communication protocols, secure content storage, a trust infrastructure, and a **rights specification language (RSL)**. The *AAP Report* includes an appendix describing XrML, one of the leading RSL candidates.

AAP Requirement Categories

The AAP is pushing for standards in the following areas:

Rights Specification Language: defined in the first instance rather narrowly as "the mechanism for describing the author/publisher rights associated with an ebook." The definition expands, though, to include a language that can specify digital rights and is "sufficiently flexible to support new and emerging business models that may change over time." We will examine specific RSL requirements shortly.

Electronic Package Control: relates primarily to encryption and security technology.

File Format: refers to a variety of format types, including media (text, audio, graphic, video), specific e-book reader formats, file compression formats, et al. The AAP's position is that DRM standards should develop and exist independent of specific file content formats.

Trust Infrastructure: the *Report* describes the trust infrastructure as “the digital pipes and pumps of DRM.” This analogy may or may not be helpful, but the essence of the trust infrastructure is the degree of system-to-system interaction that can be conducted within the parameters set by the parties to the transaction and without the human intervention of those parties. The trust infrastructure deals with a variety of functions, including: Interoperability - especially relating to cross-platform compatibility for sharing and reading e-book files, Security, Key management, Off-line usage - asynchronous access to licensed or purchased ebook content, Rights persistence - continuation of acquired access rights, regardless of changes in technology, financial status, or other characteristics of parties further up the value/distribution chain, and Consumer privacy.

The elements outlined above essentially comprise a trusted system. It requires encrypted content, authentication of both content and parties to any transaction, and access and usage controls based upon business rules (i.e., terms and conditions or licensing terms) specified by the content producer or distributor.

The *AAP Report* lists a range of **use scenarios** involving the pricing, distribution, usage, and management of e-book content.

Pricing Scenarios

Free - Protected content, but no charge for all or certain uses. The free content could be an excerpt, provided for marketing purposes (or in an attempt to mimic fair use of printed books?), or the entire work; Pay-per-view, Pay-per-use, Subscription, Time-based, Metered, Unlimited usage, Limited usage, Site licensing, and Differential pricing based on specific uses, types of users, etc.

Distribution Scenarios

Personal lending: allowing a consumer to transfer a file and access to that file for a period of time. During this time, the lender would not have access to the book, similar to the situation when a printed book is loaned. Preserves the first sale doctrine for consumers, even though book is more likely to have been licensed than purchased.

Institutional lending: same principles as personal lending above and similar to interlibrary loan of books today.

Giving: full and permanent transfer of the e-book file and access to it.

Superdistribution: also referred to as “viral distribution,” in which a consumer passes the book along to one or more of his friends with all the protections intact. The recipients, who cannot access the file as sent, thus become potential licensees/customers of the publisher or distributor.

Distributor copies: this is a big one, as most books today are sold not directly by the publisher to the consumer or purchasing institution, but rather through some intermediary or reseller. It would be rather silly for the distributor to have to store multiple copies of an e-book the way that multiple copies of printed books must be maintained in inventory. Rather, the distributor should be able to make copies from a master

copy, with appropriate accounting back to the publisher for copies made and sold. The RSL should support this.

Usage Scenarios

Personal copies: the right to make copies for personal use.

Composite works: the right to combine the books with other content.

Derivative works

Printing: all or part of a book.

Grant subordinate rights: this seems a poor choice of terminology, since subordinate rights or “sub rights” already has a meaning in publishing (generally relating to translations, alternative formats, and other rights not part of the bundle of primary rights transferred by the author to the publisher in the publishing agreement. Here, the AAP is using the term to mean maintenance of multiple revenue streams (revenue to publisher, royalty to author, etc.) through downstream transactions.

Content Management Scenarios

Authentication of the content

Create backups

Delete e-books: appears to be only an issue in the institutional context, where authority to delete an e-book from the archive may be limited to certain individuals (such as a designated member of the library staff).

The specificity of use scenarios expressed above matches the complexity of the information compliance requirements of SarbOx, HIPAA, internal policies, et al. Through the application of technology which protects the content (encryption) and which expresses and enforces business rules (see Bill Trippe, *XrML and Emerging Models of Content Development and Distribution*, The Gilbane Report, 4/23/02), we are able to achieve extremely high levels of access and usage control. The key is to develop and implement business rules that reflect the compliance needs of the enterprise. Again, the first and most important step in the development of an effective compliance program is to comprehensively and accurately define those needs.

SUMMARY

The line between content management and content distribution is blurring and may in fact already have disappeared. DRM technology can be used to facilitate compliance by managing content which leaves the enterprise or department. Moreover, DRM principles can be applied to ECM systems to manage access and usage of internal information for compliance and non-compliance purposes.

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INDUSTRY NEWS

Current news, old news (to January 1999), and commentary is available at www.gilbane.com. Free RSS 2.0 news feeds are available at www.gilbane.com/syndication.html.

PERCUSSION INTRODUCES RHYTHMYX FASTFORWARD

6/28/2004

Percussion Software introduced Rhythmyx FastForward, a series of enhancements to the company's Rhythmyx 5 Enterprise Content Management (ECM) solution, designed to speed implementation, deliver more application functionality out-of-the-box and require less customization services to meet common customer needs. The Rhythmyx FastForward series is specifically designed to address the application needs of the mid-tier enterprise market. Not an add-on product, FastForward is a feature set of Rhythmyx, and ships with Rhythmyx modules at no additional cost. Rhythmyx FastForward for WCM (Web Content Management) is the first of the series. It is currently in beta test and will be available next quarter. The second in the series, Rhythmyx FastForward for DM (Document Management) will be available later this year. Others in the FastForward series will be announced with future releases of Rhythmyx. Rather than segmenting the mid-tier market by the size of the enterprises only, Percussion defines the mid-tier ECM market according to the unique content management needs of these customers. www.percussion.com

CANTO RELEASE INTERNET CLIENT PRO 2.0

6/28/2004

Canto announced the immediate availability of Internet Client Pro 2.0. Internet Client Pro 2.0 is a Web-client permitting data upload and editing as well as cataloging. This Internet Solution is compatible with all Cumulus 6 Workgroup Editions - it is a component of Cumulus 6 Business Server Solution and Cumulus 6 Enterprise. Internet Client Pro 2.0 enables users to create dynamic web pages allowing customers to search for images and other documents within Cumulus catalogs using standard Web browsers. According to their user rights, visitors can also catalog new assets, assign assets to new categories, edit and update stored metadata or check-in and check-out assets for local processing without having to install additional software. Internet Client Pro 2.0 is available for download or from a Canto Sales partner for USD 6,995 in the Americas or EUR 6,995 outside the Americas, respectively. It ships with English, German, French and Japanese user interface on Mac OS X, Windows, Solaris and Linux platforms. Upgrades for existing Internet Client installations will also be offered. Customers who have bought Upgrade Advantage (UAP) receive the Upgrade of Internet Client Pro 2.0 for free. www.canto.com

