HPE Records Manager

A single solution for governance based enterprise content management

HPE Records Manager is a governance based enterprise content management (ECM) system designed to meet the global needs of government, regulated industry and enterprises.

Unlock the benefits of managing content throughout its lifecycle

More organizations are now realizing the benefits of electronic records management. This is because of its proven mechanisms for proactively capturing and organizing the documentary evidence that makes up the regular course of business—activities, transactions, internal and external communications, protective markings, and retention requirements. An information governance program built on strong records management principles can also significantly improve business efficiency and productivity, information security, and operational cost savings. The program proactively manages both business content and records throughout the content lifecycle, from the point of creation through to disposal.

In today's business environment, compliant Enterprise Content Management (ECM) is a complex undertaking. HPE Records Manager responds to this need to deliver integrated, proven content management and governance for your entire enterprise. Hewlett Packard Enterprise can help you manage both physical and electronic content within a single ECM solution.
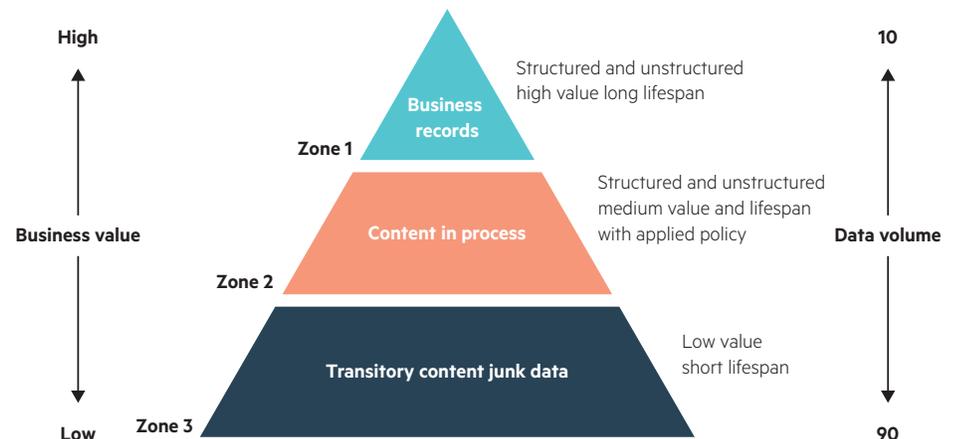

Figure 1: Three zones for managing content

A governance based ECM system allows you to present all evidentiary documentation easily within the context of business processes and policies—regardless of its stage of life. This approach leads to the seamless flow of content from creation to disposal. Documents progress naturally from being "working documents" or "content in process" to finalized electronic business records, managed according to established retention and disposal policies. There is no need to undertake separate record identification and migration projects, which can unduly burden information workers and increase the likelihood of errors and information security breaches.

Any organization that seeks to manage all enterprise content simply, efficiently, and in accordance with policy in the age of Big Data, mobility, and cloud needs an ECM. The organization needs an ECM that can deliver enhanced usability, extensive security, and superior performance across a range of devices and content types, globally. This is what HPE Records Manager does.

Simplify how you manage electronic documents in line with policy

HPE Records Manager offers a flexible design that allows government, regulated industry, and global enterprises to respond to their regulatory and business requirements by embedding electronic records management practice into daily business processes. By incorporating knowledge from 30 years of continued customer engagement and market leadership, Hewlett Packard Enterprise has created a governance based ECM with enhanced usability, performance, and functionality.

Integration with desktop applications enables your staff to manage their information via a single interface across multiple devices. Productivity tools such as workflow, highly configurable metadata profiles, and tight integration with line-of-business applications such as SAP® allow for process improvements and greater user adoption. All of this is based on our core strength and unparalleled capabilities in policy, security, and governance, which are applied automatically in the background to help you improve compliance and appropriate levels of access for all stakeholders.
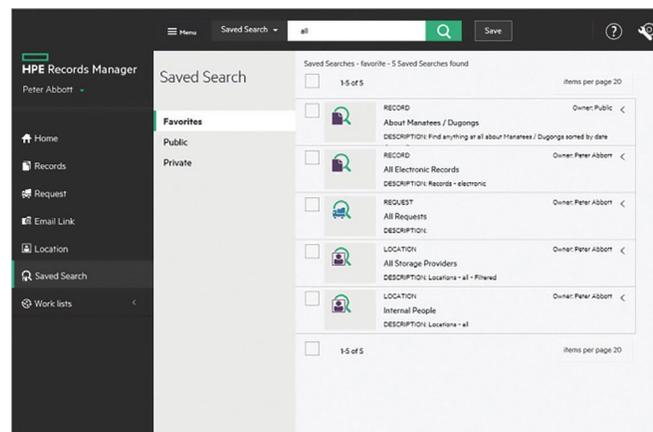

