Managing & Sharing Information

OpenKM

Managing and sharing information

Content

1. WHAT IS OpenKM?

Organizations produce piles of documents, images and other information electronically. The location of this information is a time consuming task. Users tend to file papers and to save documents in folders on their own computers. Nobody knows what information is across the enterprise and what information is needed.

OpenKM is a web base document management application that uses standards and Open Source technologies. OpenKM provides full document management capabilities including version control and file history, metadata, scanning, workflow, search, and more. It also allows the social activities around content to be used to connect people to other people, information to information, and people to information.
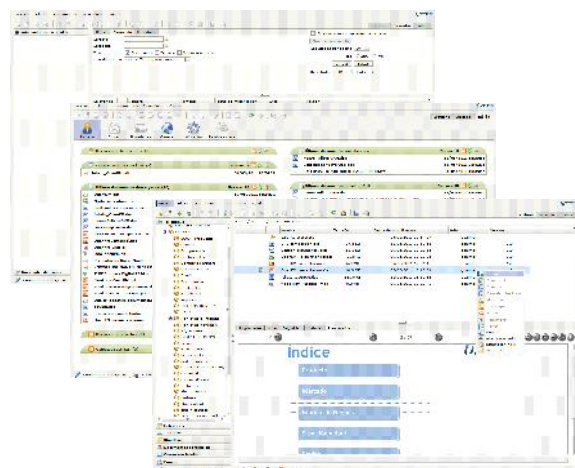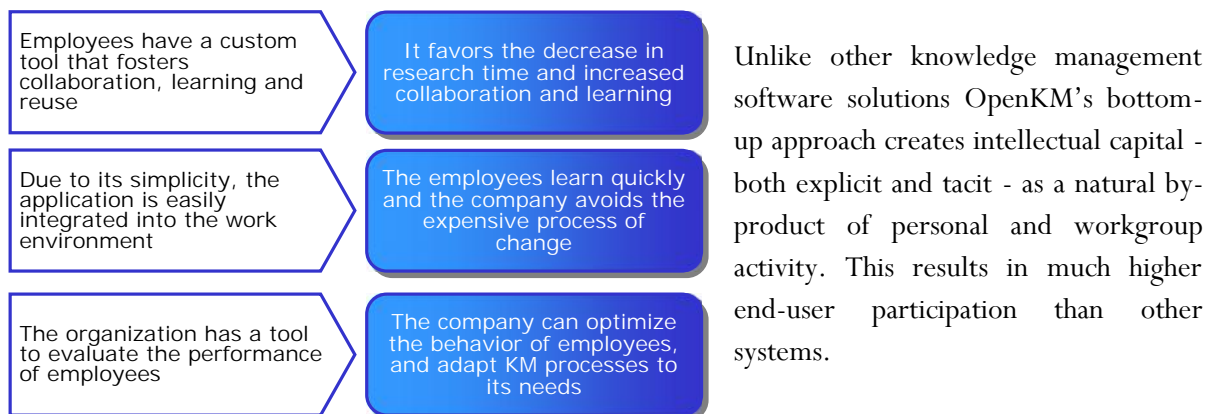

OpenKM integrates all essential document management, collaboration and advanced search functionality into one easy to use solution. It provides a one-stop solution by managing both structured and unstructured information.

OpenKM builds a highly valuable repository of corporate information assets to facilitate knowledge creation and improve business decision making. The result is improved productivity in the form of shared practices, greater cost efficiencies, better customer relations, faster sales cycles, shortened product time-to-market, and better decision-making.

With OpenKM you can:

- Collect information from any digital source.

- Collaborate with colleagues on documents and projects.

- Empower organisations to capitalize on accumulated knowledge by locating documents, experts, and information sources.