NEAR-TIME INTRODUCES CONTENT & KNOWLEDGE MANAGER FOR MAC OS X PANTHER

6/28/2004

Near-Time, Inc. announced the commercial availability of their product, Near-Time Flow. Flow is a rich client application that leverages existing and emerging Web services standards and content. Flow is a peer-to-peer collaborative content and knowledge manager for Mac OS X Panther. Flow provides essential information integration capabilities. Flow users can access, manage, and repurpose content across the spectrum of private and public information. For instance, users can repurpose a Web log or news feed for an internal project, or a group of individuals can collaborate on content to be published on the Internet. Some of the supported standards include XML, HTML, FTP, WebDav, SMTP, iDisk, RSS, and Web logs (via Atom). Near-

Time Flow is available for download, and licenses are available individually or in multi-user packages; priced at \$99.95 for a single license, \$895.99 for 10 licenses, and \$3,995.95 for 50 licenses. The annual basic services fee for a Near-Time.net subscription is \$29.95 and is available free of charge to Flow customers through August 31, 2004. www.near-time.com

DATADIRECT ANNOUNCES DATADIRECT XQUERY

6/28/2004

DataDirect Technologies announced the development of DataDirect XQuery, an embeddable software product that enables Java developers to access both relational and XML data sources using a single query. Built to accommodate XQuery, the language for querying and creating XML documents, DataDirect XQuery will join DataDirect Technologies' offering of data connectivity components. Primarily queried from relational databases, business-critical data is increasingly required to be exchanged and processed as either XML data, or a combination of XML data and relational data. Recognizing this, the W3C has developed XQuery as a uniform language for data exchange. In the same way that SQL provides a query language for relational databases, XQuery will provide a common language for accessing both XML and relational data stores. DataDirect XQuery is scheduled to be available in the first half of 2005. A strategic beta program is scheduled to be available this fall. www.datadirect.com

SURETY & OPEN TEXT PARTNER TO DELIVER DATA INTEGRITY SERVICES FOR LIVELINK

6/28/2004

Surety, LLC, provider of perpetual data integrity solutions, and Open Text Corporation announced a partnership to offer data integrity services with Open Text's enterprise content management (ECM) solutions. Under the terms of the agreement, Surety's AbsoluteProof data integrity service will be integrated into Open Text's Livelink solutions enabling customers in regulated industries to protect intellectual property, defend evidence in court and comply with regulatory mandates by proving that their electronic records have not been tampered with in any way. Surety will become part of Open Text's Alliance Partner Program, which establishes select partnerships with industry and market leaders to provide all the necessary components of a complete ECM solution. www.opentext.com

ESCENIC & ONTOPIA ANNOUNCE SOLUTION FOR ENTERPRISE INFORMATION STRATEGY & TOPIC MAPS

6/25/2004

Escenic and Ontopia have signed a strategic agreement to offer an Enterprise Content Management (ECM) solution with support for the ISO Topic Maps standard. Escenic and Ontopia will create a standards-based Enterprise Information Integration (EII) strategy. The new solution will equip customers with the tool to offer better services, as information can be identified and processed with greater efficiency. Escenic plans to provide customers with a standards-based Taxonomy Management capability for easing the task of categorizing, managing, and locating content, together with Content Management functionality. www.escenic.com, www.ontopia.net

BLAST RADIUS INTRODUCES XMETAL 4.5

6/24/2004

Blast Radius introduced XMetaL 4.5 to simplify the creation of reusable business content. The new "Smart Customization Generator" automatically generates style sheets and behavior customizations from a DTD or schema. These are instantly usable in XMetaL Author and XMAX (XMetaL for ActiveX). When a customization file is updated and saved in XMetaL Developer, XMetaL Author and XMAX (XMetaL for ActiveX) now automatically update themselves to use the new version of the file. Developers can now create application-level customizations that apply to all DTDs and schemas. This simplifies the development of customizations, such as CMS integrations, that are independent of any particular document type. Authors now have the flexibility to move or copy content, including multiple cells, within and among tables using a click, drag-and-drop method. CALS, HTML and XHTML table models are supported. The CSS editor has been streamlined and simplified. Completely revamped project wizards in XMetaL Developer are simpler to use and have an improved workflow. www.xmetal.com, www.blastradius.com

REDDOT ANNOUNCES EXTENDED CONTENT MANAGEMENT SOLUTION, XCMS VERSION 6.0

6/23/2004

RedDot Solutions announced the release of the RedDot Extended Content Management Solution (XCMS), Version 6.0. RedDot XCMS 6.0 offers a single, scalable solution, tailored to meet the growing demands of mid-market organizations. The company also announced the release of RedDot CMS 6.0, a core component of XCMS. New in RedDot XCMS 6.0 is a collection of optional modules tailored to each organization's needs, a redesigned user interface, enhanced security features providing broader support for LDAP and a new module addressing web compliance. RedDot XCMS 6.0 offers a range of ECM Manager modules, providing: web content management, document management, asset management, collaboration and business process management. Each module aligns to a functional area, allowing customers to purchase only the modules they need and incorporate additional modules as their needs change. The new Web Compliance Manager module addresses compliance issues within the staging environment, before the content reaches the public. Pre-configured libraries, including the Section 508 and W3C accessibility standards, are available with the module. www.reddot.com

ONTOPIA & INDEX INFORMATION TECHNOLOGIES ANNOUNCE PARTNERSHIP

6/22/2004

Ontopia, creator of the Ontopia Knowledge Suite, the Topic Maps-based information integration technology, and Index Information Technologies, a Finnish company specialized in building professional content creation and knowledge management systems, have announced a partnership to bring the capabilities of Topic Maps technology to the Finnish market. Topic Maps offer an approach, based on an international standard, to describe the meaning of information. www.index.fi, www.ontopia.net

CAMBRIDGE DOCS ANNOUNCES WORDML TO XSL:FO TRANSLATION

6/22/2004

CambridgeDocs announced WordML to XSL:FO capabilities for the upcoming release of its xPublish Framework / Software Development Kit (SDK). With this capability, solution integrators and developers will be able to direct the CambridgeDocs servers to convert WordML documents into XSL:FO. (WordML is the XML format in which Microsoft Word 2003 saves content.)