Figure 2: HPE Records Manager Web client interface

Enhance your compliance state and reduce risk

HPE Records Manager offers integrated, governance based enterprise content management functionality created for organizations that have moved past the days of managing paper-only records. Information today is diverse, requiring you to manage business records in a variety of forms, including emails, Web content, Microsoft® Word documents, video, and text messages—all while providing rigorous security and user-friendly access from a range of devices at any time. A proven solution, HPE Records Manager capabilities include ideas and enhancements driven by a global customer base of more than 1.8 million users.

The desire to comply with international electronic records management standards continues to be an important driver for our customers and factors greatly in product development. HPE Records Manager has been designed to ISO 15489-1:2001 Information and documentation—Records Management and supports elements of ISO:16175-2:2011, which provides internationally agreed upon principles and functional requirements for software used to create and manage digital information in office environments. Certification with DoD 5015.2 V3 and VERS is continuously maintained. Choosing HPE Records Manager means you can be confident in supporting the management of documents and records in business context, linking information, people, process, and policy together.

Overview of enterprise content management capability

This table provides a summary of the enterprise content management functionality and capabilities of HPE Records Manager.

Table 1: Summary of HPE Records Manager's enterprise content management functionality

Advanced disposal processing	• A workflow tool that guides the user through the processing of disposal consignments
Audit logs	• Extensive audit logs maintained • Old values stored for comparison with new values • Audit logs stored as a record • Active audit events can be applied to all objects within the system
Auto-classification	• HPE Records Manager leverages IDOL categories to auto-classify content • IDOL categories are trained on HPE Records Manager's classification scheme or selected documents or records • A minimum confidence threshold can be set to improve classification accuracy • Classified items can be attached directly to the classification term or placed into an existing or newly created folder
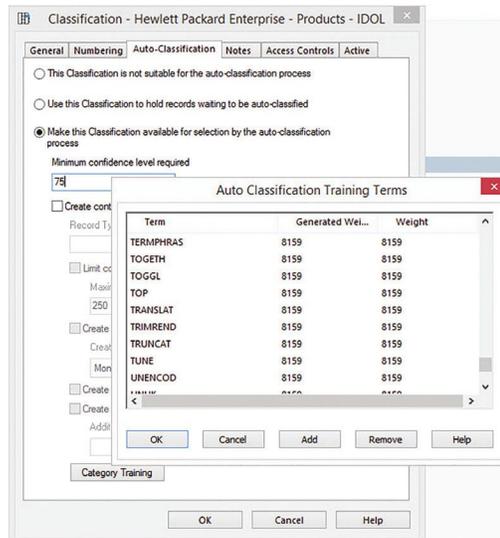
Figure 3: Auto-classification dialogue

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Client and matter record structures	• HPE Records Manager allows for the simultaneous management and use of the business classification scheme (BCS) and legal filing structures • HPE Records Manager enables the legal department to work with client and matter files • Client and matter files fit within the BCS hierarchy for enterprise navigation and management • Users can navigate from a client file directly to the related matter files
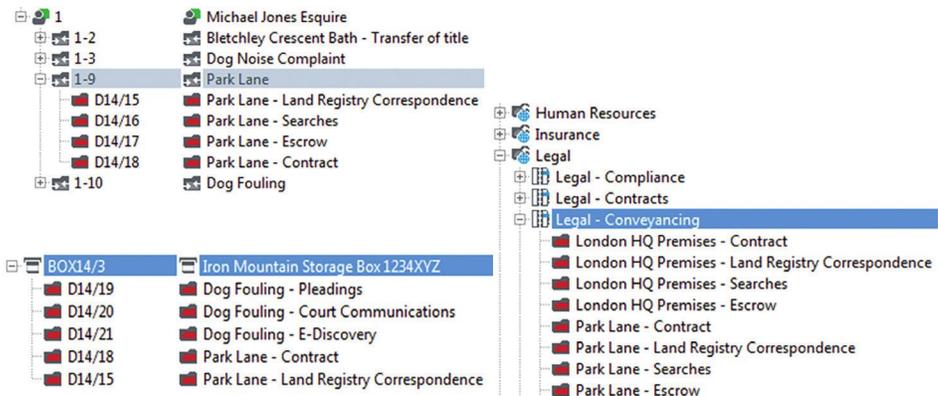
Figure 4: Client and matter filing structures