Employees have a custom tool that fosters collaboration, learning and reuse	It favors the decrease in research time and increased collaboration and learning
Due to its simplicity, the application is easily integrated into the work environment	The employees learn quickly and the company avoids the expensive process of change
The organization has a tool to evaluate the performance of employees	The company can optimize the behavior of employees, and adapt KM processes to its needs

Unlike other knowledge management software solutions OpenKM's bottom-up approach creates intellectual capital - both explicit and tacit - as a natural by-product of personal and workgroup activity. This results in much higher end-user participation than other systems.

1.1. Collect: Advanced Information gathering, organization and annotation

OpenKM easily captures unstructured information from any digital source, including the Web, e-mail, Microsoft® Word, PowerPoint, Excel, and Adobe® PDF files. All collected information is stored, viewed, and used in a single workspace. This allows users to browse, enrich, and edit information collected from various sources from within a single application.

Through OpenKM's API any application can integrate with OpenKM acting as producer or consumer of information. Thus, information combines both automatic classification and the human factor.

Teams can enrich and modify shared documents by anchoring text discussions, editing information of any file type, and stapling a final document to all supporting materials.

1.2. Collaborate: Enable your organization to share and work together on projects and communities of practice

By enabling information sharing and collaboration through shared folders, threaded discussions, and e-mail, OpenKM enables enterprise users to efficiently distribute the kind of information needed to solve problems and make decisions.
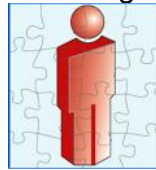
Furthermore, OpenKM's search agents (custom channels for each user) deliver quality content that requires each user to develop his or her work.

Intellectual Capital   Search Agent   Quality information

SKOS
Metadata
Contents
Categories

1.3.   Capitalize: Turn knowledge into action

OpenKM allows the user to turn information into valuable intellectual capital and actionable assets for the enterprise. This helps organizations fully realize the potential of corporate knowledge much faster.

The system also includes administration tools to define the roles of various users. Access control, user quota, level of document security, detailed logs of activity and workflow management, are just some of the available features.

OpenKM improves personal productivity by mapping the users' everyday work processes, helping deliver high adoption rates.

OpenKM boosts workgroup and enterprise productivity through shared practices, greater cost efficiencies, better customer relations, faster sales cycles, improved product time-to-market, and better-informed decision making.

The automatic processes allow the user to enrich and control the organzation's intellectual capital.

1.4.   Benefits

- **SAVING**: OpenKM is a 100% Open Source with professional support. Its flexible licensing scheme and its robustness and stability allow tight costs and competitive pricing.

- **INTEGRATION**: A versatile, integrated solution that captures, organizes and tracks all types of information from paper documents, text files, email, MS Office, OpenOffice, images, and sound.

- **EASE OF USE**: Installation without any client software. Access from the Cloud to information through an internet browser. Support for iPhone and Android. Short learning curve.

- **SECURITY**: Each user or group can easily manage the information they want to make public and create "smart folders" with configurable properties. The built-in antivirus and extreme robustness of OpenKM guarantee the integrity of the data stored.

- **PRODUCTIVITY**: Facilitates quick location of documents and encourages the practice of sharing information between users. Simple notification settings, defined processes, work routines, and review are all possible.

- **OPTIMIZATION**: For better process optimization OpenKM includes tools to help evaluate and audit the behavior of users and groups, as well as the use of documents

- **INNOVATION**: In a highly competitive business environment it is important to encourage the development of the company's intellectual capital, collaboration, and the reuse of existing resources.