Users will be able to generate PDF files on a Java-based server, using content authored in Microsoft Word 2003 and saved as WordML. Applications can also manipulate that content programmatically before generating the PDF files. The WordML to XSL:FO functionality is available immediately as part of CambridgeDocs xCTS - the xDoc Content Transformation Server. A future version of these products will also support rendering of XSL:FO into WordML, allowing for two-way transformation between the formats. It also allows Word to be used as an editor for generating XSL:FO templates. Pricing for CambridgeDocs xDoc Content Transformation Server and the Java Word API begins at \$10,000 per deployed server. The xPublish Framework begins at \$20,000 per deployed server. www.cambridgedocs.com

VIGNETTE DEBUTS EARLY ADOPTER PROGRAM FOR VIGNETTE APPLICATION BUILDER 7 WITH WSRP SUPPORT

6/22/2004

Vignette Corp. announced the initial availability of Vignette Application Builder 7.0, the company's composite application solution that now leverages the Web Services for Remote Portals (WSRP) standard. Vignette partners now have the opportunity to augment other portal vendors' technologies by leveraging Vignette Application Builder's WSRP production capabilities to deliver targeted solutions for specific business needs and vertical industries, regardless of the underlying architecture. With support for the production of WSRP, Vignette Application Builder now enables application designers to create federated portal applications that can be centrally deployed but consumed by multiple, distributed portals. Vignette Application Builder 7.0 will be generally available in the third quarter of 2004. www.vignette.com

CONTEXT MEDIA UNVEILS CONTENT INTEGRATION SOLUTION OFFERING FOR PUBLISHERS

6/21/2004

Context Media, Inc. announced the immediate availability of Context Media's Publishing Solution, a new version of the company's content integration software designed to meet the content integration and management needs of publishers. The new solution helps publishers increase revenue opportunities and expand their reach to new audiences by improving the management, access, packaging and distribution of digital content. Context Media's Publishing Solution also enables organizations to support multiple revenue models, including subscription and On Demand, and to manage and provide access both structured and unstructured digital content and media files. Context Media's Publishing Solution is based on Web services standards, giving publishing organizations a platform to integrate content and information dispersed throughout a variety of content repositories across divisions and geographies. New features available in Context Media's Publishing Solution include Virtual Content Catalog, Content Packaging and Distribution, and Custom ePrints. www.contextmedia.com

DOCUMENTUM DELIVERS LATEST VERSION OF EROOM.NET HOSTED COLLABORATION ENVIRONMENT

6/21/2004

Documentum announced the latest version of Documentum eRoom.net, a hosted, subscription-based collaborative workspace that can be tailored for specific projects, processes or business initiatives, such as new product development, contracts negotiations, client engagement and supply chain management. Suited for small to mid-sized businesses and departments or divisions within larger organizations, Documentum eRoom.net can be implemented and configured for hundreds of users. Hosted by EMC's Solutions Center based in Hopkinton,

Massachusetts, Documentum eRoom.net offers organizations management, security and protection of their applications and content. The new Documentum eRoom.net Channel Program enables partners with expertise in vertical industries such as manufacturing, pharmaceutical, energy, transportation and government, to customize and sell industry-specific collaboration solutions built on the eRoom.net platform to their own customers. Documentum eRoom.net is immediately available. Pricing is based on a monthly, sliding scale model, based on the number of users. Pricing for 100 users averages \$20 per person per month. www.documentum.com

VERITY INTRODUCES COLLABORATIVE CLASSIFIER FOR TAXONOMY MANAGEMENT

6/21/2004

Verity Inc. announced the availability of Verity Collaborative Classifier 1.0, taxonomy and classification management software that enables distributed subject matter experts to collaborate with corporate librarians and knowledge engineers in real-time to organize information around specific business roles and requirements. Verity Collaborative Classifier provides comprehensive, flexible taxonomy development, taxonomy rollout and taxonomy maintenance capabilities. Capabilities include workflow-based collaboration to allow taxonomy and classification management to be distributed to assigned subject matter experts, as well as to knowledge engineers who know and understand taxonomy development; and automatic classification and publishing capabilities that leverage domain expertise to keep taxonomies up-to-date. Verity Collaborative Classifier's platform-independent, Web-based architecture allows taxonomy management functions to be distributed, and can be installed alongside any Verity K2-equipped application. www.verity.com

ADOBE & IPTC COLLABORATE ON THE IMPLEMENTATION OF METADATA STANDARDS FOR NEWS ORGANIZATIONS

6/21/2004

Adobe Systems Incorporated announced that it is collaborating with the International Press Telecommunications Council (IPTC) to extend the capabilities of IPTC metadata through use of the Adobe XMP (Extensible Metadata Platform). XMP is a specification expressed in XML that provides a standardized framework to capture and manage metadata. Photographers and news services use IPTC metadata schemas to embed identifying characteristics such as captions, credits, location and time and dates within digital photos and scans. This information can be read by content management systems to review and identify photos they want to publish to accompany a story. Adobe and IPTC also announced plans to develop future implementations that will be accessible via the Adobe Creative Suite and related point products through a customizable metadata user interface. The XMP software development kit, which allows software developers and system integrators to build support for XMP into their products free-of-charge, is available under Open Source license from Adobe. The SDK and additional information about XMP is available at www.adobe.com/xmp.

SARVEGA ANNOUNCES XML CONTEXT ROUTER

6/21/2004

Sarvega, Inc. announced the Sarvega XML Context Router, a product to enable loosely coupled multi-point XML Web Services across wide area networks (WANs). The Sarvega XML Context Router is an XML appliance to route XML content at wire speed based on deep content inspection, supporting publish-subscribe (pub-sub) models while providing secure and reliable delivery guarantees. With Sarvega XML Context Routers, users can create complete overlay XML mesh networks, as the XML Context Router provides secure delivery of asynchronous messag-

ing for web services within and outside of the enterprise. It also delivers "Gigabit performance" for XPath-based routing driven by XML routing tables based on support for both XPath 1.0 and XPath 2.0 and, in future, XQuery. The Sarvega XML Context Router is currently in trials with carrier and government customers and will be commercially available in the fall. Additionally, Sarvega will offer PCI/PCI-X cards with Gigabit-level performance in the fall. www.sarvega.com

ACTUATE DELIVERS ENTERPRISE REPORTING WITH INTEGRATED EII

6/21/2004

Actuate Corporation announced Actuate 8, a real-time Enterprise Reporting Application Platform with integrated EII. The on-demand data access capabilities of EII in combination with the new version of Actuate's Enterprise Reporting Application Platform allow organizations to gain real-time operational visibility. Actuate leverages EII technology that the company acquired through its acquisition of Nimble Technology to provide the ability to deliver dynamic information to users in the formats they expect -- dashboards for executives and line managers, real-time web reports for customer service employees, spreadsheets for sales representatives and finance professionals, and personalized cubes for business analysts. Actuate 8 extends the data warehouse by providing users with on-demand access to information integrated from varied and disparate sources including ERP and CRM applications, data warehouses, legacy systems as well as XML and ODBC-based data sources. Actuate 8 includes a unified metadata layer which improves the overall accuracy of information analysis and is accessible by all products within Actuate's platform. Actuate 8 will be available as a limited production release on June 30th and will be generally available in July. Pricing for Actuate 8 starts at \$500 per named user.

