

THE GILBANE REPORT™

Content, Computing, and Commerce – Technology & Trends

OPEN SOURCE CONTENT MANAGEMENT SYSTEMS REDUX

We looked at Open Source software and what it meant to the content management market a couple of years ago. Since then there has been a huge amount of both development and implementation. Contributor Bob Doyle helped put together the Third Annual OSCOM (Open Source Content Management System) conference at Harvard Law School a few weeks ago, and also attended the recent Massachusetts Software and Internet Council series of Technology Roundtables on Open Source. Bob provides an update on developments and issues in the Open Source CMS market – some of which may surprise you!

Welcome Sebastian!

Industry veteran Sebastian Holst (who also wrote our earlier article on Open Source as a contributor) has now joined us a Senior Editor. In addition, Sebastian will be heading-up our consulting activity. You can reach him at sebastian@gilbane.com.

The Gilbane Conference on Content Management

Be sure to join us in San Francisco September 9-10 where we are co-locating our CM conference with Seybold as we did last year. For more information and the latest program updates see www.gilbane.com/gilbane_at_seybold_03.html.

CONTENTS

Open Source Content Management Systems Redux.....	2
Industry News	9
Back Issues	27
Subscription Form & Calendar	28

Vol. 11, No. 3
April, 2003

www.gilbane.com

Published by:
Bluebill Advisors, Inc.
763 Massachusetts Ave.
Cambridge, MA 02139
USA
(617) 497.9443
Fax (617) 497.5256
www.bluebilladvisors.com

Editor:
Frank Gilbane
frank@gilbane.com
(617) 497.9443

Editors Emeriti:
Tim Bray
tbray@textuality.com
(604) 708.9592
David Weinberger
self@evident.com
(617) 738.8323

Senior Editors:
Sebastian Holst
sebastian@gilbane.com
Bill Trippe
bill@gilbane.com
(617) 497.9443

Recent Contributors:
Girish Altekar
girish@deepcoolclear.com
Bob Boiko
bob@metatorial.com
JoAnn Hackos
joann.hackos@comtech-serv.com
Rita Warren
rita@ziaccontent.com

Production Assistant:
Sarah G. Dionne
sarah@gilbane.com
(617) 497.9443

Subscriptions:
sales@gilbane.com
(617) 497.9443

Customer Service:
customerservice@gilbane.com

Consulting Inquiries:
consulting@gilbane.com
(617) 497.9443

Gilbane Report White Papers:
Sebastian Holst
sebastian@gilbane.com
(617) 497.9443

Speaking Engagements:
speakersbureau@gilbane.com
(617) 497.9443

OPEN SOURCE CONTENT MANAGEMENT SYSTEMS REDUX

Two years ago Sebastian Holst looked at Open Source CMS as a "Parallel Universe" in these pages [1]. At that time, Holst felt that the benefits of Open Source development, which work so well for the GNU/Linux operating system, the Apache web server, and other core components of leading Internet and networking program, were not obviously applicable to application programs like content management systems. We will see that some of his concerns are indeed major questions in the Open Source Content Management System (OS CMS) market. These include financial viability when license revenue may be non-existent, sustainability of development and innovation, and long-term continuity of technical support from the OS CMS community.

Since then we have had a number of developments in the OS CMS landscape and a few developments in the Open Source community at large which may impact the future of content management. A great deal has been written about Open Source and we have gathered a bibliography [2-7]. The third international OSCOM (Open Source Content Management) conference [8] brought about 200 people to the Harvard Law School Berkman Center for Internet and Society for three days in May 2003, and provided an opportunity for a fresh look at OS issues, including business models for open source, and licensing strategies that support commercial "free" software. We also attended the recent Massachusetts Software and Internet Council series of Technology Roundtables on Open Source. They are expected to result in a white paper on "What every software executive should know about open source." This article provides an update on some of the issues of specific concern to anyone considering including Open Source technology in their content management strategy.

THE OPEN SOURCE CONTENT MANAGEMENT SYSTEM MARKET

The critical definition of an Open Source content management system is that it is licensed under one of a few dozen licenses approved by the Open Source Initiative [9], including the most common and best known GNU General Public License (GPL) from Richard Stallman's Free Software Foundation [10]. (For general information on open source, see our list of references at the end of the article.)

It is important to remember that Open Source does *not* mean free (as in free beer), and does *not* mean non-commercial. A free software license does not mean a free (no cost) CMS solution, and there is no guarantee that an Open Source CMS will end up being less expensive than a commercial CMS. The transparency of Open Source however, has other advantages. Foreign governments, and even some parts of the U.S. federal and state governments, are considering or already mandating the use of open source software for security reasons, as well as flexibility and the (usually) lower price. Also, led by Microsoft, some companies are responding by opening their code under stringent non-disclosure agreements to some large purchasers. Microsoft calls this "shared source," providing one of the important benefits of open source code, inspection of the code for possible security holes.

The core of all Open Source software - the GNU/Linux operating system - is under attack on two fronts by Microsoft. Microsoft is at least tacitly supporting a legal attack by SCO on IBM's aggressive use of Linux. And it has been reported that the Microsoft sales force is under orders not to lose contracts to open source. Nonetheless, nobody expects Open Source software, especially Linux to disappear. Linux has had little success in the consumer market, despite a \$200 Lindows machine from Walmart that made the New York Times editorial page, but the business market is another story. Linux and Open Source Apache now dominate the web server market. Businesses are increasingly realizing great savings by migrating their data centers to Intel-based Linux boxes.

The OS CMS market is expanding as fast if not faster than the commercial CMS market. If you ask commercial vendors who their main competition is, what you hear most often is "custom home-grown" systems, and what are these home-grown systems built on? Open Source software. Unfortunately, much of the growth in the number of OS CMS products comes from slight variations resulting in multiple product development forks and not by adding the features or especially the system integration that proprietary CMS solutions are adding.

Open Source software is maturing. Today many Open Source companies are successful and profitable. At OSCOM, Boston.com staff described the conversion of Boston.com, perhaps the largest portal in New England, from proprietary software to a Zope-based system. Their \$500,000 contract with Zope Corporation indicates clearly that open source does not mean non-commercial, and the overall implementation cost of over \$2 million shows that free software is not "free."

How Many OS CMS players are there?

Dozens, and for better or worse, the numbers are growing. On the DMOZ Open Directory Project [11] there are currently 32 OS CMSs listed. The OSCOM Matrix [12] lists about 40, CMSInfo [13] about 70, and CMS Review [14] about 80. OpenSourceCMS [15] offers free working demonstrations of about 40 different CMS that run on the LAMP (Linux-Apache-MySQL-PHP) platform. And these lists don't include tens of thousands of installations of various news-style CMSs based on slash-code (software resembling the slashdot.org technology news site). Note that this compares with around 500 CMS products overall.

Who are the major OS CMS players?

In our last article on Open Source, Sebastian chose three to mention: ArsDigita ACS (now Red Hat CMS), Cofax, and Midgard. Tony Byrne, from CMSWatch (www.cmswatch.com) mentions five OS-CMS in his CMS Report: Cocoon/Axkit, Midgard, OpenCMS, Red Hat CMS, and Zope.

Checking Google citations, the clear winner is Zope (3,180,000 citations). Zope also has nine books on Amazon. PostNuke is next (1,450,000), followed distantly by Midguard (265,000), and OpenCMS (213,000).

To calibrate our Google citations, we looked at some commercial CMSs, like Documentum (151,000 citations), BroadVision (99,800), AtomZ (87,600), Merant (81,900), Stellent (19,800), Ektron (12,600), MediaSurface (10,900), and Ingeniux (921). We could not get reliable counts for non-unique names like Vignette (588,000), divine (now FatWire = 9,630), and Interwoven (288,000). But these rough numbers indicate that some OS CMSs have a lot more visibility

on the web than proprietary systems. Google citations are fun and interesting, but don't base too much on them. Remember that Open Source communities are Web developer communities so you would expect to find more references, and of course developers are more likely to be well-versed in search engine optimization techniques. Also, keep in mind that Zope is more than a CMS and not all 3 million plus citations will be CMS-related. Nonetheless, there is no doubt that some OS CMSs have broad and deep penetration.

MAKING MONEY WITH OPEN SOURCE

Many Open Source products are given away by their creators. Many other developers would like to sell their Open Source work. Commercial free (as in free speech) products are not an oxymoron, insists Richard Stallman, founder of the Free Software Foundation. You can charge anything you want for free software, he says, "even a billion dollars." In any case, if you are considering using OS as all or part of your CMS solution, you need to understand the suppliers' business model, and what it entails. Some OS CMS providers don't have a business model, and this is fine if you want to take over all support and maintenance yourself. But most of you will want some support to be in place, in which case you want to be sure the provider has a plan for being around to provide it.

A few years ago commercial opportunities for OS software seemed limited to packaging, distribution, support, and some customization. This was the canonical Red Hat business model, and remains the common model for most. Although Red Hat lost a large fraction of the \$500 million their IPO raised at the height of the dot-com bubble, today they are profitable with a wide array of service and support options and contracts in place with many large organizations moving to Open Source solutions. Red Hat is only one of many profitable OS providers, and most, but not all, make money purely from services and support. However, it is also possible to make money from software license sales. How is that?

