



DRS

When DRS needed a search and retrieval solution to integrate with both their Intranet and public website, they turned to Folding Space for the right approach.

DRS Data and Research Services is a data capture specialist, and a leader in the development and deployment of mark recognition systems since 1969. The company works with a wide range of examination and assessment authorities to design, print and manage the distribution and fulfillment of specialised examination forms including registration forms, answer sheets, continuous assessment forms, examiners' mark sheets, examination attendance forms and secure certificates.

It also supplies equipment and software to process completed forms automatically using optical mark recognition (OMR), intelligent character recognition (ICR) and Imaging technology as well as providing key from image services.

Applications have include high profile examples such as the London Mayoral elections, national elections in Bosnia, as well as the forthcoming parliamentary elections in Scotland.

The search for a solution

During the development of their Intranet in 2006, DRS identified a requirement for a search engine to work both across the intranet and their external website. Interestingly, DRS do not host their website themselves, so their specification required that the search system could integrate with a site held externally from the DRS IT infrastructure.

In particular, DRS were very keen to have full control of where the product searched, recognising the security restrictions that are in place for sensitive information. They selected Content Finder from Birmingham-based software developer, Folding Space, to answer these requirements.

Content Finder applies what is known as 'symbiotic indexing', which provides full text search & retrieval across networked computers based on distributed computing and local indexing. This enables very rapid and accurate retrieval of documents based upon any choice of words or phrases.

Content Finder operates without the use of a central server, repository or database, nor any file re-formatting or document conversion. Instead it works with the original folders, files, documents, programs, database records and emails. Importantly, the technology can carry out search and retrieval simultaneously - across a network, irrespective of its size or multi-location - within every data processing device connected to that network - and to/from any such device connected to that network.

Users search by typing in any words, phrases, figures, dates or similar as a search query into the Content Finder interface. Then all the relevant folders, files, documents, programs, database records, pages, images and scans with or containing those words and/or phrases are immediately there to access & view from the desktop. Individual 'finds' typically take milliseconds and rarely take more than one second irrespective of how many servers, PCs and software assets are searched.

The integration challenge

For DRS their intranet is populated by a wide variety of company and staff information such as the company handbook, holiday records and information, sickness records, as well as full health and safety procedures and help files. In addition, members of staff can also access information about company benefits, as well the pension and share schemes.

Across their public website, which is hosted by a third party ISP, Content Finder also performs a remote search. These results are then merged with those provided by Content Finder from the DRS Intranet and presented to the user on a single results screen.

The website search covers any documentation present on the site and is used primarily by operators to help them respond to queries from their customers. Altogether, three levels of search can be combined with logical filters to focus results.

In all, around 220 people have access to the Intranet and therefore the Content Finder search capability. "It's a very rapid, reliable and accurate tool, which adds a great deal to our Intranet," explained Mike Rawlinson the CIO (Chief Information Officer) at DRS. "We needed to find a system that had the functional capability we were looking for, without occupying lots of space - the fact that Content Finder does not need a database was certainly a major plus point during the decision making process."

Future developments may bring more business information into the Content Finder search. This could include management information and sales process details, plus access to files and data relating to the ISO 9001 standard, which the company is currently working to achieve.





Folding Space

Folding Space software technology enables users to find, identify, discover, retrieve and manage all the folders, files, programs, documents, emails, images, scans and records across their network. Also, to create, collaborate and route files, documents, records, forms and dynamic data across the network via automated workflows and business processes.

This technology is manifested in a number of complementary software products and applications which can also be treated as software 'modules' or 'aspects' that can be assembled and customized into new products, applications and niche solutions upon demand.

Folding Space has developed an 'intelligent software' technology IPR that is truly unique – **sybiotic indexing** via **distributed computing** allied to a breakthrough in the concept of **intelligent, self aware documents** and **business process automation ('sybiotic intelligence')**.

This world class technology and the resulting products and applications are demonstrably superior to anything comparable providing significant and sustainable competitive edge, both in terms of cost of purchase and cost of ownership.

Folding Space products and applications address various parallel and complementary IT areas:

- o Business process management
- o Document/Records management
- o Document & Email search & retrieval
- o Document & Email Archiving
- o Document de-duplication
- o Document scanning
- o Document workflow management
- o Enterprise-wide intra-mail
- o Forensic document & data discovery
- o Image editing & redaction
- o Intelligent Electronic Forms
- o Metadata management
- o Program asset management
- o Website construction & content management

Products:

- Search & Retrieval
 - **Content Finder**
 - **Desktop Finder**
- Email management
 - **Exchange Finder**
 - **Exchange Archive**
 - **Message & Search Manager**
- Records management
 - **Image Viewer**
 - **Scan Manager**
- Metadata management
 - **Image Tagger**
 - **Document Tagger**
 - **Metadata Manager**
 - **Taxonomy Manager**
 - **Process Manager**
- Document management
 - **Document Workflow Manager**
- Content management
 - **Site Manager**