www.actuate.com

MULTICORPORA RELEASES MULTITRANS 3.6

6/17/2004

MultiCorpora R&D Inc. announced the release of version 3.6 of MultiTrans, their software platform for translation support and language management. MultiTrans enables translators and language professionals to search and retrieve examples of text translations of any length from existing multilingual content. The MultiTrans centralized platform links all participants in the language management value chain, including authors, translators, terminologists, reviewers and content readers, to one central repository of information, eliminating duplication and rework and shrinking content delivery cycle time. New and improved capabilities introduced in MultiTrans 3.6 include: Expanded Web Browser Based Terminology Management, Distributable Project Reference Packages, an expanded API, and several Terminology Management Enhancements, including additional administrator control over user security, support for independent web and terminology application servers, enhanced terminology capture from within the translation process, integration with 3rd party terminology banks, and enhanced ability to apply mass terminology bank changes. www.multicorpora.com

VIGNETTE EXTENDS SUPPORT FOR MAC BROWSER ACROSS PORTAL & WEB CONTENT MANAGEMENT SOLUTIONS

6/16/2004

Vignette Corp. has added native support for the Apple Macintosh browser to Vignette content management solutions, which when combined with existing Mac support in Vignette's portal products positions the company to provide enterprise content management solutions to higher education institutions. With the addition of support for the Mac browser to complement existing support for Windows, Linux, Java and Microsoft .NET, Vignette continues to support heterogeneous IT environments. www.vignette.com

CONVIVEON RELEASES WEBXML CONNECT

6/16/2004

Conviveon Corp. announced the U.S. release of WebXML Connect, an "affordable website content management tool that turns almost everyone in a company, from chief executive officers to department heads into webmasters." Conviveon provides software products for non-technical users to create, share, manage and present web content to any users, anywhere, at any time. www.conviveon.com

SILKROAD EQUITY ANNOUNCES ACQUISITION OF PENDULAB

6/15/2004

SilkRoad Equity, LLC. announced the acquisition of privately held Pendulab, a provider of Enterprise Chat, Marketing and Collaboration solutions, in an all-cash transaction. Financial details were not disclosed. Pendulab will partner immediately with SilkRoad technology, inc., another SilkRoad Equity company, to integrate its solutions into SilkRoad technology's Collaboration Management Suite of Applications. The Pendulab acquisition now adds Chat Blazer Enterprise and AffiliateShop to the suite. ChatBlazer enables real-time communication via live chat, instant messaging and corporate/enterprise IM, voice conferencing, voice over IP, video and other forms of rich media, with full multi-client capabilities around HTML, Java, and Flash. AffiliateShop provides an affiliate program management system, customer support solution, and an ad tracking ROI toolkit. www.silkroadequity.com, www.silkroadtech.com, www.pendulab.com

COPERNIC LAUNCHES COPERNIC ENTERPRISE SEARCH 3.0

6/15/2004

Copernic announced the release of Copernic Enterprise Search 3.0 (CES), specifically designed to meet the distinct needs of the Small-to-Medium-sized Enterprises (SMEs) and departments of larger enterprises. New features and functionality provide organizations with document-level security on Windows networks and Exchange servers. Copernic Enterprise Search 3.0 also "installs in minutes". CES indexes every kind of XML schema and translates it into the proper structure. Using XML over HTTP and a file-conversion system, users are now able to connect to other applications and have full search capabilities of the data residing in those applications and data feeds, regardless of file format. Indexing, crawling and querying speeds have all been improved and allow for full, all-inclusive searches. Copernic Enterprise Search 3.0 is available immediately. Pricing is free for indexes containing up to 5,000 documents. Licenses start at \$3,999 for indexes of up to 10,000 documents and are incrementally tiered for indexes into the millions of documents. www.copernic.com

INTERWOVEN INTRODUCES CONTENT MANAGEMENT SOLUTION FOR ACCOUNTING INDUSTRY

6/14/2004

Interwoven, Inc. announced the Interwoven Accounting solution designed to provide tax, audit, and consulting professionals with firm-wide electronic content management to consolidate all forms of content -- including financial statements, e-mails, attachments and scanned paper -- into a single, searchable, and accessible repository. The new solution enables accounting firms to manage, search, and retain all firm content in a consistent manner. The cornerstone of the Interwoven Accounting solution is Interwoven WorkSite. The Interwoven Accounting solution aggregates all critical business content into engagement or client-centric WorkSpaces allowing professionals to quickly view all content such as documents, completed financial statements, engagement letters, scanned documents, and e-mails alongside critical dates, actions, and bill-

ing data in a single integrated view. All employees in the firm with appropriate permissions can then get an up-to-date view into any client or engagement related documents or correspondence from anywhere at anytime. The Interwoven Accounting solution provides capabilities for document management, team collaboration, e-mail management, workflow, and records management. The Interwoven Accounting solution is available from Interwoven today.

www.interwoven.com/solutions/accounting/index.html

NOVATIX INTEGRATES VERITY'S KEYVIEW

6/14/2004

Verity Inc. announced Novatix Corporation, a provider of software for management and sharing of digital documents, images and other files, has integrated Verity KeyView Viewing Software Development Kit (SDK) into its ExplorerPlus file management suite. ExplorerPlus software is a suite of integrated desktop tools that lets users organize and manage folders, files, documents, Web pages and other content on the hard drives of their personal computers. Verity KeyView Viewing SDK lets developers like Novatix add WYSIWYG (what you see is what you get) capabilities to their applications for viewing and printing of all popular word processing, spreadsheet, presentation, graphic, multimedia, compression and encoding formats. KeyView Viewing SDK allows the viewing and printing of multiple file formats, without requiring licenses and installation of multiple applications associated with the files types. www.novatix.com, www.verity.com

CROWNPEAK INTRODUCES ADVANTAGE ES

6/14/2004

CrownPeak Technology introduced Advantage ES, an Extended Suite of developer tools and customization capabilities. Advantage ES offers solution developers the ability to build and customize integrated content management applications without installing software or purchasing any hardware. Advantage ES consists of a new range of developer tools, an expanded API, a full suite of gateway interfaces with configuration tools, and a complete set of pre-configured customizations for applications like extranets, intranets, workflow engines, document and/or asset catalogues, and e-commerce systems. In addition, CrownPeak is announcing support for development in external platforms and connections directly into the CrownPeak application suite via Web Services (SOAP). The first major platform supported in this program is .NET. As part of the CrownPeak ES launch, the company is unveiling a new section of the CrownPeak site for developers, with code samples, documentation, and integration support. CrownPeak has also launched a complete developer training and support program. www.crownpeak.com

BRULANT & PERCUSSION PARTNER

6/14/2004

Brulant, Inc. and Percussion Software announced a partnership. Brulant will offer implementation services for Percussion's Rhythmyx 5 Enterprise Content Management (ECM) System to its customers with comprehensive content management requirements. Brulant's partnership with Percussion will enable it to design, develop and deliver content management solutions for clients' Web sites, intranets, extranets, document management applications, and enterprise portals. www.percussion.com