A product under a GPL can legally also be sold under a different license if the licensor clearly owns all the intellectual property (IP) being licensed. As a result, one very successful strategy for selling Open Source software is called "dual licensing." For example, MySQL can sell the same database product under the GPL or under a special "non-GPL" license. MySQL is GPL-licensed and free for non-profits and personal use, but has a "non-GPL" license and a \$500 fee for commercial use.

Mike Olson of Sleepycat Software, reported at OSCOM that their embeddable Berkeley DB is used in a million installations of applications where alterations to the code are given back to the community. But when a software vendor wants to hide changes to the Berkeley DB in their product, they purchase a \$150,000 dual license for the privilege of keeping their work secret. According to Olson, enough software vendors do this to make Sleepycat very profitable.

So, it seems many different models can support an Open Source business, but there is a tougher question to ask as well.

WHAT TO WATCH OUT FOR

Can an Open Source business model support innovation?

In the software business you need to keep innovating to survive. This means you need resources and a focused effort on product development.¹ If your business model does not include the margins typical of software license sales it may be difficult to compete with commercial systems. When all the income is directly proportional to labor, how do you generate "surplus capital" that can be plowed into the research and development needed for innovation?

The ratio of service/license revenue is more or less 50/50 when you look across the commercial vendor landscape, and the license percentage continues to decline. In fact, some Open Source folks pointed out at OSCOM that they have competed against commercial vendors who have reduced their license charge to nothing to win the business. Nevertheless, as a rule there is a big difference in terms of margin.

Most OS CMS systems today have taken advantage of the fact that the commercial vendors have already spent the money to find out what features the market is looking for. The free product research is great, but it means you always lag a bit behind. It also means that OS CMSs all start to look the same since they are all using the same feature set defined by incorporating the most common features in the commercial systems.

Open Source CMS developers today are often highly motivated but small groups of individuals with "day jobs." Some may have mild conflicts of interest with employers. Even those whose primary income is support and customization of the CMS are often overwhelmed by their contract work and find it hard to devote long stretches of time to sustained development, let alone basic research. The development model is to gather for a few-day "sprint" of programming teams. Different teams attack known problems and try to develop new code enhancements quickly, then return to their normal work environments.

If Open Source products do not earn significant revenues, what can keep their teams together over the years to insure continued innovation with a comfortable upgrade path for end users? As a customer, apparent, or current profitability may not be enough to provide the assurance that an OS suppliers' product will keep up with what is available in the commercial CMS world.

Code forking

Open source projects are built by complex communities of highly talented individuals who come together to build something new. When the project has well defined functions and limits, the likelihood of agreement among the developers is much higher than when many optional features and functions might be added, as is the case with content management systems. This has made OS-CMS project teams susceptible to breakup, so that a single concept, like the popular news-style CMS inspired by slashdot.org, has many project teams, working in many programming languages, and producing many products.

¹ Tony Byrne has written a very well-thought-out article covering this and other OS issues on CMSWatch (which we will be publishing on gilbane.com soon).

The positive side of code forking is the regular refreshment of approaches. The negative side is that users can get left out in the cold, stuck with software that is left behind as competing teams of developers go off in different directions. This is recognized as a problem among OS CMS developers, but there is no way to prevent this. Few Open Source developer teams are concerned as much with end-users as the kudos they win from other developers for neat new ways to code the same functionality. Just as customers have always needed to try and keep their content from becoming captive to a proprietary system, they need to do the same with OS CMSs so they are not left with costly content migration problems.

The incredible recent turnover of brand names and code bases in the commercial CMS market suggests orphaned clients have been just as common in the commercial world when companies are merged or acquired mainly for their customer base. However, commercial vendors don't just cut support without a transition strategy.

Legal issues

The legal panel at OSCOM noted that the open source community creates, develops, and markets its products in an environment in which the law plays a critical role – not only is OS not cost-free, it is not liability-free either. Technology companies unaware of the legal implications of developing or incorporating Open Source software may risk losing key proprietary assets or may be threatened by third party intellectual property rights.

The panel explored questions of intellectual property law, such as how to avoid infringement of copyrights and patents in pre-existing software, how to prevent closed source competitors from hijacking open source software, and how to protect against potential threats posed by the growing number of software patents. There are also questions about whether the underlying GNU General Public License (GPL) itself is enforceable. There have been a few court skirmishes, but no real tests. Analysis of these issues is outside the scope of this article, but the issue of mixing OS and proprietary code in your product deserves special mention.

Mixing Open Source and Commercial Software

Open Source standard components are increasingly likely to be incorporated in otherwise proprietary Content Management Systems. Although organizations buying a CMS may not think they care whether the CMS includes Open Source code, content management vendors must be very careful about mergers or acquisitions when the intellectual property (IP) acquired may include Open Source code fragments in nominally proprietary software.

Suffice it to say that this is very iffy legal territory, and while the more direct concern is to commercial software companies and their investors, (especially large) customers should at least be aware of this issue.

CONCLUSIONS

Open Source CMS technology has a lot to offer, and is being used successfully in many applications, especially in government and academic environments where the benefits of Open Source have especially strong appeal. In general, there is a "spectrum of stability" in Open Source software with, *e.g.*, Linux and Apache at the most stable end of the spectrum to smaller CMS products at the least stable

end. There is no reason not to consider OS CMS solutions for many content management needs but, just as with proprietary systems, you need to understand what the pros and cons are of Open Source in general, as well as with specific OS products. And, be sure you understand the business model of the OS provider. With so many issues and options available we recommend hiring a knowledgeable consultant to help you navigate, unless you have the time, resources, and in-house knowledge to devote to a full investigation.

Remember that choosing Open Source or commercially licensed products is not an either/or choice. There are many areas of the technology stack (operating system, application server, database, CMS, editor, *etc.*) for a CMS solution where you can choose between OS and proprietary components.

Just as with proprietary CMSs, Open Source CMSs are also available from hosting services. OpenSourceCMS.com offers free demos of forty CMSs built on the LAMP (Linux-Apache-MySQL-PHP) platform, and then will host your choice of a CMS.

If you are a proprietary/commercial CMS vendor

Open Source technology is both friend and foe, and it is here to stay. Lots of OS software can be used to help round out your offerings and get to market quickly with an enhanced solution at a lower cost to your customers. If you manage your business well you should have enough R&D and market research money to keep your products ahead of OS CMS products in terms of new features that are directly tied to what your customers want. OS CMSs will continue to exert downward pressure on license revenues, so it is critical to be able to easily demonstrate superior value based on advanced features, integration functionality, service offerings, and domain expertise.

If you do actually incorporate OS code into your product beware of the issues raised at the Mass Software and Internet Council Technology Roundtables, where lawyers were concerned that Open Source code with an uncertain license status could devalue your intellectual property. Their advice was that commercial vendors should be wary of incorporating any Open Source code if they want their company to be a potential merger/acquisition target.

If you are an Open Source CMS developer

There is a lot of opportunity for OS CMS technology, and as many OS CMS providers have shown, you can make a profit. The first question to ask yourself is whether you care about making money or whether you are content with the rewards of being part of a unique development community and the rewards of peer recognition *etc.*

If you do want to make money, you need to choose a business model and plan, and make sure everyone: employees, partners, customers, *etc.* understand it.

From the OSCOM conference, the message for the Open Source CMS development community (they disdain "vendors") was to try to work together more, build some interoperable tools, and stop forking the same news-style CMS over and over. These are not just important messages for the community to hear, they need to be conveyed to potential customers as well.

Bob Doyle bobdoyle@skybuilders.com

BIBLIOGRAPHY:

- [1] *Open Source CMS: A Parallel Universe*, Gilbane Report Vol.9, No. 4, May 2001
- [2] *The Cathedral and the Bazaar*, Eric S. Raymond, O'Reilly, 1999.
- [3] *Open Sources, Voices from the Open Source Revolution*, O'Reilly, 1999
- [4] *Embracing Insanity, Open Source Software Development*, Russell C. Pavlicek, SAMS, 2000.
- [5] *A Framework for Open Source Projects* (Master's thesis), Gregor J. Rothfuss, 2001
- [6] *Free Software, Free Society*, Richard M. Stallman, GNU Press, 2002
- [7] *The Business and Economics of Linux and Open Source*, Martin Fink, Prentice Hall PTR, 2003.

LINKS:

- [8] www.oscom.org/Conferences/Cambridge
- [9] www.opensource.org
- [10] www.fsf.org
- [11] <http://dmoz.org/Computers/Software/Internet/Site Management/Content Management/Open Source/>
- [12] www.oscom.org/matrix/index.html
- [13] www.cmsinfo.org
- [14] www.cmsreview.com/OpenSource
- [15] www.opensourcecms.com
- [16] www.cmswatch.com

INDUSTRY NEWS

Current news, old news (to January 1999), and commentary is available at www.gilbane.com. Free RSS 2.0 news feeds are available at www.gilbane.com/syndication.html.

