iWay Email Archive & eDiscovery powered by Autonomy Zantaz EAS

CUSTOMER

iWay Software has a long heritage of tackling integration challenges that others sweep under the rug. It began in 1975, when its parent company, Information Builders, was founded to help businesspeople gain access to information more easily than they ever could before. Unlike every other reporting tool and business intelligence platform, iway avoided proprietary technologies and focused on integrating with every possible information system that held data.

This strong integration background was repurposed in the client/server era, becoming the original middleware product: the award-winning Enterprise Data Access/SQL. Thousands of companies used EDA/SQL to access hard-to-integrate proprietary systems from desktop tools.

CHALLENGE

As one of the leading Software Adapter providers for SAP, PeopleSoft and other Enterprise Software suites needed assistance updating a business-critical software solution. iWay had been using Autonomy solutions for years. After an upgrade, some necessary custom functionalities became unavailable during eDisvoery.

Aimed at this issue, solutions to secure centralized archiving of email, files and images, to extract and index data automatically are required for the whole organization to collaborate at global scale.

SOLUTION

Zantaz EAS provides a solid centralized massive but easy to manage and discoverable data repository. While embedded IDOL's meaning based search provides the organization a much easier way to extract meaning not only by conceptual retrieval, but also categorization, profiling, clustering.

Due to it has a large percentage of software developers in house, some software soruce code was communicated via email, to better manage the content archive and avoid any confusion on the meaning of the content, STG comes up a set of complicated rules that sepertes software development/coding related content from the system and make them only discovable by related groups. These rules improve the accuracy of the eDiscovery results tremendously.

Organization
iWay software

Industry
Software Integration

Type of Application
Enterprise Information Archive

Autonomy Solutions
Zantaz EAS

Languages
English

RESULTS

Smart Team Global was referred to the above noted Software Integration Company to resolve these outstanding issues by Autonomy Professional Services. Within 48 hours, Smart Team Global was able to identify the root cause of the issue and provided the solution to resolve it.

iWay was very satisfied with the outcome and highly recommends Smart Team Global to other Autonomy/Zantaz customers.

ABOUT SMART TEAM GLOBAL

Smart Team Global, a Global Technical Partner & VAR of Autonomy, is a service oriented consulting firm that delivers high standard professional services for Enterprises in both private & public sectors in Northern America/Canada and Asian Pacific. Smart Team Global mission is to provide enterprise solutions with the most reliable professional services and become trustworthy party for its Enterprise clients. STG has maintained a 100% project success rate since company founded in 2009.

Well known for its technical expertise and professional service excellence in Autonomy community. One of the most reliable Autonomy Partners that is engaged with service contracts from Autonomy Professional Services worldwide and Autonomy owned Microlink in the U.S. Federal Public Sector.

Please visit **www.smartteamglb.com** to find out more.