Table 1: Summary of HPE Records Manager's enterprise content management functionality (continued)

Contacts	• Internal and external contacts • Relationships between contacts, processes, and information • Ability to search contacts and relationships
DataPort	• Ability to import and export large number of objects
Digital signatures	• Digital signature generated using public and private key infrastructure • Integrated with Windows® cryptography functionality • Uses Windows Certificate Store to access keys for signing and verification
Document capture and profiling	• Record types provide a template for specific information types to be managed including folders • Ability to define behaviors at record type level • Ability to customize access by user type or permissions
Document Dropzone	• Drag and drop filing of documents from file system and Outlook • Floating Dropzone always on top • User-adjustable transparency
Document editing	**Revision and version control:** • Document revisions are captured automatically • Choose from overwriting previous revisions or keeping each revision to view revision history and document evolution • Additional document versions can be created and are linked to the original **Rendering**: • Runs as a background service • Generates standard format renditions, stored alongside the original document **Redaction:** • Apply blackouts to selected text to obfuscate it and ensure privacy of sensitive information • Image rendition of non-image format documents created automatically for redacting so the original text cannot be extracted
Document encryption	• Documents encrypted during communications and transmission • Documents encrypted in the store using symmetric key encryption—prevents data center staff viewing documents
Document routing and tracking	**Actions and procedures:** • A single action or sequential actions defining a process • Description, time frame, and responsibility can be defined **Workflow:** • Sequential or parallel processes, decision branches, and looping and nested activities • Description, duration, responsibility, escalation, and authorization can be defined • Graphical interface to illustrate process flows
Document viewer	• Document viewer supports over 1,000 different content formats • Hit highlighting based on search terms used • HPE Records Manager native viewer and Onstream viewer
Email capture	• Integration with Outlook and Lotus Notes mail • Email capture via menu options or drag-and-drop • Mail folders mapped to folders within HPE RM • Server-side integration for Exchange and Lotus Notes mail • Thin Outlook integration supports; check-in new and existing Outlook items, check-in email attachments only, check-in emails on send, insert record links, attach HPE Records Manager files, and open HPE Records Manager records from within Outlook

Table 1: Summary of HPE Records Manager's enterprise content management functionality (continued)

Email conversation tracking and message ID	• Email message and conversation IDs captured as metadata (Outlook)
	• Duplicate checking and prevention
	• Conversation retrieval
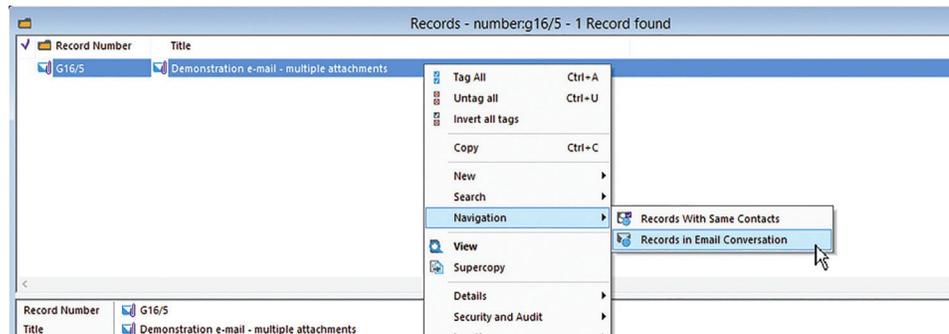
Figure 5: Email conversation navigation