OBIAN RELEASES WEB-SERVICES DOCUMENT, WEB CONTENT & PROCESS MANAGEMENT PLATFORM

4/29/2003

Obian announced the availability of Jupiter, a Web-based Document Management System powered by Oracle9i Application Server and Oracle9i Database. Jupiter allows enterprise users to obtain the full advantage of Oracle9iAS - J2EE server, Portal server, Directory server, Integration Server, Oracle9i Database, Oracle9i JDeveloper and Oracle Collaboration Suite when developing Web-Services Document Management applications. Jupiter represents a generation of Integrated Web-Services Document, Web Content and Process Management all accessible through one common user interface and utilizing a single Oracle9i repository. Jupiter users launch a business process with one or more documents stored in the document management module. They then can measure the acceptance/rejection actions as well as the processing/wait times at all stages in their work processes using Jupiter's process management module.

www.obian.com

BLUESTREAM RELEASES XSTREAMDB 3.0 XML DATABASE

4/29/2003

Bluestream released a major upgrade to its native XML database. Available immediately, XStreamDB Version 3.0 adds features designed to help developers and integrators deploy solutions for collaborative content management with XML and binary data. XStreamDB 3.0's new resource manager enables integration with authoring and publishing software for lightweight content management solutions for publishing to Web or print. Supported XML editors include Corel XMetaL and Altova XMLSpy. Improvements to searching include: faster full-text search and indexing, new LIKE wildcard matching, found word marking, phrase search, and proximity search. Other new features are: WebDAV, resource URIs, checkout, event triggers, automated backup, Server Console, binary data support with MIME type, and derivation by extension and attribute groups for schemas. XStreamDB 3.0 is a cross-platform XML database server built on Java, accessed using a Java API, WebDAV, or XstreamDB Explorer. It supports XQuery with update, full-text search, resources, and XML schemas with automatic validation. XstreamDB 3.0 is ACID compliant, has full transaction model capabilities, and MD5 authentication. XstreamDB 3.0 supports Windows, Linux, Mac OS X, and Solaris. Minimum 64MB RAM, under 10MB disk (not including data). J2EE compliant Web application server (Apache Tomcat included) required for WebDAV and resource URIs. Developer version at \$500 per seat. Server at \$1300 to \$3000 per CPU plus support is available. www.bluestream.com

PLUMTREE LAUNCHES ENTERPRISE WEB SUITE WITH PORTAL, SEARCH, COLLABORATION & CONTENT MANAGEMENT

4/28/2003

Plumtree Software announced the Plumtree Enterprise Web Suite, a solution for building a volume of Web applications on a variety of infrastructures, managed within a single environment. The Enterprise Web Suite is based on new versions of every major Plumtree product: the Plumtree Corporate Portal 5.0, Plumtree Search, Plumtree Collaboration Server 3.0 and Plumtree

Content Server 5.0. The suite also features a new product, the Plumtree Enterprise Web Development Kit (EDK), for creating applications from Web services running on different platforms. A new version of Plumtree Studio Server, for building database-driven forms and services in the Enterprise Web without coding, is anticipated to be available in the summer. Plumtree has scaled its portal to act as an enterprise-wide framework for building, managing and using a large number of these applications. The Plumtree Enterprise Web Suite is now available in a beta release, and is expected to be generally available later this quarter. www.plumtree.com

INMAGIC ANNOUNCES RELEASE OF INMAGIC CONTENT SERVER

4/28/2003

Inmagic, Inc. announced the release of Inmagic Content Server, which combines the advantages of a database management environment with high speed search and categorization, to make finding relevant information fast, easy and precise. Inmagic Content Server allows the business user to create content as well as integrate existing content from internal and external sources, deploy that content to Web pages on intranets, extranets and the Internet, and organize and manage information flow so the databases they create drive the content for end-users to access. A logical extension of the Inmagic core technology that has been developed over 20 years of working closely with information professionals from around the world, Inmagic Content Server is built on Microsoft SQL Server to provide a breadth of content management solutions, from the single department or workgroup to global deployment of an enterprise-wide system. www.inmagic.com

INTERWOVEN & NTT SOFTWARE IN ALLIANCE

4/28/2003

Interwoven, Inc. announced a strategic alliance with NTT Software Corp. to resell Interwoven products and provide system integration services in Japan. With this alliance, Interwoven complements NTT Software's expertise in the communications industry, providing content management requirements within the country's broader public sector information technology initiative. Under the reseller agreement, NTT Software will offer the Interwoven 5 platform, including Interwoven's content management product TeamSite software. As an Interwoven systems integration partner, NTT Software will apply its expertise and experience at the programming language level, a necessity in the complex Japanese technology market. NTT Software will also support its content management customers with a staff of dedicated professionals extensively trained in Interwoven's product offerings. www.nttsoft.com, www.interwoven.com

GARTNER SURVEY SHOWS XML USAGE REACHES 86 PERCENT IN SYSTEMS INTEGRATION PROJECTS USING WEB SERVICES

4/28/2003

Some 86 percent of enterprises that are using or planning to use a systems integrator through the beginning of 2004 for a Web services solution will use XML, according to a survey by Gartner, Inc. In March 2003, Gartner conducted a survey of 161 North American enterprises via Web and e-mail to determine Web services adoption in in-house projects as well as in systems integration engagements. According to the survey, internal integration with applications and processes is the most common activity or function for Web services projects. Following closely are security, personalization and Web content management. Gartner defines Web services as end-to-end application software that interoperates with other software through a family of XML interfaces - like SOAP, UDDI, and WDSL - to perform useful functions. www.gartner.com

FLEXSTOR TO MAKE FLEX-DB DAM TECHNOLOGY OPEN SOURCE

4/28/2003

FLEXSTOR announced plans to release its base FLEX-db Digital Asset Management (DAM) technology into the Open Source community. The company plans to post the source code by the end of the third quarter of 2003. This strategy is designed to accelerate development enhancements with the software quality control that comes from Open Source initiatives. The two founding sponsors with FLEXSTOR on this Open Source initiative are Fort Dearborn Company and Rorke Data, Inc. FLEXSTOR is in current discussions with potential Sponsors from the business and government communities. FLEXSTOR seeks other Sponsors to solicit advice and support on the future direction of the FLEX-db Open Source initiative. It can serve as both an application infrastructure to be extended, or can be deployed in its simplest form as a turnkey solution. The FLEXSTOR product suite is an enterprise-wide, digital asset management solution built upon JAVA and object-based extensible Enterprise Java Bean (EJB) architecture. The software is composed of internally developed software modules and integrated foundation technology products including other Open Source products. www.flexstor.biz

CONCEPT-BASED SEARCHING NOW AVAILABLE IN FIOS' PREVAIL

4/28/2003

Fios, Inc., released concept-based searching as part of Prevail, Fios' Web-based electronic discovery tool. The concept-based search technology in Prevail enables legal teams to search and organize unstructured information by mapping relationships between each word and every other word in large sets of documents. This release also includes the new Concept Explorer which provides a quick list of all documents that are conceptually related to the current document. Prevail is built using the Microsoft .NET framework and SQL Server 2000. Companies can designate from one to hundreds of users to concurrently review small or large quantities of data, with capacity measured in megabytes to terabytes. Fios utilizes Digital Certificates using 1024-bit keys that support 128-bit SSL encryption, state-of-the-art firewalls and customer-controlled security policies. Prevail is hosted by Fios and requires no client site setup or configuration. The only system requirements are Microsoft Internet Explorer 5.5 and Windows 98 (or higher). Pricing is based on a per megabyte basis. www.fiosinc.com

ENFISH ANNOUNCES PRODUCT PARTNERSHIP WITH SALESFORCE.COM

4/23/2003

Enfish Corporation announced an alliance partnership with Salesforce.com. The Enfish 6.0 Professional: salesforce.com edition, available immediately from Enfish integrates sales, marketing and customer data from salesforce.com's on-demand CRM service with users working information stored outside of the salesforce.com application. With Enfish 6.0 Professional: salesforce.com edition, users do not have to update and upload working data housed outside of salesforce.com into the application. Instead Enfish automatically indexes and cross-references the users' contacts, documents, e-mails and attachments. With a single mouse click, users can immediately retrieve all related information in context for any sales target regardless of where it is located. A free, 30-day evaluation of Enfish 6.0 Professional: salesforce.com edition is available. Enfish also offers subscription pricing, aligning its sales efforts with those of Salesforce.com. www.enfish.com

APPLIED SEMANTICS ACQUIRED BY GOOGLE

4/23/2003

Google announced that it acquired Applied Semantics. Applied Semantics' products and engineering team will strengthen Google's search and advertising programs, including its content-targeted advertising offering. Applied Semantics' products are based on its CIRCA technology, which understands, organizes, and extracts knowledge from websites and information repositories in a way that mimics human thought and enables more effective information retrieval. A key application of the CIRCA technology is Applied Semantics AdSense product that enables web publishers to understand the key themes on web pages in order to deliver highly relevant and targeted advertisements. The Applied Semantics team will remain in Santa Monica where Google will establish its Southern California product development center. www.google.com, www.appliedsemantics.com