With OpenKM
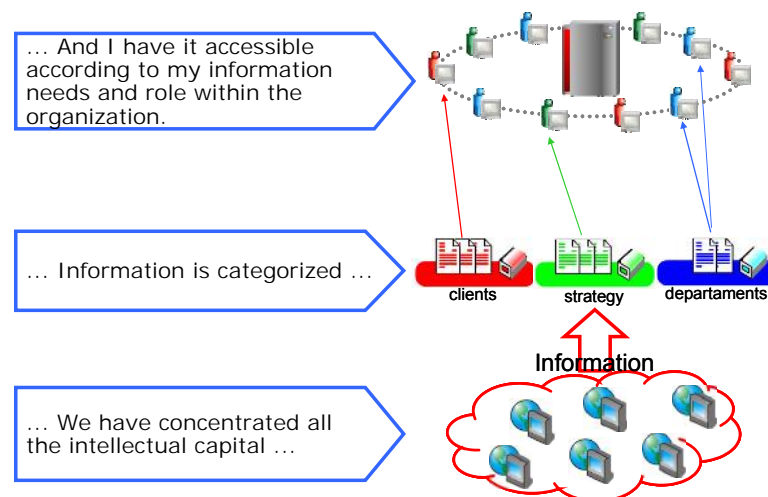
1.5. Some data about OpenKM:

- Referral to Google as the documentary management application, appearing in the top positions.

- More than 3,000 installations worldwide assets

- A monthly average of 7,000 downloads of the Community version.

- Translated into 35 languages.

- 52,000 unique monthly users to the Web

- More than 8,000 members of the community.

- 30 partners in the development of the application.

- Partners in all continent

2. FEATURES[1]

2.1.   Collect

Client

- Web Client: You can access your documents from anywhere, no client software installation required.
- Fast and friendly user interface using AJAX.
- Works with most popular browsers: Firefox, Internet Explorer, Opera, Safari, Chrome.
- Translated into German, Arabic, Catalan, Bosnian, Chinese Simple, Chinese Traditional, Czech, Euskera, Dutch, English, Farsi, French, Galician, Greek, Hungarian, Indonesian, Italian, Japanese, Latvian, Lithuanian, Macedonian, Polish, Portuguese , Brazilian Portuguese, Romanian, Russian, Serbian, Spanish, Swedish, Thai, Turkish and Vietnamese.
- Preview multimedia files.
- Web Administration.
- WebDAV.
- Drag & drop (files or documents) from the desktop.
- Support for iPhone & Android and Blackberry

Microsoft Office AddIn

- MS Outlook Add-on
- MS Word Add-on
- MS Excel Add-on
- MS PowerPoint Add-on
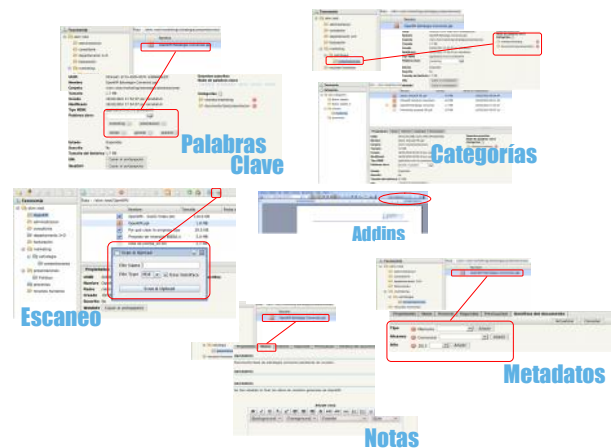
Openoffice Office Add-on

- OpenOffice Add-on is compatible from version 3.2

OCR

- Scans and secure storage of all paper documents
- Unlimited OCR
- Reads binary, gray scale or color images.
- Extraction of text, dictionaries support in English, French, Italian, German, Spanish and Dutch.
- Searching for data in TIFF.

---

[1] See: http://openkm.com/en/overview/comparison-of-versions.html

Email

- Collecting email from an IMAP, Pop3 Captura.
- Configuring User Account.
- Import text, HTML and attachments.
- Capture of metadata.
- Automatic import and filter sort.
- Sync with Google Contacts.

Antivirus

- Virus-scanning of all uploaded documents infected with viruses.