CONVERA ANNOUNCES SCREENING ROOM 3.0

6/10/2004

Convera Corporation announced the launch of Screening Room 3.0, video search technology with new enterprise security features. Screening Room 3.0 is an optional component to Convera's RetrievalWare enterprise search platform, which also searches text and audio data. Scalable for increasingly large video archives, Screening Room provides tools to manage and repurpose rich media assets. Used in conjunction with RetrievalWare, Screening Room delivers real-time capture, encoding, analysis and cataloguing of video, in addition to closed caption text, text generated by speech-to-text converters and other metadata over corporate intranets/extranets. Screening Room can eliminate the need for analysts, archivists and general users to watch or play an entire video when only a small clip is needed by leading the searcher directly to the relevant portion of the video. New security features to authenticate users and control the viewing and editing of sensitive video material are included within Screening Room 3.0. www.convera.com

CMS WATCH RELEASES VERSION 6 OF "THE CMS REPORT"

6/10/2004

CMS Watch announced the release of Version 6 of "The CMS Report", with updated analysis and product surveys. The CMS Report provides a comprehensive overview of Web Content Management products and best practices. The new version includes updated, 4-7 page comparative evaluations of 25 Web CMS offerings as well as short descriptions of more than 15 other products across 7 vendor categories. Version 6 of The CMS Report comes in an optional, expanded "Enterprise Edition," which addresses special issues of enterprise-level implementations, including multisite management, content integration, enterprise-class deployment, enterprise governance models, and new "ECM" product suites. The Enterprise Edition examines five vendor offerings -- from Interwoven, Vignette, FileNet, Stellent, and Documentum - in addition to those of 20 additional Web CMS vendors reviewed in the Standard Edition. The report is available for purchase online from CMS Watch. www.cmswatch.com

OPEN TEXT TO SUPPORT PHARMACEUTICAL INDUSTRY'S 'SAFE' INITIATIVE

6/9/2004

Open Text Corporation announced its support for the Secure Access For Everyone (SAFE) initiative. SAFE was unveiled by a group of biopharmaceutical companies, in cooperation with regulators and industry associations, to provide an open, global standard for secure and legally enforceable digitally signed e-documents exchanged among biopharmaceutical companies and with their regulators. The SAFE initiative will address the challenge of securely sharing massive, complex regulatory documents produced during research and development, and submitted to regulators to gain approvals on new drugs or medical devices. SAFE will establish a digital identity standard that will help create a common, trusted infrastructure between companies, partners and regulators. The SAFE model will allow pharmaceutical and life sciences organizations to meet the requirements for document authentication, legally binding digital signatures, integrity, uniform liability controls and privacy through the use of existing technology. Open Text will introduce and market a fully compliant Livelink solution for SAFE shortly after the SAFE certification process is in place. www.opentext.com/pharmaceutical/safe.html

ADOBE ANNOUNCES EXTENSION OF INTELLIGENT DOCUMENT PLATFORM & NEW DOCUMENT SERVICES

6/8/2004

Adobe Systems Incorporated announced it has extended the Adobe Intelligent Document Platform with new software that delivers document services technologies to help organizations automate business processes. The new server software, named Adobe LiveCycle, delivers document services to integrate manual processes into enterprise applications. The platform consists of three components: The intelligent document, document services and the universal client. Intelligent documents combine XML and business logic with PDF to move data to and from back-end systems using document services from Adobe. Adobe's document services deliver document generation, collaboration, process management and document security and control capabilities for integrating intelligent documents into enterprise applications. The universal client is Adobe Reader. Adobe also announced two new document services that are available through Adobe LiveCycle software. The new services are process management and document control and security. The process management service gives customers the ability to design, initiate, modify and enable people to participate in processes on or offline. The document security and control service enables them to apply persistent document security features across the extended enterprise. Adobe LiveCycle software is available immediately. It can be purchased as a stand-alone offering, by CPU or by user. www.adobe.com/enterprise

INSCI INTRODUCES ESP+ 3.0 FOR MANAGING ENTERPRISE CONTENT

6/8/2004

INSCI Corp. announced the release of its ESP+ Solutions Suite 3.0, the latest version of the Company's software. Designed to help large enterprises capture and store mission-critical documents long term, this newest version has enhanced capabilities for managing a broader range of content, with functionality for repurposing compliance documents for customer communications initiatives. Among its new features are: Expanded records management functionality in support of EMC Centera, Compliance Edition; Enhanced content delivery functionality including automated marketing templates, bounce processing, and access tracking for proof of receipt; Desktop application content capture, enabling Microsoft Word documents, Excel spreadsheets, and other content to be archived and preserved; Image capture of ID cards, paper-based documents, and other documents that must be preserved and easily retrieved for compliance; Java-based Web portal integration tools; and a Web-deployable desktop client. Also available in 3.0 is an enhanced ESP+ Messenger module, INSCI's automated content delivery solution. The ESP+ Solutions suite is available today from INSCI and selected VAR dealers. www.insci.com

UNICODE RELEASES COMMON LOCALE DATA REPOSITORY, VERSION 1.1

6/8/2004

The Unicode Consortium announced the release of new versions of the Common Locale Data Repository (CLDR 1.1) and the Locale Data Markup Language specification (LDML 1.1), providing building blocks for software to support the world's languages. This new release contains data for 247 locales, covering 78 languages and 118 countries. There are also 36 draft locales in the process of being developed, covering an additional 17 languages and 7 countries. To support users in different languages, programs must not only use translated text, but must also be adapted to local conventions. These conventions differ by language or region and include the formatting of numbers, dates, times, and currency values, as well as support for differences in measurement units or text sorting order. Most operating systems and many application programs currently maintain their own repositories of locale data to support these conventions. But

such data are often incomplete, idiosyncratic, or gratuitously different from program to program. The Common Locale Data Repository (CLDR) provides a general XML format for the exchange of locale information for use in application and system software development, combined with a public repository for a common set of locale data in that format. In this release, CLDR 1.1 contains roughly 50% more data than CLDR 1.0: adding many translated terms for languages, scripts, countries, currencies, and time zones. It also improves collation for a number of languages in Eastern Europe, and adds stand-alone month data for Slavic languages and Greek, and narrow month/day names for quite a number of languages. The LDML 1.1 adds new formats for narrow and stand-alone month and day names (used in online calendar applications), and POSIX compatibility fields. www.unicode.org/cldr/

XENOS RELEASES D2E VISION VERSION 1.2

6/8/2004

Xenos Group Inc. announced the release of version 1.2 of d2e Vision. Two new major components are now available -- one for processing Xerox Metacode/DJDE input printstream files and one for generating HTML/CSS output for web presentation. These complement the existing capability to process IBM AFP printstreams and generate PDF, Image, TIFF, AFP and XML output formats for e-business applications such as web-based customer statement presentation. Among other product features, two PDF output enhancements were also added: linearization of PDF files to enable faster viewing across the web of the first pages in a document while the rest of the file downloads, and Standard Acrobat 128-bit encryption for document security and fraud protection. d2e Vision v1.2 processes AFP and Metacode/DJDE input printstreams and generates AFP, HTML/CSS, Image (PNG, JPEG), PDF and TIFF output. d2e Vision is available on Windows NT/2000/XP, AIX, HP-UX, Linux, Solaris and IBM z/OS (under Unix Systems Services). www.xenos.com