INGENIUX RELEASES NATIVE MAC OS X CLIENT FOR WEB CONTENT MANAGEMENT

4/23/2003

Ingeniux Corporation announced the immediate availability of Ingeniux Content Management System for Mac OS X 10.2. Ingeniux CMS enables Mac-based content contributors to create, manage, and update Web content. The Ingeniux CMS Client for Macintosh is supported on OS X 10.2 ("Jaguar") and works with all browsers. End-users can update text, add new pages, drag-and-drop content from common applications, spell check all content, and rollback to previous versions. Users have access to a permissions-based photo gallery of thumbnail images that allows them to upload, insert, and drag-and-drop selected images into their assigned pages. With Ingeniux CMS, multiple users can work together on the same site. The Check-In/Check-Out feature indicates whether a team member is editing a particular page, preventing accidental overwrites. Workflow tools track and manage content contributions throughout the workflow process, allowing site administrators to control how and when items get published to the Web. Ingeniux CMS for Mac OS X is available now. www.ingeniux.com

DOCUMENTUM ANNOUNCES "TRAINING WITHOUT TRAVEL"

4/22/2003

Documentum announced several training options that provide the benefits of classroom training without requiring students to travel. Documentum's "Training Without Travel" program offers a full range of courses for developers, system and web administrators, project managers and end users, through self-paced Web-based courseware, e-learning classes, and instructor-led classroom training at the customer site. Recent offerings include courses on records management, eRoom collaboration and Documentum 5. www.documentum.com/education/index.html

OPEN TEXT & CAPTIVA PARTNER

4/22/2003

Captiva Software Corp. announced an alliance agreement with Open Text Corp. Open Text will resell InputAccel, Captiva's document capture software, and select modules of FormWare, Captiva's forms capture software, to offer its Livelihood customers a complete input management solution on a single platform. These document and forms capture capabilities will create new business opportunities for OpenText within its customer base. InputAccel transforms mission-critical data from paper and faxes into business-ready content. FormWare manages business-

critical information from forms, documents and electronic data streams into enterprise systems. www.captivasoftware.com, www.opentext.com

MACROMEDIA ANNOUNCES FLASH MX DATA CONNECTION KIT

4/22/2003

Macromedia, Inc. announced the Macromedia Flash MX Data Connection Kit, which provides pre-built connections to a range of data sources to jumpstart development of data-aware rich Internet applications. The kit includes Macromedia Firefly Components acquired from CyberSage Software, as well as a developer edition of Macromedia Flash Remoting MX. Macromedia Firefly Components provide a framework for accessing, displaying, and updating data within Macromedia Flash applications. For rapid data access, the Firefly component architecture includes specialized connectors and resolvers that integrate with multiple data sources including XML, Microsoft SQL Server, and Macromedia Flash Remoting. For consistent data display, the components include common visual building blocks that separate presentation from application logic. For simplified data updates, shadowing technology used by the components enables efficient saving of information to original data sources. The developer edition of Macromedia Flash Remoting MX can be used with Macromedia Firefly Components to access ColdFusion, Microsoft .NET, Java, and SOAP-based web services. The Macromedia Flash MX Data Connection Kit is priced at \$299 for commercial users and \$199 for the education channel. The kit will be available for purchase next week from the Macromedia Online Store. Macromedia DevNet Professional members will be able to download the kit next week as part of their subscription. www.macromedia.com/go/dck/

KONTIKI ENHANCES CONTENT DELIVERY GRID TECHNOLOGY

4/22/2003

Kontiki announced enhancements to its grid technology. Grid Streaming, which enables video or audio to be streamed and optionally saved for later use, adds additional flexibility for content providers and users. Grid Multicasting, which enables a single piece of content to be relayed to many users on a local network automatically, minimizing use and congestion on WAN links. Cost Optimized Routing enables customers to cut bandwidth costs by relying on the Kontiki Delivery Grid's ability to distinguish between more and less expensive network links and route digital media at the lowest overall cost. User-Based Class of Service Controls allow enterprise IT to define service levels for every user and group. Kontiki also announced integrated support for a number Microsoft products, including Microsoft's Content Management Server, Windows Media Rights Manager, Microsoft Producer, and Windows Media 9. www.kontiki.com

EQUILIBRIUM LAUNCHES MEDIARICH MERCHANDISER

4/22/2003

Equilibrium announced the availability of Equilibrium MediaRich Merchandiser to enable Web designers and developers to add pre-built dynamic image production templates to their Web sites to automate image zooms, pans and modifications. Based on the Equilibrium MediaRich Image Server for the enterprise, Merchandiser delivers the most requested features for retailers and catalogers. The automated imaging templates enable designers to resize and optimize images for just-in-time product updates, and generate detailed zoom and pan imaging derivatives from the original hi-res source files. Equilibrium MediaRich Merchandiser is now available worldwide. In North America, the product sells at the standard retail price of \$4,999 per server. Companies may download a 15-day evaluation of Equilibrium Merchandiser online at www.equilibrium.com

SAQQARA & DPCI JOIN TO OFFER CATALOG PUBLISHING SOLUTION

4/21/2003

SAQQARA Systems, Inc. announced a partnership with DPCI. The partnership combines SAQQARA's collaborative technology for capturing, managing and dynamically re-expressing digital rich media for eCatalogs with DPCI's expertise in delivering content to print production formats such as QuarkXPress. Leveraging DPCI database publishing and integration experience with the distributed authoring system that is bundled with SAQQARA's CommerceSuite product enables organizations to deliver highly stylized content for their customers from a single electronic catalog. By simplifying the transition from traditional catalog layout to database publishing the cost of going to print is reduced. www.sagqara.com

INTERWOVEN ANNOUNCES MY SAP ENTERPRISE PORTAL CERTIFICATION

4/21/2003

Interwoven, Inc. announced that it has received certification from SAP AG of the Interwoven TeamPortal software integration with mySAP Enterprise Portal. With the Interwoven TeamPortal for mySAP Enterprise Portal, customers can transparently access and act on trusted content through SAP iViews. Built on Interwoven ContentServices, a Web services layer that enhances the integration process, TeamPortal enables companies to integrate content management into their corporate mySAP Enterprise Portal, and provides an organizational-based, collaborative model that ensures the accuracy, reliability, and security of that portal content. The Interwoven TeamPortal for mySAP Enterprise Portal is shipping and is available directly from Interwoven. www.interwoven.com/partners/profiles/sap.html

TRADOS LAUNCHES TRADOS 6

4/21/2003

TRADOS Incorporated announced the availability of TRADOS 6 LSP (Language Service Provider) and TRADOS 6 Freelance. In addition to improvements in Translation Memory manageability, quality assurance and language support, TRADOS 6 provides single and multi-language vendors compatibility with the translation memories of clients, using TRADOS TM Server, the new server translation memory technology from TRADOS. Performance improvements for tagged file formats in all TRADOS 6 applications speed up the translation process for TRADOS tag files. Because of Unicode refinements, TRADOS 6 now supports a number of new languages, among them Maltese, Malaysian, and Tagalog. Support for other languages such as Vietnamese and Serbian has been enhanced and even complex chains of Unicode characters are now fully preserved during translation. TRADOS 6 Freelance now combines all TRADOS freelance applications into one tool set. TRADOS 6 Freelance will be normally priced at 895 EUR/USD. However, as a special introductory promotion, TRADOS 6 Freelance is priced at 695 EUR/USD until June 27, 2003. www.trados.com

SOFTWARE AG'S NATURAL MAINFRAME DEVELOPMENT PLATFORM SUPPORTS XML

4/21/2003

Software AG, Inc. announced that version 4 of its Natural 4GL development platform for mainframes now supports the creation and processing of XML documents. In addition to supporting XML, Natural Version 4 provides several other new capabilities, including improved overall application performance, accelerated and simplified access to Software AG's Adabas by other databases, the ability to develop applications for a UNIX production environment using a

Windows desktop, and expanded interoperability between Natural for IBM's OS/390 or z/OS and Natural for Linux. Natural Version 4 for OS/390, z/OS, VSE/ESA, VM/CMS and BS2000/OSD is now available as a controlled release to registered customers. The general release is scheduled for September 2003. www.softwareagusa.com

SAVVYBOX ANNOUNCES RELEASE OF AUTHOR.CMS v3.3

4/21/2003

SavvyBox announces a new release of their new Content Management System Author.CMS v3.3. The system's usability-tested user interface simplifies most common tasks related to information publishing. Author.CMS is specifically geared to small to medium size sites. Author.CMS embeds a variety of intuitive site management tools that save content publishing time and give full control over the website. The main system features are: usability-tested administration interface, WYSIWYG editor and intuitive site management tools, special installer that easily installs the system on a server, high-level functions that save template creation time. The new version of Author.CMS has a new directory structure to improve system adaptability for servers with different settings. www.author-cms.com