2.2.   Collaborate

Document Management

- Bulk upload documents using ZIP files.
- Download folders as ZIP files.
- Lock / Unlock documents.
- Manage Favorites.
- Select the default startup folder.
- Support for document templates.
- Personal documents for each user.
- Recycle Bin for each user.
- Event notification by email (when changes occur).
- Send document URL via e-mail.
- Send document as email attachment
- Notes on documents.
- Messaging (share queries / subscriptions / send messages to users).
- Chat Service.
- Extraction of metadata from documents.
- Unique document identifier.
- User Tags.
- Tags in the thesaurus.
- Tag Cloud.
- Categorization.
- Staple (documents / folders / emails).

- Forums.
- Generation of documents with the wizard (forms and documents together with a final document is generated with values).
- Watermark on documents (text or image).
- Programmable automatic cataloging
- Intelligent extraction of keywords
- Operation with multiple files
- Text to speech converter
- Expiration of documents

Version Control

- Based on the model check-in / check-out.
- Add comments to versions.
- Access to previous versions of the document.
- Restore previous versions of the document.
- Allows history compaction to free up space.

Group properties (metadata)

- You can add your own groups to the system properties (metadata).
- Supports various formats: inputs, simple lists, multiple selection lists, text areas.
- Internationalization of metadata values.
- Lets you sort the position of how metadata appears in the user interface.

Dashboard

- User view (document edited, locked, unloaded, signed, last modified, last uploaded).
- Overview (documents most viewed / modified, the last week / month last uploaded, last modified).
- New user (agent search).
- View workflow.
- View email (new mail and attachments).
- Cloud document search and navigation.
- RSS Feed.

Workflow

- Create complex workflows.
- Workflow for review, approval, validation.
- Support for serial and parallel workflows.
- Assign tasks to groups or users.
- From the dashboard can monitor workflow tasks, status and process.
- Configurable mail messages notification.
- Workflow enables you to shoot automatically from a folder or document type.

2.3.   Capitalize

Search Engine

- Searches for documents by content, keyword, date modified, author and document type.
- Automatically indexes uploaded document formats: Text, HTML, RTF, XML, PDF, OpenOffice.org, MS Office, MS Office 2007, EXIF JPEG, MP3 ID3
- Search by synonyms.
- Searches ordered by relevance.
- Searches using group properties (metadata)
- Allows storing queries.
- Advanced searches using XPath and SQL
- News User
- Search based on a hierarchical directory structure.
- Select the search objects, folders, emails or documents.
- Allows user to use tags to find documents.
- Allows use metadata to locate documents.
- Choice of simple and advanced search.
- Allows sorting of the results according to various criteria.
- Download Options or go to the location of a document from the results view
- Support for Stemming, stop-words and synonyms.
- Push news service (based on user queries).
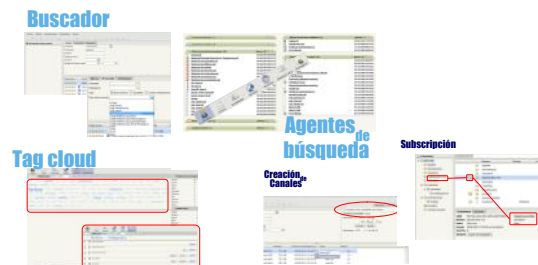
Previewing documents

- AutoCad
- MS Office family
- Open Office family

- PDF File
- video and audio file
- Images

Thesaurus

- View documents in the structure of the thesaurus.
- Automatic extraction of keywords.
- Skos Module-based training and training documents.

Security

- Plug-in for JAAS based authentication.
- Support for LDAP, Active Directory, DBMS, etc … (via a configuration file). By default OpenKM comes with an embedded database.
- List of granular access control.
- Flexibility in choice of inheritance of access control lists.
- Security and user roles.
- Permissions on folders and documents.
- Record of every user operation.
- Support for SSL communications.
- Cryptography (encrypts and decrypts documents).
- Electronic signature.

