



Overview

DocMail is an integration of Microsoft Outlook with Documentum, to enable the archive and retrieval of email messages and their attachments in a secure and managed Documentum repository.

It is also compliant with other email clients, including Web clients.

Solution Description

The Aptus IMAP solution builds on Documentum's ECM and IMAP mail standards to offer a seamless interface that allows mail to be stored and retrieved from the Documentum content management system.

Mail clients are configured using their native IMAP configuration to connect to a centrally installed IMAP server.

As the email is stored in a native mail format accessed through the mail client, all the standard mail client functionality is available for managing messages stored within the Aptus IMAP Documentation implementation.

The feature set:

- Support for a range of IMAP clients including Outlook 2002 and 2003, Outlook 2000, Outlook Express, Lotus Notes and Web clients
- Supports Documentum 4i and 5
- No client-side software installation is required (with the exception of Outlook 2000 clients)
- Prevents duplicate emails being saved within the same repository
- Message threads are maintained
- Drag and Drop functionality to store and move mail messages, and their attachments
- Mail client Message delete Undo capability
- Message and attachments can be maintained as a Virtual Document within Documentum
- Documentum Access Control List (ACL) security applied to all stored emails and attachments
- Emails can be accessed via email client or Documentum clients
- Off-line access enabled via IMAP functionality

Business Case

In most companies, email is growing at an unprecedented rate, and placing a strain on IS as it struggles to provide the resilient infrastructure and systems to support this growth.



These same companies have deployed Enterprise Content Management from Documentum to store and manage their high value documents in a secure environment.

However, many such documents are created outside of Documentum, and distributed via email, and there is no simple way for email users to place these documents in this secure Documentum repository.

DocMail provides this simple mechanism.

DocMail is a lightweight interface between mail clients and Documentum to facilitate the archive and retrieval of email and attachments within a Documentum repository.

It does not compete with EMC Documentum Client for Outlook, which provides a full integration of Outlook with Documentum on the desktop, exposing the rich desktop function of Documentum, in addition to its proven secure and stable content repository.

However, where a simple archive/retrieval facility is adequate, or in companies where Outlook is not the standard email client, or where an upgrade to desktops is not immediately planned, DocMail is an ideal solution.

DocMail is a server-based solution, requiring only configuration of the client. It is therefore easy and low cost to deploy, minimising project risk, and accelerating return on investment.

The interface remains the standard email client, so no specific training is required.

By removing these adoption barriers, the take-up of content management will be greatly increased. The result – more high value business information stored in the content repository, more completeness of corporate knowledgebase, easier access to it, and therefore more use of it.

Additional benefits flow from this. There will be better management of this knowledge, easing the path to compliance, and handling of regulatory issues.

This can also be an element of a wider Information Lifecycle Management process, where policies can be applied to categories of information according to value and compliance considerations.