TEXTERITY LAUNCHES "FREESVG" SERVICE

4/17/2003

Texterity, Inc. announced FreeSVG, a web-based service providing conversion of PDF into SVG (Scalable Vector Graphics). This free service enables users to create self-contained "SVG packages" that can be viewed using a standard web browser. Users get a complete set of HTML and SVG files with a self-contained "viewer" enabling searching, page turning, table of contents navigation, linking, and zooming. Pages contains a complete representation of all text, images, and vector drawing, viewable with a browser and the Adobe SVG Viewer 3.0, or with SVG viewers for PCs and mobile devices. Original PDF bookmarks are converted into a multi-level table of contents, and embedded links are converted into standard intra-document and HTTP web links. Document navigation includes direct page access or relative movement within the document with first, last, next, and previous page buttons. Search results show a histogram bar of hits, plus a rollover featuring the paragraph containing the search results; search terms are highlighted. "Zoom" support includes preset zoom factors plus 'fit width' and 'fit height' to allow a large display of the page on the screen. FreeSVG is compatible with the Adobe SVG Viewer 3.0, which supports Windows, Macintosh, and Linux computers. Other SVG viewers are supported, including the Bitflash Mobile SVG Player 2.0 and Apache Batik. www.texterity.com

NORTH ATLANTIC OFFERS SOLUTION TO TRACKING DOCUMENTS IN MICROSOFT'S SHAREPOINT PORTAL SERVER

4/15/2003

North Atlantic Publishing Systems announced a new product to address one of the most commonly requested enhancements to Microsoft's SharePoint Portal Server, i.e., the ability to track changes made to the document library. SPSAuditTrail was specifically designed by North Atlantic Publishing Systems, Inc. to enhance Microsoft's SharePoint Portal Server. SPSAuditTrail automatically keeps track of changes users make to SharePoint Portal Server Document Library content when users access the Document Library through the browser, Office XP applications or Web Folders. SPSAuditTrail automatically records check ins, check outs, document and folder additions, renames and deletes, approvals, rejections and other activity across the portal server. For each action, SPSAuditTrail records the Windows login name of the initiator, the client machine IP address, date and time the activity occurred, and what the activity is. All automatically. The saved audit information is searchable directly from the SPSAuditTrail Search Web Part. You

use the Search Web Part to specify the audit trail information you want to view. A free demo version of SPSEuditTrail is available at www.napsys.com/wp/WPAuditTrail.html

MOBIUS ANNOUNCES VIEWDIRECT CONTENUITY 5.1

4/14/2003

Mobius Management Systems, Inc. announced ViewDirect Contenuity 5.1, an integrated component of the ViewDirect TCM software suite of total content management solutions. ViewDirect TCM is built on a content repository that integrates and stores all the enterprise content that supports Web sites and business processes. ViewDirect Contenuity delivers Web site management, document management and digital asset management in a single platform integrated with all components of ViewDirect TCM. ViewDirect Contenuity 5.1 is integrated with DocumentDirect for the Internet, the Web viewing component of ViewDirect TCM, giving users access to content in the ViewDirect TCM repository while maintaining all security provisions. This integration enables the ViewDirect Contenuity user to manage and present documents in any format, including PCL, PostScript, PDF, XML, HTML, AFP, DJDE/Metacode, images, text, rich media, word processing, and spreadsheets. ViewDirect Contenuity 5.1 is available now. www.mobius.com

JEEVES SOLUTIONS UPDATES ENTERPRISE SEARCH

4/14/2003

Jeeves Solutions, a division of Ask Jeeves, Inc. announced the availability of a major upgrade to its product, JeevesOne. The ability to search multiple backend systems simultaneously and deliver results in real time, improved relevance with Precise Answers, and an easy-to-use Administrative Console are among the featured enhancements. JeevesOne 3.0 is an enterprise search platform, offering a comprehensive combination of fourth generation natural language processing (NLP) search technology, analytics and enterprise connectivity. Whether the answer resides in unstructured Web content or structured data sources, JeevesOne can make information accessible in real time and in one place through its Enterprise Integration Server (EIS). JeevesOne 3.0's flexible output determines both how information is presented and what information is presented, returning the best answer available to a user's question. www.jeevesolutions.com/products/index.asp

DYNIX TO INTEGRATE GROKKER

4/14/2003

Dynix has entered a strategic partnership with Groxis Inc. and has announced plans to integrate Grokker, a graphical informational interface, with future editions of Horizon Information Portal. Dynix will resell Grokker as an optional product for library customers of Horizon Information Portal. Grokker improves the way information is accessed and organized during search sequences by quickly converting data, documents, and search results into contextually relevant, graphical knowledge maps. Search results become a series of circles within circles, with each concentric circle representing a topic and subtopic that is sorted by size and color and based on relevancy. A user can then dig deeper into the results until the desired information is found. www.dynix.com, www.groxis.com

CANTO RELEASES FREE UPDATE TO WEB PUBLISHER PRO

4/14/2003

Canto announced that Web Publisher Pro 1.0.1 is immediately available. Web Publisher Pro is a tool for publishing and marketing your digital assets on dynamically generated Web pages. It is

an Option to the Cumulus Workgroup Edition. Web Publisher Pro 1.0.1 includes improved user handling and log functionality. 1.0. Compatibility with other products has also been improved, e.g. asset conversion functionality of Cumulus HELIOS Companion. The enhanced user management of the new version now offers user rights. Web Publisher Pro 1.0.1 will now be delivered with Jakarta Tomcat 4.1.18 and includes an update of the Cumulus Java Classes that are now available with version 5.5.2. Web Publisher Pro 1.0.1 is available with an English, German, French or Japanese user interface on Mac OS X, Windows, Linux and Solaris. Web Publisher Pro costs \$1495 per server installation. Updates of Web Publisher Pro 1.0 to Web Publisher Pro 1.0.1 are free of charge. www.canto.com

FATWIRE ANNOUNCES SUPPORT FOR MYSQL

4/11/2003

FatWire Software announced that its recently launched FatWire Spark portal Content Management (pCM) for the Sun ONE Portal Server will include support for MySQL. FatWire Spark for the Sun ONE Portal Server with MySQL support provides a fully integrated portal Content Management solution at no cost to the client. A five-user version of Spark pCM is available free of charge for Sun ONE Portal Server customers. www.fatwire.com

INTERWOVEN RELEASES DEVELOPER SUITE

4/10/2003

Interwoven, Inc. has released a developer suite that enables developers to build and deploy Web-based applications in an integrated, dynamic development environment. Interwoven Developer Suite provides developers with standards-based tools for customization of the Interwoven platform along with Interwoven TeamCode software, a tool for integration and release of code and content-based applications. TeamCode provides the process-based workflows to manage the release of code and content throughout the lifecycle of the application. The code can originate from a traditional source code management (SCM) system, enabling developers to continue to use their tool of choice, and then be integrated with the content and released using TeamCode. Organizations that don't use an SCM system can version control and manage both application code and content with Interwoven. ContentServices SDK 1.1 is Interwoven's SOAP/XML interface designed to enable portlet developers to embed Interwoven content management and publishing capabilities directly into portlets running in IBM, BEA, SAP, Plumtree. The Interwoven Developer Suite is available immediately. www.interwoven.com/solutions/ds

AUTONOMY ANNOUNCES STRATEGIC PARTNERSHIP WITH CCID DATA Co.

4/10/2003

China's Centre for Information Industry Development (CCID Data Co.) announced it has formed an alliance with Autonomy. This alliance will deliver Autonomy solutions to customers throughout China. Autonomy is providing to CCID Data its Intelligent Data Operating Layer (IDOL) to automate the manual processes of aggregation, categorization, hyperlinking, summarization, retrieval and delivery of unstructured information. Based on the resource platform of the Electronic Information Center of Ministry of Information Industry, CCID Data provides the governmental platform and extensive industrial data channels throughout China. www.autonomy.com

PALSTAR RELEASES REVXML

4/10/2003

Palstar Document Management and Language Engineering announced the release of her latest software tool RevXml. RevXML is a tool for cost-effective comparison of XML content (books, manuals, legal text or regulations etc), with many options for selection. The tool tracks all changes between two XML documents or data. It takes into account the tree structure of the document, the attributes and the text in between the XML-tags. The basic unit of a text may be a character, a word, a sentence or the complete text in between two tags. The software generates revision markers (indicating addition, deletion and change) in the revised document, which themselves take the form of additional XML tags or arbitrary strings to be defined by the user. The enriched revised document is meant to be further processed by XML based systems. No DTD is required. Essentially, the tool operates on any tree-structured or flat file, including XML, XHTML and SGML files. The value of attributes may play a role in the decision to compare two elements. RevXml functions as "middleware" and is an embeddable technology. For instance, an XML Editor may use it to visualize the revisions between two XML documents. A Document Management System will be able to store the deltas and a Publishing System may generate exact revision bars. www.palstar-nl.com