INMAGIC & VISARD FORM STRATEGIC RESELLER PARTNERSHIP

6/8/2004

Inmagic, Inc. announced a strategic reseller partnership with Visard Solutions, Inc., a specialized document management and service provider. Visard will offer Inmagic solutions to provide management of an organization's critical content in general and in particular as the replacement solution for their customers who need to migrate from the proprietary Edibase software that is currently being phased-out. Using Inmagic solutions, current Edibase customers will be able to: perform full indexing of any document format in real-time, integrate with other applications, databases, etc., use Web design capabilities, and aggregate, classify, and disseminate internal and external content. In addition, Visard is the first bilingual partner of Inmagic, Inc. in Canada and will be providing the full Inmagic portfolio of Content Management Solutions in French and English to their constituents in the French-speaking provinces of Canada. www.inmagic.com, www.visard.ca

REALOBJECTS RELEASES EDIT-ON PRO 4

6/8/2004

RealObjects announced the official release of its latest cross-platform WYSIWYG XHTML/XML editor "edit-on Pro 4", designed to bring enterprise features to web-based applications and increase the quality of web content while enforcing corporate design and site standards for style, layout and code. The editor allows non-technical users to become content contributors without knowing HTML, XML or other markup languages. The new edit-on Pro 4 features include: DTD based filtering of imported and pasted content, Guaranteed XHTML compliance according to W3C standards through validation against XHTML DTD, Constraining to XHTML DTD subsets, Extension of the XHTML DTD with custom XML tags, Optional cleaning of Microsoft Word con-

tent, Template-based publishing through CSS based read-only elements and areas, WebDAV protocol support, Map of custom actions to document elements using CSS, User interface and XHTML content created are designed to meet the W3C WAI and section 508 accessibility guidelines, Real-time spellchecking as you type. Now including 18 international dictionaries (new: Legal English, Portuguese, separate pre- and post reform German), Tree view to navigate document's structure and to edit the attributes of all elements with DTD guidance, Swing based UI, Safari support, and more. Customers who are using edit-on Pro 2.x or 3.x with a valid software maintenance subscription may upgrade to edit-on Pro 4 free-of-charge.
www.realobjects.com

VASONT INTRODUCES SUBSCRIPTION OPTION FOR VASONT CONTENT MANAGEMENT SYSTEM

6/7/2004

Vasont Systems introduced its new subscription option for its Vasont Content Management System. This new payment option provides organizations with a way to take advantage of the Company's Vasont Content Management System while avoiding the capital budget process. Organizations pay a monthly fee to use Vasont over a 24-month period, offering them a convenient and cost-effective alternative to other content management systems that require a large upfront investment for the software. With this new subscription offering, organizations gain access to all of Vasont's features and functionality, allowing them to create, manage and repurpose their highly complex content, including technical documentation, users' manuals, and reference materials, to print, Web, CD-ROM, and wireless formats. Additionally, this payment option facilitates scaling the system to any number of seats and provides full software support and upgrades. www.vasont.com

DOCUMENTUM & EMC DELIVER CONTENT ARCHIVING & RETRIEVAL SOLUTION FOR COMPLIANCE

6/7/2004

Documentum announced the availability of the EMC Content Archiving and Retrieval Solution (CARS) with Documentum to help customers meet evolving requirements of internally and externally mandated compliance initiatives. CARS with Documentum enables organizations to intelligently manage and store large volumes of content. Using CARS with Documentum, organizations can capture, manage, store, archive and ultimately dispose of all types of content, such as clinical trial information, loan applications, insurance claims, x-rays, purchase orders and hardcopy, document-based business records, while making it readily available, secure and reusable. An EMC Solution, CARS with Documentum integrates the Documentum Enterprise Content Management (ECM) platform with EMC networked storage platforms and services to address various storage requirements at different stages of the information lifecycle. With this solution, customers can ensure that only highly valued content that must be immediately accessible or frequently accessed is stored on high-performance storage, while archived content with limited and infrequent user access is moved to EMC Centera content addressed storage (CAS) for long-term retention. www.emc.com, www.documentum.com

INTERWOVEN ANNOUNCES OPENDEPLOY 6

6/7/2004

Interwoven, Inc. announced OpenDeploy 6, a significantly enhanced code and content deployment product that plays a vital role within Interwoven's integrated Enterprise Content Management Platform and Interwoven's Web Change Management Solution. Interwoven OpenDeploy 6 Distribution Server software provides IT operations managers with an automated

solution to streamline and secure all code and content deployment processes, while ensuring the accuracy and version management of sites and applications enterprise-wide. OpenDeploy delivers transactional, scheduled, source-agnostic aggregation and provisioning features to IT management. OpenDeploy aggregates assets developed within any code or content development system, and synchronizes deployments to any network touch point throughout testing, staging, and production environments. The Interwoven Web Change Management solution helps reduce the cost of managing complex Web-based application environments and provides customers with reporting, version control and rollback capabilities. Interwoven OpenDeploy 6 is available this month. www.interwoven.com

IPEDO SHIPS NEW VERSION OF XML INTELLIGENCE PLATFORM

6/7/2004

Ipedo introduced the latest version of its XML Intelligence Platform, incorporating several product enhancements to facilitate delivery of on-demand intelligence. The Ipedo XML Intelligence Platform provides on-demand insights to help business make better and timelier decisions. Traders can use Ipedo to eliminate manual verification on trade contracts; CFOs can use Ipedo to drive daily summary information out to front line managers; Risk managers can gain comprehensive views of positions for risk reduction and compliance. The Ipedo XML Intelligence Platform 3.5 introduces: Visual XQuery Builder - a graphical, drag-and-drop interface that automatically creates complex queries and joins across multiple, disparate sources, allowing search and analysis on information; Visual XML Views Wizards - a set of point-and-click tools that create live, virtualized connections to relational databases and Web services sources; XML Rules - semantic inspection of XML documents and views that allows businesses to compare the contents of XML documents against business rules; and Vertical Accelerators - plug-in modules based on vertical XML standards that contain specific sets of pre-built XML templates, queries and rules. www.ipedo.com

MEDIASURFACE & CIBER PARTNER

6/7/2004

Mediasurface and CIBER have announced a partnership agreement. The partnership includes a joint market approach for the strategy, implementation and integration of content management, knowledge management and e-commerce solutions. The partnership is focused on expanding across the international marketplace. CIBER is striving to create a distinct profile as an international provider of enterprise content management solutions. Mediasurface and CIBER will be working together on both marketing and sales activities. www.ciber.com, www.mediasurface.com

PUREEDGE RELEASES QUICK START FOR GOVERNMENT SOLUTION

6/7/2004

PureEdge Solutions Inc. introduced PureEdge Quick Start for Government. Quick Start for Government is a package of affordably priced PureEdge software and professional services that enables state, local and federal governments to quickly deploy PureXML e-forms solutions such as online grants applications. www.pureedge.com