Emailing documents	• Documents can be emailed from within Records Manager
	• Either full document or document link can be emailed

Google™ apps authentication	• Authentication of users against Google Apps uses the OAuth 2.0 authentication protocol to implement single sign-on (SSO) authentication

Image capture	• The Records Manager scan tool supports low-volume, single-page scanning from a TWAIN-compatible flatbed scanner
	• SDK supports customer integration to high-volume scanning systems
	• Kofax Ascent Capture release script

Integration: External warehouses (Iron Mountain and oneilBridge)	**oneilBridge**
	• HPE Records Manager's optional warehouse integration supports oneilBridge software to facilitate advanced requests such as; temporary retrieval of physical records, new record pickup, and returning record pickup
	• Requests are processed and updated automatically between the two systems
	Iron Mountain
	• HPE Records Manager's optional warehouse integration for Iron Mountain facilitates advanced requests such as; temporary retrieval of physical records, recurring retrieval, permanent retrieval, new record pickup, and returning record pickup
	• Requests are processed and updated automatically between the two systems

| Integration: HPE ControlPoint	• Facilitates in-place management of content and policy application to content outside Records Manager
	• Enables legacy data clean-up of enterprise content with the ability to migrate valuable documents and records into Records Manager where it makes sense to do so
	• Facilitates automatic records declaration
	• Identifies sensitive information such as personally identifiable information (PII), personal credit information (PCI), and personal health information (PHI)

Integration: Line-of-business applications	• Fully documented and supported software development kit (SDK)
	• SDK exposes most document and records management functionality for programmatic use
	• .NET API, COM API, and a Web service provided in the SDK supports a variety of programming languages

Table 1: Summary of HPE Records Manager's enterprise content management functionality (continued)

Integration: Microsoft Office	Integration with Microsoft Office desktop applications: • Outlook • Word • Excel • PowerPoint • Project
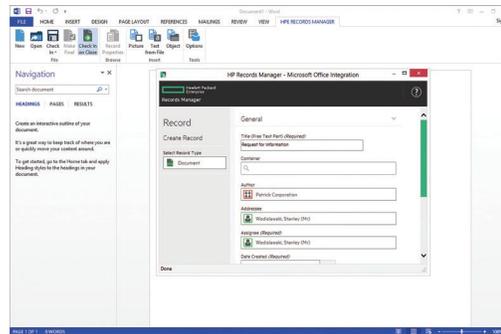
Figure 6: Desktop integration with Word

Integration: Microsoft Office 365	• O365 integrated through the HPE Records Manager Web client • Integration is with "streamed" Office 365 desktop applications via a downloadable "thin" add-in • Integration with O365 email is achieved through a server-side integration methodology using mailbox synchronization • Folders created in the HPE Records Manager Web client can be exposed in the users mailbox
Integration: Microsoft SharePoint	• HPE Records Manager utilizes Microsoft's remote client-side object model architecture • The HPE Records Manager administrator uses an app to deploy the user interface components within SharePoint sites • HPE Records Manager delivers records and archive management for SharePoint content • SharePoint items can be managed explicitly by the individual or automatically according to pre-defined management rules and lifetime management policies • Rules-based identification of trivial information • HPE Records Manager documents and records can be exposed in SharePoint as read-only list items

Figure 7: SharePoint integration management options

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Integration: SAP ArchiveLink	• Components of SAP document are stored as child objects of the document • Custom properties and user-defined fields linked to SAP keysets • Automatic folder creation based on keyset metadata mapping
Optical character recognition (OCR)	• OCR is achieved by leveraging the IDOL image server • An OCR rendition is either manually requesting or automatically by processing image files within the indexing process • The text extraction file is stored as an OCR rendition against the original record • The OCR confidence level is stored and available for review by users

Table 1: Summary of HPE Records Manager's enterprise content management functionality (continued)