DAY SOFTWARE INTEGRATES WITH BEA WEBLOGIC PORTAL; JOINS SUN'S IFORCE NETWORK

4/9/2003

Day Software Corp. announced it has developed a series of portlets that provide companies running BEA WebLogic Portal to access Day Software applications and managed-content. Day Software has developed a series of portlets that enable its product, Communicate, to integrate with the J2EE based BEA WebLogic Portal. By using the portlets to integrate Communicate and BEA software, customers can create, produce, and deploy content within BEA WebLogic Portal. As part of the iForce Content Network, Day will work with Sun to market and implement content management solutions based on Day Communicate, an integrated content management, portal management and digital asset management framework, and Sun ONE platform products, including the Sun ONE Portal Server and Sun ONE Application Server. www.day.com

XYENTERPRISE RELEASES XML PROFESSIONAL PUBLISHER 7.2

4/9/2003

XyEnterprise announced that it has released XML Professional Publisher Version 7.2. This latest release extends programmatic access to XPP's publishing functions by integrating an adapter for Perl. This access enables customers to use Perl scripts and programs to reduce the cost of systems deployment and enhance the integration of the XPP publishing engine with content management systems, databases, and other sources of enterprise content. XPP 7.2 also includes a new MathML module for the import, use, and publishing of MathML structure and content. XPP 7.2 is available now. www.XyEnterprise.com

FATWIRE DELIVERS CONTENT MANAGEMENT FOR SUN ONE PORTAL SERVER

4/8/2003

Sun Microsystems, Inc. and FatWire Software announced that a free five-user license of FatWire Spark pCM (portal content management) is available immediately for download for Sun ONE Portal Server 6 customers. Spark pCM offers a full-featured, integrated content management solution for the Sun One Portal Server. Customers will now be able to create, deploy, and manage

content incorporating multiple data types and deliver in a personalized manner via a portal. The Sun ONE Portal Server and FatWire's Spark pCM offering provides users with portlet interfaces for content creation and production, as well as system administration. The integrated offering delivers out-of-the-box integration with Sun ONE Portal Server. Sun will work with other content management partners to offer similar levels of integration. Spark pCM will be available immediately for download for Sun ONE Portal Server and will be co-packaged in second half 2003 for customers worldwide. It can be quickly and seamlessly upgraded to FatWire's 25-user Spark pCM product or to UpdateEngine 6.0, FatWire's enterprise content management platform. www.fatwire.com, www.sun.com

FILENET PARTNERS WITH STEELPOINT TO ADDRESS SARBANES-OXLEY REGULATORY COMPLIANCE

4/8/2003

FileNet Corporation announced it is partnering with Steelpoint Technologies to provide an ECM solution addressing the market demands for regulatory compliance and litigation risk management (CLRM) solutions. The partnership pairs FileNet's Content and Business Process Management technology with Steelpoint's Introspect eCM, a litigation support application. The joint solution is designed to help companies manage risk and comply with a wide range of corporate governance requirements and regulations, including the Sarbanes-Oxley Act. Additionally, the CLRM solution supports dispute resolution by helping manage the millions of documents involved in large corporate litigations. At the core of the CLRM solution is Steelpoint's eDiscovery technology, which allows corporations to collect, categorize and store information from a variety of sources, identify the relevant and responsive content, collaborate on issues of risk, and drive corrective mitigation processes. www.filenet.com

VIVISIMO INTRODUCES AUTOMATIC CATEGORIZATION OF FIRSTGOV SEARCH RESULTS

4/8/2003

Vivisimo, Inc. unveiled a free online service that automatically categorizes the search results from FirstGov.gov - the U.S. Government's official web portal. Vivisimo's new service helps citizens find government information quickly and easily by organizing FirstGov search results into meaningful subject categories. FirstGov provides a comprehensive search of government information including over 51 million web pages from federal and state governments and U.S. territories. A FirstGov search can produce 1000 or more search results in a long ranked list. Vivisimo's automatic document clustering technology improves the FirstGov search and helps users sort through the results. <http://vivisimo.com/firstgov>

INQUIRA EMBEDS ANALYTICS IN INQUIRA 6

4/8/2003

InQuira, Inc. announces the availability of Web analytics embedded as part of its InQuira 6 customer search and navigation application. InQuira 6 enables Web site visitors to ask a question in natural language and then interprets the real intent of their query, automatically responding with the answer and guiding the user to additional related information and opportunities to buy products and services. InQuira 6 utilizes content diagnostics to measure the quality of each users' Web experience, enabling businesses to identify content gaps and add new content to improve the Web site. InQuira 6 contains a new analytics architecture and an extensive set of new reports. The architecture features an OLAP engine, a normalized reporting database, a star-schema analytics database, and a built-in business intelligence tool. The reports provide en-

hanced information, ranging from aggregated management information to drilldown into individual users, questions and sessions. www.inquiracom.com

ADOBE ANNOUNCES ENTERPRISE INTEGRATION SOLUTIONS, NEW PRODUCTS & PARTNERSHIPS

4/7/2003

Adobe Systems Incorporated announced a broad strategic initiative targeting costs and operational inefficiencies caused by disconnected data and document processes across the extended enterprise. Adobe is leveraging XML and PDF, products and technologies from Adobe and its partners, along with new system integrator relationships to deliver customized solutions adapted to enterprise requirements. Adobe's solutions address automating forms, eliminating paper, and keeping compliant with government initiatives. Key components of the solution are Adobe's new Acrobat 6.0 family and Adobe's XML architecture. The company also announced alliances with IBM, Intel, Access, Documentum, and PTC to deliver complete end-to-end document processes for applications such as content management, digital signatures, and product lifecycle management. Adobe is also working with IBM, Documentum and Open Text and SAP, to bridge the gap between structured and unstructured data. In the manufacturing segment, software from PTC and Agile will link with Adobe Acrobat desktop software to help companies manage the product lifecycle process with review and mark-up capabilities. www.adobe.com

ADOBE ANNOUNCES XML ARCHITECTURE

4/7/2003

Adobe Systems Incorporated announced an XML architecture for document creation, collaboration and process management across the enterprise. The new XML architecture provides a framework for extending business processes inside and outside the firewall. Key components include intelligent forms, process automation, data integration, security and publishing for archiving and printing. The architecture will be supported across Adobe's client and server solutions. It will take advantage of XML for integration and bring continuity to business processes by presenting XML data in PDF for sharing, viewing and interacting through Acrobat 6.0 software or Adobe Reader. The architecture also enables dynamic rendering of PDF documents from XML for publishing or archiving with XMP meta data for search and retrieval. All XML tools work directly with Adobe's XML architecture which supports Namespaces, XSLT, XPath, XML Schema and XML Digital Signatures. Over the coming months, Adobe will deliver a new tool for designing XML and PDF templates and forms; make the XML architecture specification publicly available and deliver an XML toolkit for developers. www.adobe.com

ADOBE EXPANDS ADOBE ACROBAT 6.0 PRODUCT LINE

4/7/2003

Adobe Systems Incorporated introduced the Adobe Acrobat 6.0 product line, a major upgrade and expansion of the company's software application and a component of its solutions for integrating documents into business processes. The new Acrobat 6.0 family -- Acrobat 6.0 Professional, Acrobat 6.0 Standard and Acrobat Elements -- offers different levels of functionality to address specific customer needs. The most comprehensive product, Acrobat 6.0 Professional, helps business, creative and engineering professionals who work with complex, graphically rich layouts to improve the process of document exchange, review and archive. Acrobat 6.0 Standard enables workgroups to simplify document reviews using intuitive tools and a new, task-based interface. Acrobat Elements is a volume-license-only product that allows enterprises to place inexpensive Adobe PDF creation capability on every desktop, enabling reliable document distribution. The company also announced Adobe Reader 6.0 software (expected to be avail-

able in by the end of May 2003), an upgrade and re-naming of the free Acrobat Reader. Information about the availability of other language versions of the Acrobat 6.0 product line, pricing, upgrade and support policies, is available at www.adobe.com/products/acrobat

IMANAGE & INTERWOVEN ANNOUNCE AVAILABILITY OF COLLABORATIVE DOCUMENT MANAGEMENT

4/7/2003

iManage, Inc. and Interwoven, Inc. announced the general availability of their joint Collaborative Document Management (CDM) solution. This new integration provides enterprises with a comprehensive solution that addresses the overall collaborative document lifecycle for the extended enterprise: from sharing among teams, to more structured document development and approval cycles, to fully automated and secure document publishing and dissemination. Interwoven CDM powered by iManage WorkSite MP is available immediately at an entry retail price of \$50,000. www.interwoven.com/solutions/cdm, www.imanage.com

DOCUMENTUM ANNOUNCES RECORDS MANAGEMENT SOLUTION FOR EMAIL

4/7/2003

Documentum announced Documentum Records Services for Email. This new solution is available as a standalone offering or as a component of the Documentum Records Management Edition. Documentum Records Services for Email enables companies to automatically monitor, index, archive, search, audit, retrieve and dispose of incoming, outgoing and internal email messages and attachments, according to company policies. Documentum Records Services for Email helps organizations meet business requirements for retaining and monitoring email as well as regulatory standards and requirements, without affecting end user experience. Combining enterprise-wide rules, auto-categorization and content filtering, records of emails and attachments can be scanned for critical topics or keywords, intercepted and quarantined for further review, if questionable content is discovered. Email and attachments can also be automatically archived in easily accessible, non-rewriteable, non-erasable formats for specified periods. www.documentum.com

