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ENTERPRISE CONTENT MANAGEMENT ON THE CUTTING EDGE

A look into the enterprise content management future

by

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2006/2007/2008 showed clearly:

There is a continuously rising volume of content, whatever may cause it as for example biometric passports or stored provider data (just to show 2 of them). What needs to be done ?

Basel II, one of the most important Compliance Rules for Germany, SOAX, etc. became obligatory on January 2007. Their meaning is known: Minimization of risks for credit institutes when allocating loans. In this context each "loan applicant" needs to have a sophisticated ECM concept to keep the needed documentation safely stored and available, otherwise: no credit.

Sounds easy but the consequences are exorbitant.

However, the fast backout on backup and disaster recovery is not the solution since backup and compliance address completely different business areas. A backup concept for example can thus be not a substitute for compliance.

Compliance is interested in data, which need to be stored and administrated in archives in the long term. Normal Backups (and the specialized as CYA SmartRecovery and AvePoint DocAve) save documents in the online status, i.e. those needed in the everyday operational business. According to studies, this fact has not really become clear this year to one or another. And while the IT industry mainly worked missionary on the revision sector in 2008, with a more or less great success, trying to explain the companies the rules and their observation, two new technologies in the backup segment became a talking point: Continuous Data Protection (CDP) and deduplication.

The hackneyed phrase "data flood" still describes the situation the best and is of importance for both new technologies. The amount of information being sent electronically by the users to and from does not decrease, and since there is critical and important information among them, which are decisive for the business, no bit may get lost.

CDP works against this loss with the aim to restore the latest and most current data records prior to the damage event. To achieve this, CDP adopts the changes made at the data records continuously and stores these changes by maintaining the original data. The data record at a particular time can thus be restored.

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This is how the SNIA defines it, and some software producers make up their own interpretations. Some think by storing data in short snapshots they meet the demand of storing them “continuously”. Others take it more seriously and save data records the moment they have been changed. These are philosophies from software producers and each of them is justifiable. It is hard for the user when all say the same, but mean different things. They all agree only in two points: CDP will not replace but complement the backup. Everyone needs a backup, more professional a granular Backup as CYA SmartRecovery and AvePoint DocAve does, but not everyone needs CDP.

The so called data de-duplication works against the vast amount of data. It is about recognizing data contents and store only those, which have not been stored. Redundant data segments are identified by means of so called reference pointers.

EMC for example works on this section with the recently bought dedupe specialist Avamar, and is sure that dedupe will revolutionize data storage. We are talking here about a 300-fold reduction of the daily data volume !

About the Author

As Director, Product Management and Services for doculation, Ingo Harpel is responsible for managing services, as well as driving partners product enhancements, product strategy and market requirements. He has been in the technology field for more than 13 years and has experience in Company Operations, Enterprise Content Management and Project Management. Ingo previously served in various roles for Manufacturing Industries, Telecoms and Governments such as Toyota Ltd., Siemens Group, BMW Group and T-Mobile. He holds a Master in Business Sciences and is certified as a Project Manager and Enterprise Content Management Professional.

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