DIALOG ADDS XML OUTPUT, NEW POST-PROCESSING TOOLS & ELECTRONIC LINKING TO DIALOGLINK

6/7/2004

Dialog said that it is now offering DialogLink 4.0, an upgraded version of its software package for information professionals. DialogLink 4.0 adds XML output, new post-processing tools and e-linking capabilities to create reports, distribute information across an enterprise and access electronically published scholarly articles. The new features enable users to better integrate information retrieved from the Dialog service into management reports and corporate intranets and portals. DialogLink 4.0 preserves the commands used in previous versions of DialogLink, but enhances them with greater functionality. With DialogLink 4.0 all content searched and retrieved on the Dialog service is now available in XML. New post-processing tools allow text and data found in retrieved documents culled from any Dialog database collection to be exported into business applications, such as Microsoft Word and Excel. DialogLink 4.0 offers the ability to link to materials outside of the Dialog online system. www.dialog.com

DOCISOFT ANNOUNCES CGM-TO-SVG CONVERSION BETA

6/3/2004

DocSoft is currently developing a multi-format conversion engine that will convert Scalable Vector Graphics (SVG). The primary purpose of this software will convert CGM to SVG, but support for conversion of other formats to SVG will be available as well. The software will also have a developer's license and API available for integration with other software. The software is designed to run using Microsoft's .NET Framework, and will allow for batch processing of conversions. The software is currently undergoing beta testing and will be released in September 2004. DocSoft is currently seeking qualified beta testers. www.docsoft.com

STELLENT ENHANCES SMARTCABINET

6/3/2004

Stellent, Inc. announced new features and functionality for Stellent SmartCabinet, a Web-based application that provides paper-intensive real estate companies and corporations with a platform to share and access leases, franchise contracts, insurance policies, amendments and architectural drawings. The enhanced SmartCabinet application now offers real estate users more advanced contribution, customization, control, comprehension and collaboration features. The SmartCabinet solution also provides real estate users more control over how and when internal and external parties access the solution. For collaborative, team-based initiatives, Stellent offers the SmartCabinet Advanced Collaboration module that allows users to define and manage projects in a "virtual deal room" setting. Stellent SmartCabinet is available either as an installed software package or as a rented, hosted service. Hosted service pricing is based on number of users, amount of storage used and a monthly access fee. Customers can purchase the SmartCabinet Advanced Collaboration and SmartCabinet Advanced Workflow modules as add-on features. www.stellent.com/realestate

TRIPPOS & CROWN PARTNERS IN ALLY TO PROVIDE DRUG DISCOVERY KNOWLEDGE MANAGEMENT SOLUTIONS

6/3/2004

Triplos, Inc. and Crown Partners LLC announced the formation of a strategic relationship combining Crown Partners' enterprise content management solution with Triplos' electronic notebook offering. The relationship strengthens the Triplos Electronic Notebook solution by

including workflow, collaboration and content management technologies from Documentum, and provides the electronic notebook with support for intellectual property issues involved in the research and development life cycle. www.crownpartners.com, www.tripos.com

FATWIRE ANNOUNCES SPARK 6 PCM FOR SUN JAVA SYSTEM PORTAL SERVER

6/3/2004

FatWire Software announced that it has expanded its integration with the Sun Java System Portal Server through its latest release of Spark 6 pCM (portal Content Management) for Sun. FatWire has also deepened its integration with Sun through its Reference Architecture for enterprise solutions that now utilizes FatWire Content Server 5.5 applications. FatWires Spark 6 uses the Sun Java System Identity Server user and group management for single sign-on authentication and authorization and supports JSR 168. Spark can be installed quickly, features content management and document management interfaces, and installs with four pre-built delivery portlets for job postings, corporate communications, documents and advertisements. Spark 6 pCM is available now at \$25,000 per server. www.fatwire.com

KENTICO ANNOUNCES KENTICO CMS FOR ASP.NET

6/3/2004

Kentico announced an upcoming product called Kentico CMS for ASP.NET. The new product aims to become the most affordable CMS for ASP.NET professionals. Kentico CMS was designed for Web developers who deliver Web sites for their customers or their companies. Its architecture combines SQL, XML and ASP.NET into one metadata-driven solution. Kentico has also announced two programs: a Beta-Testing Program for developers who want to participate in beta testing, and a Solutions Partner Program for software companies and Web development consultants that decide to use Kentico CMS for delivering custom solutions to their customers. Kentico plans to release the beta version in June 2004. Product pricing will start at USD \$499 per Web site. The development license will be free. www.kentico.com

JALIOS UNVEILS JCMS PORTAL CONNECTOR 1.0

6/3/2004

Jalios, a spin-off of Bull and INRIA, unveiled JCMS Portal Connector 1.0. With JCMS content can now be incorporated in and distributed from all JSR168-compatible infrastructure portals. Companies that have deployed application portals, either on the Internet or within their Intranet, can offer their users, via JCMS, management of the content production cycle and documents within multiple work spaces, rights management and delegation, collaborative publishing, content categorization, and groupware tools. Information management applications can be transparently integrated in portals alongside corporate applications: human resources, CRM and other Enterprise Resource Planning solutions. JCMS Portal Connector supports all JSR168 compatible infrastructure portals, such as BEA WebLogic Portal, IBM WebSphere Portal Software Solution and Sun ONE Portal Server. The JCMS Portal Connector 1.0 license is priced at just Euro 5,000 excluding VAT. www.jalios.com

PRAGMATECH UPDATES APPLICATIONS

6/2/2004

Pragmatech Software, Inc. announced the release of the latest version of its applications, The RFP Machine, RFP Express, The Proposal Automation Suite, and e-Proposals. The company's solutions automate the creation of high quality, customized selling materials, including proposals, presentations, letters, and RFP (request for proposal) responses. Version 6 enhancements in-

clude streamlined collaboration, additional automated functions for keeping content current, and more options to meet the demands of large enterprises in the areas of availability, redundancy, scalability, and system management. Pragmatech now offers additional configuration flexibility with support for clustering multiple e-Proposals servers in parallel implementations, as well as for clustering document assembly servers. www.pragmatech.com

EKTRON ANNOUNCES CMS300 4.5

6/1/2004

Ektron Inc. announced Ektron CMS300 Version 4.5. The new version offers a more intuitive user experience, Web-based form capabilities and enhanced calendar features. Validation criteria can be assigned to public-facing HTML Web forms. Business users can click and choose several commonly used, out-of-the box validation rules to HTML form fields. Users can also auto email form data as well as export as XML to a third party application, and reports can be exported to Excel. The newest version of Ektron's browser-based XML authoring tool, eWebEditPro+XML V4.1, is embedded in CMS300. The editor now includes spreadsheet-like math capabilities. Ektron has improved the CMS300 user experience by giving it the look and feel of Microsoft Outlook 2003. CMS300 allows business users, not only developers, to maintain and control multi-level navigation menus, and include items such as content blocks, library assets, external hyperlinks, forms, and other menus. www.ektron.com