SUN LAUNCHES iFORCE CONTENT NETWORK WITH OVER 30 PARTNERS

4/7/2003

Sun Microsystems Inc. announced the iForce Content Network, a new partner-based initiative designed to bring together resources from Sun and an extensive community of partners to help customers manage content complexity in the enterprise. The iForce Content Network, with more than 30 partner members, provides revenue generating opportunities which include demand-generation programs and support from a growing number of community members such as Agari Mediaware, Inc., Artesia Technologies, Autonomy, ContextMedia, Day Software, Inc., Documentum, Engage Inc., FatWire Software, FileNet, GAUSS Interprise, Interwoven, Intraspect, Open Text, Pinnacor, Pixion, RealNetworks, Stellent, Streamserve, ThoughtWeb, Inc., Verity, Vignette, Xerox, and others. All participating partners can enjoy a portfolio of benefits offered through Sun's iForce Initiative, including iForce Solution Centers, iForce go-to-market programs, and early access to Sun's technologies. The iForce Content Network is currently available at www.sun.com/contentnetwork

VIGNETTE ANNOUNCES INTEGRATED CONTENT MANAGEMENT & PORTAL APPLICATIONS

4/7/2003

Vignette Corp. announced the integration of its Vignette Content Management Suites, Vignette Portal Suites and other capabilities into the Vignette Application Suites. Vignette Application Suites provide an integrated suite of applications and software services that combine at graduated levels content management, enterprise information integration, collaboration, portal management, business intelligence and business process management. All of these capabilities can be managed through an integrated console. These suites unify content management, portals, information integration, collaboration and business processes for the creation and management of mission-critical enterprise Web applications while delivering highly personalized and targeted enterprise information. Vignette Application Group Suite and Vignette Application Business Suite are currently available. Licensing costs for Vignette Suites begin at \$125,000.

www.vignette.com

CONTEXT MEDIA TEAMS WITH SUN TO DELIVER UNIVERSAL ACCESS TO ENTERPRISE CONTENT

4/7/2003

Context Media, Inc. announced the integration of the Context Media Interchange Suite with Sun Microsystems' Sun ONE Portal Server 6. Additionally, Context Media announced that it has joined the iForce Content Network, a Sun Microsystems' initiative that provides the tools, resources and services for ISV, SI and reseller partners to build, deploy and market content and knowledge management solutions on the Sun platform. Interchange Suite and the Sun One Portal Server utilize Web services in order to provide secure access and management of all forms of enterprise content, including rich media, text files, and structured data. The combination of the solutions allows businesses to aggregate digital content stored in multiple repositories and systems around an enterprise and present it to users through a single interface. The Sun ONE Portal Server serves as the primary interface and presentation layer through which individual users access and view the content. The Sun ONE Directory Server provides users a security solution through user, policy, identity management and single sign-on capabilities.

www.contextmedia.com

RED HAT ANNOUNCES CONTENT MANAGEMENT SYSTEM & PORTAL SERVER

4/7/2003

Red Hat, Inc. announced the Red Hat Enterprise Applications family of products. Red Hat now offers a complete enterprise solution that is delivered and managed through Red Hat Enterprise Network. The Red Hat Enterprise Content Management System and Portal Server are available now. www.redhat.com

EKTRON ANNOUNCES CMS300 2.5

4/7/2003

Ektron Announced CMS300 version 2.5 with new Web Services features. Additional enhancements include Oracle support and new editing functionality from eWebEditPro+XML. Ektron CMS 300 version 2.5 will ship on April 18, 2003. Beyond new Oracle support, CMS300 version 2.5 adds automatic image upload when pasting from Microsoft Word, commenting features for collaboration, search and replace in WYSIWYG and HTML mode, and other editor enhancements. www.ektron.com

CONVERA & INTELLISEEK PARTNER

4/7/2003

Convera and Intelliseek announced a partnership designed to extend distribution and bring greater functionality to their current product offerings. Under the agreement, Convera will add new federated search capability to its product line by offering Intelliseek's Enterprise Search Server (ESS) solution as an optional component of Convera's RetrievalWare search and categorization platform. Intelliseek will become a reseller of Convera's RetrievalWare product to add indexing and search of internal content to Intelliseek's product line. Intelliseek's ESS solution is pre-configured for over 1,000 different Internet and legacy search engines. Customers can purchase an optional Agent Development Kit featuring a point-and-click interface to create new adaptors for additional sources. www.convera.com, www.intelliseek.com

DOCUMENT SCIENCES' xPRESSION ADDS NEW WEB SERVICES, BEA WEBLOGIC SUPPORT

4/7/2003

Document Sciences Corporation announced the release of xPression version 1.2. The latest version of xPression adds support for BEA WebLogic 7.0, and two new Web Services that allow organizations to extend the content processing capabilities of their existing enterprise applications. XPressions new Web Services, a Document Requestor and Document Distributor, allow Content Management, CRM, Portal and Business Application applications to call on xPression's capabilities from within an existing workflow to request or distribute xPression-created documents. XPression is compatible with Windows 2000, Solaris, AIX, and HP/UX platforms. Support for z/OS will be added later this year. xPression is Unicode compatible and can support XML in any dialect. It integrates with Oracle, DB2, and SQL Server. Xpression's Upgrade Utility allows companies currently using Document Sciences' Autograph DLS product to migrate their applications to the xPression environment. www.docscience.com

ALTOVA RELEASES XMLSPY 5 RELEASE 4

4/7/2003

Altova Inc. announced the availability of XMLSPY 5 Release 4. Altova has enhanced numerous features in its XML Development Environment. XMLSPY 5 and AUTHENTIC 5 now support Delta-V, an extension to the WebDAV protocol which enables check-in/check-out functionality when used in conjunction with a WebDAV server. The Stylesheet Designer now includes support for direct usage of global templates, support for conditional statements in Stylesheet Designer, as well as support for PDF Header/Footer/Cover pages. The XMLSPY code generator now supports output code which uses Xerces (a popular XML parser), Standard Template Library (STL), and additional support of XML Schema simple types in Java/C# code generation. XMLSPY 5 Release 4 is available immediately for free trial download. Existing XMLSPY 5 customers who have purchased a support and maintenance plan are eligible for a free upgrade. Altova's AUTHENTIC 5 is available under a free software license. www.altova.com

FILENET ACQUIRES SHANA & ANNOUNCES VIRTUAL CONTENT MANAGEMENT

4/2/2003

FileNet Corporation announced it has acquired Shana Corporation, a provider of electronic forms software. This acquisition will provide FileNet with the technology and experience to address enterprise Forms Management. FileNet and Shana have been marketing an integrated

eForms solution for the past year through an OEM partnership. The purchase of Shana is an all cash transaction valued at approximately \$8.5 million to acquire all stock in Shana Corporation. Shana's technical development team will form the core of FileNet's Canada-based development center and will support further FileNet product development, as well as customer support of FileNet's eForms offering. Additionally, the company announced the availability of Virtual Content Management (VCM) capabilities for its FileNet P8 product line. With VCM, FileNet customers can access and use content stored in third party repositories including Content Management repositories from IBM, Documentum, and Microsoft, among others. VCM is available as an option to FileNet's P8 Business Process Manager, Content Manager and Web Content Manager suites. www.filenet.com

INXIGHT ANNOUNCES LICENSING AGREEMENT WITH PLUMTREE

4/2/2003

Inxight Software, Inc. announced a new alliance with Plumtree Software. Plumtree has licensed Inxight's language processing technology, Inxight LinguistX Platform, to expand the multilingual search capabilities in Plumtree Search Server. Plumtree Search Server queries and indexes content including project documents stored by Plumtree Collaboration Server, Web pages managed by Plumtree Content Server, and content indexed from file systems, Web sites and document databases into the portal's document directory. With the added multilingual functionality from Inxight, Plumtree Search Server will provide more extensive search returns for international customers. Plumtree Search Server indexes content in the portal's document directory and frees administrators from having to manage multiple search indexes. Inxight's technology will add advanced linguistic features for identifying core search terms in multiple languages within Plumtree Search Server. www.inxight.com

PUREEDGE ANNOUNCES INTEGRATED IBM DIGITAL CONTENT MANAGEMENT OFFERING

4/2/2003

PureEdge Solutions Inc. announced that it is working with IBM to offer an integrated digital content management infrastructure for business process automation. PureEdge is now an IBM Advanced Level Partner, and the two companies will co-market the solution to North American enterprises and government agencies. PureEdges intelligent XML front end integrates with IBMs back end infrastructure offerings to manage process-related content through the lifecycle of each business process, including creation, routing, management and archiving. IBM technology forms the back end of the offering and includes IBM DB2 Content Manager, DB2 Universal Database, WebSphere Portal, WebSphere Application Server, Tivoli Identity Manager and Tivoli Access Manager. Users have the ability to digitally sign documents, use both adhoc and structured routing, work remotely, move data in and out of corporate systems, and store all elements of a process in one secure file. General availability for the packaged integration offering from PureEdge is slated for June 2003. www.pureedge.com