Searching and navigating	• Extensive search capability across most fields and functions • Ability to search or navigate across relationships • Document content index searching
Sub-folder creation	• HPE Records Manager allows for the automatic creation of folder sets based on record types • The title, classification, and retention schedule can be set and automated for a standard set of sub-folders
Web interface	• Zero install • Latest HTML5 technology • Auto-adjusts layout to suit device for an enhanced user experience • Supports the following functionality—dynamic search, saved searches, document viewing, edit, create, check-in and out, tag and task, workflow, emailing links, advanced record requests, and report generation. • Drag and drop documents from Windows Explorer onto HPE Records Manager Web client to check-in • Configurable results list size • Pagination—navigate through multiple pages
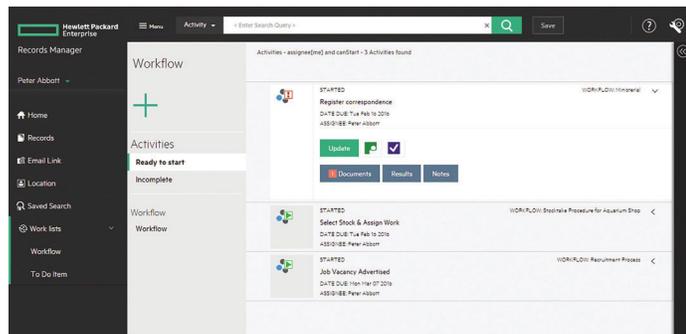
Figure 8: Web client interface—workflow

Web publishing	• Exports documents and metadata, hyperlinks to HTML pages, and applies pre-defined summary and detail templates • Generate HTML pages based on templates
XML export	• XML export function applied to selected documents • Encoding option selection

Overview of document storage capability

This table provides a summary of HPE Records Manager's document storage capabilities:

Table 2: HPE Records Manager document storage capabilities

IMPROVING PERFORMANCE WITH CACHES

Document cache options	• Ability to use caching or not • Synchronous or asynchronous document transfers • On-demand caching • Pre-emptive caching
Distributed stores and caching	• Stores and caches can be set up at multiple sites, as required • Supports central location and remote sites
Metadata cache options	• Highly developed system of metadata caches in both client software and on workgroup server • Intelligent pre-fetching of object data • Workgroup server metadata memory cache for common lookup tables

HPE Records Manager architecture

Support for geographical distribution over a WAN

HPE Records Manager implements a system of document stores and caches that allow you to achieve the benefits of both LAN and WAN worlds. Its central WAN connected records database and decentralized document caches allow document sharing at LAN speed. The HPE Records Manager multi-tier architecture includes a layer of workgroup servers that are specifically designed to serve decentralized business groups on their own WAN. The design of the workgroup server keeps it specifically lean and focuses on the caching of data, rather than packing it full of business logic. This can be deployed on modest hardware even in the smallest of remote sites.
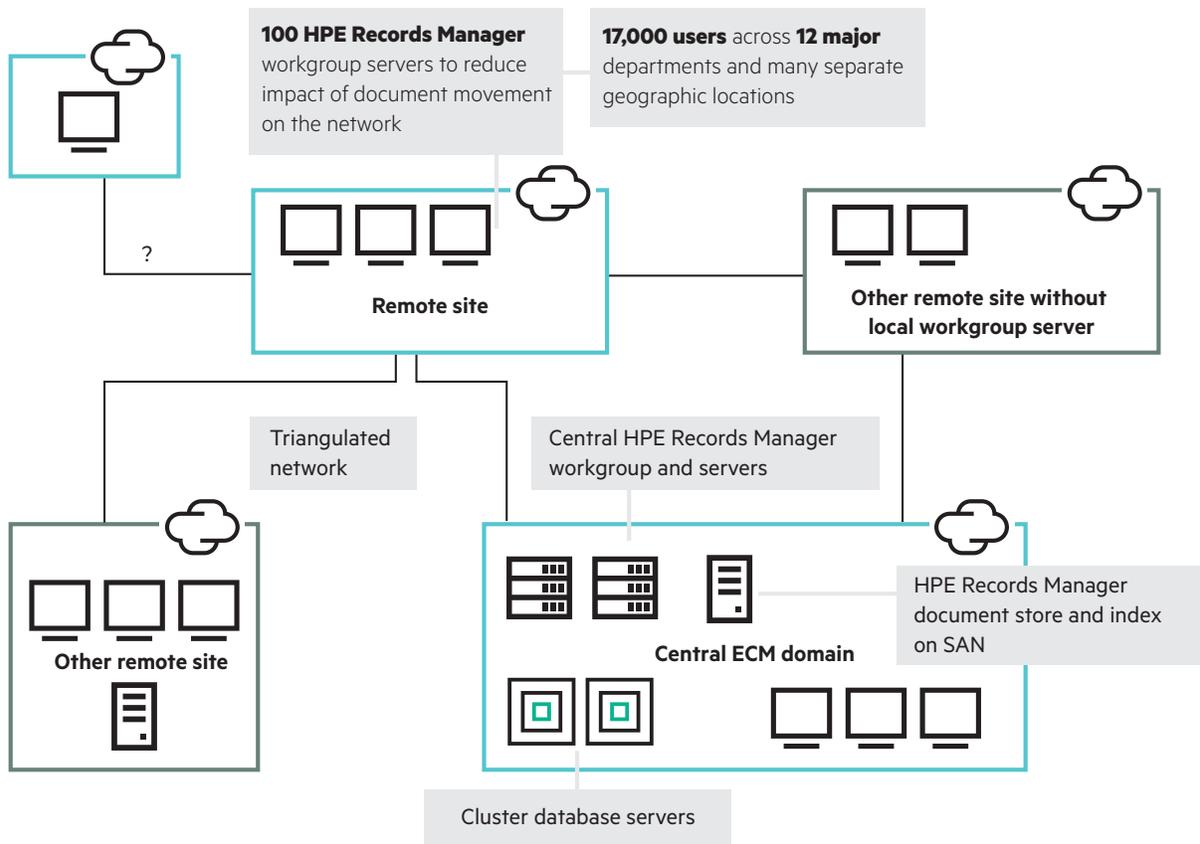
An example of decentralized implementation:

100 HPE Records Manager workgroup servers to reduce impact of document movement on the network

17,000 users across **12 major** departments and many separate geographic locations

Remote site

Other remote site without local workgroup server

Triangulated network

Central HPE Records Manager workgroup and servers

Other remote site

Central ECM domain

HPE Records Manager document store and index on SAN

Cluster database servers

Figure 9: Decentralized implementation example 1

An example of decentralized implementation:

Americas

Some countries do not legally allow the data to leave the country. This is catered for in separate "in-country" instances.

Europe domain

Domain trusts allow for trusted authentications using Kerberos

All user connections load balanced across HPE Records Manager workgroup servers in central data centers

135,000 users split over approx. 18 HPE Records Manager workgroup servers

Some servers dedicated to bulk data loading from legacy or LOB systems

Data center

APJ domain

Servers replicated across two major data centers

Figure 10: Decentralized implementation example 2

The design of HPE Records Manager allows you to scale up to the largest enterprises in the world. It has been built and continually refined based on our experience with large enterprises that have hundreds of thousands of users, hundreds of millions of documents and records, thousands of different business processes—falling under dozens of different regulators. This results in a system that scales not only from a technical standpoint but also from a logical aspect.

Conclusion

With HPE Records Manager, each user in your enterprise can experience productivity increases based on your corporate records management policies while performing their daily tasks using standard processes and familiar terminology. HPE Records Manager enables you to balance the daily collaboration needs of staff with the long-term compliance and productivity requirements of the business by:

• Simplifying the management of your content where it delivers the most value

• Delivering intuitive and authorized access across a range of devices at anytime

• Scaling to the largest organization, while adapting to individual processes

• Reducing information footprint and storage costs

• Safeguarding business and executives through standards compliance, security, and audit

• Providing transparent automatic governance of SharePoint content without sacrificing user flexibility

As a cornerstone of the HPE Information Governance portfolio, HPE Records Manager enables you to meet your requirements today, while catering for your information governance needs of the future. HPE Records Manager is a solution that can grow with your organization.

About Hewlett Packard Enterprise
Hewlett Packard Enterprise is an industry-leading technology company that enables customers to go further, faster. With the industry's most comprehensive portfolio, spanning the cloud to the data center to workplace applications, our technology and services help customers around the world make IT more efficient, more productive, and more secure.

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