XYENTERPRISE ANNOUNCES CONTENT MANAGEMENT TOOLKITS FOR COLLABORATIVE PUBLISHING REVIEW & OFFICE INTEGRATION

6/1/2004

XyEnterprise announced the availability of two new toolkits for its Content@ content management and workflow software application. The toolkits provide a collaborative editorial and publishing review environment, as well as enabling broader sets of users to interact with the system with standard Microsoft Office applications. The Content@ Publishing Collaboration toolkit enables users to meet challenging review and notification requirements within their collaborative workflows. The Publishing Collaboration Toolkit includes tools for document version comparisons, automatic notification of changes in content to individuals or work pools, and collaborative review of content and documents. The Content@ Office Integration Toolkit facilitates the participation of the editors, authors, reviewers, publishers, and subject-matter experts who participate in the XML content lifecycle. Although these users may not be XML experts, many need the benefits of easy content access, workflow participation, version control, and re-use of content and documents. www.xyenterprise.com

VASONT ADDS LIONBRIDGE TO PARTNER PROGRAM

6/1/2004

Vasont Systems announced that Lionbridge Technologies, Inc. has joined its Vasont Important Partner (VIP) Program. Together, Vasont Systems and Lionbridge will help their clients increase the speed and efficiency of creating, managing, localizing, and publishing their multilingual content from the Vasont Content Management System. Lionbridge's LionAccess content repository connector will integrate with Vasont, a single-source content management system that allows organizations to create, manage and publish their multilingual content. Vasont provides Unicode support to store multilingual content at the component-level in its repository for multi-channel delivery. Vasont's integration with LionAccess simplifies organizations' translation process and reduces costs by enabling them to use their business logic and/or content metadata to automate the process of selecting, extracting and routing their multilingual content requiring translation. www.vasont.com, www.lionbridge.com

DOCUMENTUM ANNOUNCES BPM SOLUTION

6/1/2004

Documentum announced the immediate availability of its Documentum Business Process Management (BPM) solution. The Documentum BPM solution consists of several new products, including Documentum Business Process Manager, Documentum Business Process Services, Documentum Forms Builder, and the latest version of Documentum eRoom. The Documentum BPM solution also leverages other content services of the Documentum ECM platform, including enterprise content integration and federated discovery, components of the Documentum Virtual Repository solution. Using Documentum BPM with Documentum Virtual Repository, customers can discover and aggregate all content types, from multiple data sources, and integrate the content with existing business processes. The solution integrates with processes that span non-Documentum applications such as ERP, CRM and Product Lifecycle Management (PLM) to enable distributed people, applications and content to be included in the same business process, even when they reside in different locations and repositories. The Documentum Business Process Management solution is immediately available. www.documentum.com

GOOGLE UPDATES ENTERPRISE SEARCH APPLIANCE

6/1/2004

Google announced an updated hardware and software package that promises faster and more comprehensive results for corporations, governments and universities. The new box is the first upgrade for Google's enterprise search appliance since the appliance was launched two years ago. The new system is bigger, with more processing power and memory, allowing a single box to index up to 1.5 million documents and 300 queries per minute, fivefold increases over the earlier model. The boxes cost between \$32,000 and \$175,000 each, depending on the configuration. Another software improvement is the addition of secure sign-on, which limits queries to only those documents that a particular employee is authorized to see. The new system continuously crawls corporate intranets, updating only new documents and changes in existing documents. www.google.com/appliance

LANGUAGE WEAVER & P.H. BRINK SIGN BETA AGREEMENT

6/1/2004

Language Weaver, Inc., a software company developing statistical machine translation software (SMTS), has entered into a beta agreement to develop domain-specific SMTS translation modules for P.H. Brink International. Under terms of the agreement, Language Weaver is initially developing an English-to-French machine translation system trained for key industry vertical domains. The companies have agreed to work closely to integrate the new software into P.H. Brink's existing automated workflow system, Otto. By learning automatically from existing translated documents, Language Weaver's SMTS correlates words and word groupings from language to language using statistical algorithms to produce the highest probability output. P.H. Brink expects to use Language Weaver's SMTS for translation of documents into local languages for technical manuals, product support information, and website content. www.phbrink.com, www.languageweaver.com



New Technologies & Best Practices

http://www.gilbane.com/CM_conference_Boston_04.html

Everybody knows they need “content management”. Content management technologies are now mainstream and need to be part of all major enterprise applications, and integrated into IT architectures and infrastructures. But what does that mean? To some people content management is all about web publishing, to others it means managing multiple, perhaps all, types of unstructured data. Still to others, the term might be associated with a particular aspect of managing information, such as searching for it, organizing it, transforming it, or sharing it. We have organized our Boston conference into six tracks that are focused on the most critical components of content management. Attendees can immerse themselves in specific areas directly related to a project, or gain a broad understanding of all the relevant technologies in order to design a well-informed content strategy for an enterprise or department. Tracks include:

- Content Management
- Document & Records Policy & Management
- Digital Asset Management
- Enterprise Search, Knowledge Management & Collaboration
- Enterprise Information/Content Integration
- Content Technology Works

The full program is available at:

http://www.gilbane.com/CM_conference_program_Boston_04.html

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Seybold San Francisco 2004. August 16-19, 2004 - Moscone West, San Francisco. In 2004, Seybold SF introduces a conference program format that focuses on continuing education for professionals in the four key aspects of content creation and publishing: Creating content, Publishing content, Marketing content, and Managing content. **Gilbane Report Subscribers receive a \$200 discount!** Use this [Education Voucher](#) that can be applied to either the Platinum or Gold Passports and waives the Pavilion entrance fee. To redeem, simply register with the priority code on the voucher. <http://www.seybold365.com/sf2004/>

XML 2004. Marriott Wardman Park Hotel, Nov. 15-19, Washington, D.C. XML is used in applications running the gamut from content management and databases through publishing to web services, transaction management, and e-commerce. It's used as the format for describing music and graphics as well as purchase orders and technical documentation. The only conference to tie all these uses together, as well as to inform attendees of the latest news and information from the standards world, is the XML series of conferences. www.xmlconference.org/xmlusa/

The Gilbane Conference on Content Management Technologies. Westin Copley Place, Boston MA, November 30 – December 2, 2004. Our Boston event is being launched to complement our other content management conferences with an anchor event that covers all major content technologies. Our other conferences focus on topics for businesses embarking on a content management project. Our 3-day Boston conference will still include everything a project team needs to know, but will also offer a look ahead at upcoming technologies, "new" best practices, and a broader look at technologies necessary to supplement core content management applications. We are accepting proposals for speaker presentations and panels through May 15. www.gilbane.com/CM_conference_Boston_04.html or www.lighthouseseminars.com

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