DOCUMENTUM DELIVERS ENTERPRISE RECORDS MANAGEMENT EDITION

4/1/2003

Documentum announced Documentum Enterprise Records Management Edition, the latest release of their solution for the management of all types of records -- including incoming and outgoing email and attachments, documents, Web content, graphics, video and physical records -- from creation through archiving or destruction. This new solution also offers automatic records classification capabilities to enable accurate archiving, searching and retrieval. Capabilities include automatic and consistent capture, records classification, archival and disposition of

all types of content from all types of sources; automatic categorization and tagging of records with descriptive properties; multi-level security; and automated monitoring of records and email. The Documentum Enterprise Records Management Edition is certified against the U.S. Department of Defense (DoD) 5015.2 and UK Public Record Office standards for electronic recordkeeping systems. The Documentum Enterprise Records Manager Edition is integrated with online storage solutions, such as optical storage and EMC Centera. www.documentum.com

THE
GILBANE
REPORT

Conference on Content Management
September 9-10, 2003 — Pavilion: September 9-11
San Francisco, CA

Info: www.gilbane.com/gilbane_at_seybold_03.html
Register: www.seybold365.com/sf2003/registration/

Content management has become a core requirement of all businesses, and is now necessary across all corporate functions. Most mid- to large-size companies have implemented at least one content management system, and larger companies have multiple systems in place. Implementations are usually focused on either Web content, or documents, or digital assets, or XML data. However, companies recognize they often need to integrate different types of content from multiple repositories, as well as data from other enterprise applications, in order to achieve the business benefits they had envisioned. This integration requirement means that content management initiatives need to consider both the specific requirements of individual applications, and the broader IT requirement to provide infrastructure support for integrating content across multiple applications. Our conference will help you with both project issues and strategies. The dramatic and continuing proliferation of content management technologies guarantees that it will remain a challenge to keep up with the product technology, market landscape, best practices, and newly uncovered business benefits of content management for some time. The only way to keep ahead of the competitive curve and gain the benefits of content management without undue risk is to learn from the experiences of current, expert, and objective practitioners. Our conference brings you this expertise.

Content Management Projects Track:

Track Co-chairs: [Bill Trippe, Gilbane Report](#), [Tony Byrne, CMSWatch](#)

Our Projects track focuses on the issues you face during the lifecycle of a content management project: from initial requirements definition, to vendor and tool selection, to content and metadata modeling, to rollout, to ongoing management and technology refreshment. The topics are relevant to both enterprise content management projects as well as departmental projects. Sessions will cover issues important to those just starting their first content management project, and to experienced veterans who need to keep up with the latest practices.

Content Management Strategies Track:

Track Chair: [Sebastian Holst, Gilbane Report](#)

Our Strategies track looks beyond individual content management projects to issues that are important to multiple CM projects and to other business applications. Achieving many of the benefits of content management requires a content-aware IT infrastructure that supports integration among a variety of enterprise applications and repositories. This means there are important strategic and architectural decisions to be made about the role of database platforms, application servers, web services, portal and enterprise search tools, information architectures, and development tools. This track will help you formulate or fine-tune your content management strategy for the future.

Info: www.gilbane.com/gilbane_at_seybold_03.html

Register: www.seybold365.com/sf2003/registration/

Other Seybold event information: www.seybold365.com/sf2003

RECENT ISSUES

Issues from 1993 thru 1998 are \$15 if in print. More recent issues are available in PDF for various prices and may be available in print form for \$30. See www.gilbane.com or call for more information.

Volume 11 — 2003

- Number 2 **The Classification & Evaluation of Content Management Systems,**
Bob Doyle, Gregor Rothfuss, Frank Gilbane
- Number 1 **Information Integration, Objects, Content Services & Infrastructures,** *Frank Gilbane*

Volume 10 — 2002

- Number 10 **Corporate Portals – Success Kills the Market,** *Frank Gilbane*
- Number 9 **XML 2002 – More Than Just Another Show,** *Sebastian Holst*
- Number 8 **The Role of XML in Content Management,** *Lauren Wood*
- Number 7 **Searching for Value in Search Technology,** *Sebastian Holst*
- Number 6 **SVG – The Future of Web Rendering?,** *Bill Trippe*
- Number 5 **A Framework for Understanding the Information Management Market,**
Jared Spataro, Bryan Crow
- Number 4 **The Top 10 Trends in Content Management,** *Frank Gilbane*
- Number 3 **In Search of Search Solutions,** *Sebastian Holst*
- Number 2 **The Many [Inter]Faces of Content Management Systems,** *Rita Warren*
- Number 1 **What is an Information Model, and Why Do You Need One?,** *JoAnn Hackos*

Volume 9 — 2001

- Number 10 **An Alternative Model for Personal Information Management,**
Girish Altekar
- Number 9 **Who Should Own Your Content Management System?,** *Bob Boiko*
- Number 8 **Understanding Web Services,** *Sebastian Holst*
- Number 7 **Editorial Interfaces & Enterprise-enabled Content,** *Bill Trippe & David R. Guenette*
- Number 6 **Why Content & XML Integration Technologies are Fundamental,**
Frank Gilbane
- Number 5 **The Application Server Cometh, II,**
Bill Trippe
- Number 4 **Open Source Content Management Systems: A Parallel Universe?,**
Sebastian Holst
- Number 3 **Privilege Management & Rights Management for Corporate Portals,** *David R. Guenette, Larry Gussin, and Bill Trippe*
- Number 2 **Choosing an Architecture for Wireless Content Delivery,**
Girish Altekar, Regan Coleman
- Number 1 **XHTML: What You Should do About it, and When,**
Sebastian Holst, David R. Guenette

Volume 8 — 2000

- Number 10 **XML: The State of the Union** *Bill Trippe, David R. Guenette*
- Number 9 **E-books: Technology for Enterprise Content Applications?**
Bill Trippe, David R. Guenette

SUBSCRIPTION FORM

You can also order on our *secure* website www.gilbane.com.

Please start my electronic subscription to the Gilbane Report for **only \$99**. (10 issues/year). Subscription includes access to HTML and PDF versions at www.gilbane.com. (Call for print subscriptions, site license prices, and back issues.)

I am eligible for an affiliate discount* _____ Affiliate organization _____ Tracking # _____

My check for \$_____ is enclosed please bill me
Please charge my credit card MasterCard Visa American Express

Name as on card: _____ Number _____
Signature _____ Expiration date _____

Name _____ Title _____
Company _____ Department _____
Address _____
City _____ State/Province _____ Zip/Postal Code _____
Country _____ Tel. _____ Fax _____ E-mail _____

Checks from outside the U.S. should be made payable in U.S. dollars.

Funds may be transferred directly to our bank, please call for details.

Mail this form to: Bluebill Advisors, Inc. 763 Massachusetts Ave., Cambridge, MA 02139, USA.

You can also place your order at www.gilbane.com or by phone (+617.497.9443), or fax (+617.497.5256).

CALENDAR

XML Europe 2003. May 5-8th, 2003, *Hilton London Metropole, London*. The largest, longest-running XML event in Europe. XML Europe is a European forum for the XML community, spanning the worlds of electronic business, publishing, Internet, e-government, software and open standards development. XML Europe's remit is traditionally broad: mixing the newest technology with the latest thinking in the business and legal issues of information management. **Gilbane Report subscribers receive \$100 off the conference registration rate!** <http://www.xml europe.com/>

Seybold-Gilbane Content Management Intensive. Wednesday, June 11, *RAI Centre, Amsterdam*. Our one-day intensive update helps you get started confidently on new content management strategy, and helps you checkpoint your current implementation against what other businesses are doing and what can now be accomplished. See www.gilbane.com/events.html for more information on this and other events.

The Gilbane Conference on Content Management. September 9-10, exhibits September 9-11, *Moscone Center, San Francisco*. Our annual conference is the place to go to learn what is happening in content management from the industry thought leaders. We cover technologies, best practices, and market trends. The event is designed for beginners, experienced implementors, and IT and content strategists from all vertical industries. Co-located with our partners at Seybold Seminars. See www.gilbane.com/events.html for more information on this and other events.

© 2003 Bluebill Advisors, Inc. - all rights reserved. No material in this publication may be reproduced without written permission. To request reprints or permission to distribute call +617 497.9443. The Gilbane Report is a registered trademark of Bluebill Advisors, Inc. Product, technology, and service names are trademarks or service names of their respective owners.

The Gilbane Report is published 10 times a year (monthly, except for August and December). The Gilbane Report is an independent publication offering objective analysis of technology and business issues. The Report does not provide advertising, product reviews, testing, or vendor recommendations. We do discuss product technology that is appropriate to the topic under analysis, and welcome product information from vendors. Letters to the editor are encouraged. Send to: Editor@gilbane.com. Visit our web site at www.gilbane.com

ISSN 1067-8719