Administration

- Full user audit (trace log). All user operations are recorded and stored in a database.
- Show logged users.
- Unlock and remove documents published.
- View the repository.
- Advanced searches using XPath and SQL.
- Detailed activity log.
- Import documents / folders from the file system.
- Export the repository file system.
- Managing the workflow.
- Reports (jasper).
- Importing the thesaurus (or .rdf owl formats).
- View configuration settings..

- User Fees.
- User Profiles (functions for which a user can access).
- Task Scheduler (scheduler).

Integration

- Kofax
- Abby Flexicapture
- Flexibar
- 2D barcode reader
- Active Directory
- LDAP
- CAS (authentication)

3. SERVICES

3.1.   Implementation

This process includes:

- Remote installation in customer server of OpenKM Professional version.
  - Configuration
  - DBMS
  - OpenKM documents preview.
  - Apache server configuration with proxy to OpenKM.
  - OpenKM configured as service.
  - Certify administrator backup system.
  - OpenKM mail service poll
  - OpenKM mail notification and subscription .
  - OCR (tesseract or cuneiform ocr engines).
  - SSL (secure extranet).
  - Clamscan antivirus.
  - Active directory integration (ldap)
  - First startup masive data import into OpenKM
- Customization of the application with your logo.

3.2.   Support

OpenKM Support provides enterprise-level technical support, software patches and certificate updates as well as management tools that help you during different stages of the life cycle of the application. This helps reduce business and technical risks, increase productivity and improve the success rate for document management based on OpenKM..

OpenKM support services include:

- Remote System Monitoring. Quaterly analysis of the performance of your OpenKM (detection performance alerts) checking:
  - the repository integrity
  - the frontend UI performance
  - the search engine performance
  - the hard disk and backup free space
  - the backup logs
  - the general OpenKM configuration parameters .
  - Update to latest OpenKM version.

- Guaranteed time response for any OpenKM incidences by our team of developers.
- Patches.
- Supports integration projects with third party applications.
- Full access to OpenKM documentation.

3.3.   Other services

- Pre-implementation consulting
- Application Customizations
- Online Training
- OpenKM Cloud

4. Technology

OpenKM is a Java J2EE application running on a Apache application server. OpenKM can be installed and run on different platforms.

OpenKM architecture is based on the following technologies:

- JBoss Application Server
- Java J2EE (JDK 1.5)
- GWT (Google Web Toolkit - Ajax)
- Hibernate
- Lucene Text Search Engine
- POI File Format Conversion
- OpenOffice
- jBPM
- KEA
- Weka
- Aperture
- Rdf2go
- Openrdf
- Supported Interfaces in OpenKM are WebDAV and Webservices.

OpenKM architecture allows it to operate on any operating system: Unix., GNU / Linux., Windows 2000, Windows XP, Windows 2003, and MacOS.

Information can be stored in a directory or any DBMS (Oracle, PostgreSQL, MySQL, MS SQL Server, etc…

5. Hardware requirements.

Hardware requirements may vary based on the number of simultaneous users, repository size and system configuration. Note that all configurations on this page are based on OpenKM Team's expertise and are only approximations of what is necessary for small and medium-sized OpenKM environment configurations.

Minimum OpenKM hardware requirements

- Intel Pentium 4
- 256MB RAM

OpenKM small installation

With less than 25 user, repository size 10-60GB.

Minimum configuration:

- 1GB RAM
- Dual core 2 (1.86 GHz)
- 150-250 GB SATA (hard disk)

For better performance: 2GB -4GB RAM

OpenKM medium installation

With more than 50 users, repository size bigger than 150GB.

Minimum configuration:

- 2GB RAM
- Quad core (2.2 GHz)
- 250-500 GB SATA (hard disk)

For better performance:

- 4GB -8GB RAM
- SCSI hard disk

OpenKM on a virtualized server

With Less than 50 users, repository size 20-50GB.

- 1GB RAM
- Due Core 2 (1.86 GHz)
- 80-100 SATA hard disk