

TECHNOLOGY AUDIT

HP TRIM

Hewlett Packard

BUTLER GROUP VIEW

ABSTRACT

HP Total Records Information Management (HP TRIM) is a well established Document and Records Management (DRM) solution from HP. This solution is based on Microsoft technology and integrates well with many desktop and server products from leading providers of Enterprise Content Management (ECM) Technologies. It provides a number of modular features in addition to DRM, including workflow, archival management, space management, and Web Content Management (WCM). HP TRIM can be accessed through a Web browser or a traditional 'rich' client application. The company has a strong Records Management (RM) pedigree, and continues to successfully deliver DRM solutions to large and medium-sized organisations both directly and through a growing list of partners. HP TRIM has been approved by The National Archives (TNA) and has achieved certification under the US Department of Defense (DoD) 5015.2 standard. Organisations seeking solutions for Compliance, Corporate Governance, or Freedom of Information should evaluate HP TRIM.

KEY FINDINGS



An industry-leading DRM solution with extensive out-of-the-box functionality.



Approved against TNA 2002 and DoD 5015.2 standards.



Organisations can apply enterprise compliance policies and security standards to Web content.



HP offers a strong services component around the TRIM product.



Tight integration with HP Integrated Archive Platform.



Includes Web Content Management capability.



Automatically archives Web content.



Lack of facilities to build complex content-centric processes.

LOOK AHEAD

Development plans include better integration with SharePoint, support for Microsoft Server 2008, improved multi-lingual support, and a rebranding of all products that make up the TRIM portfolio.

FUNCTIONALITY

For organisations within highly regulated industries, compliance and record retention are not new issues. Although, in the public sector, legislation such as the Freedom of Information Act and the Data Protection Act has necessitated changes in the way public sector bodies maintain records, there has always been a need to retain information. However, organisations in all regulated industries are having to become more accountable and therefore need to be able to discover and provide information whenever it is requested by the regulator, or in the case of the public sector, by citizens. This has created a requirement for applications that can manage the 80% of information that organisations have that is in an unstructured format, in a searchable repository from which specific items of information can be retrieved and sent to the requester.

This is only part of the story though, because organisations in these highly regulated industries also need to be able to prove that the information they are reproducing has not been altered in any way. Most of these organisations also import or create large volumes of documents, many of which later become records. The requirements of these organisations have been addressed by Enterprise Content Management (ECM) vendors such as HP.

Product Analysis

HP Total Records Information Management (HP TRIM) software is an integrated Electronic Document and Records Management (EDRM) solution with the addition of a Web Content Management (WCM) system, which has evolved over a number of years to help organisations effectively manage unstructured business information. HP acquired TRIM when the company bought the Australia-based TOWER Software, a leading provider of EDRM solutions for 23 years. Through the application of business rules and information management constructs, the product enables the efficient capture, reuse, storage, retrieval, navigation, and disposal of corporate information assets.

The Document Management (DM) and Records Management (RM) functionality found in HP TRIM are fully integrated within a single application, thereby providing the end user with a consistent approach to the management of electronic documents, electronic corporate records, and physical records.

Consistent with Butler Group's own view, HP believes that Document and Records Management (DRM) should form the backbone of any Enterprise Content Management (ECM) solution. In addition to DM, RM, and WCM, HP TRIM also includes e-mail management, workflow, archival management, space management (of physical records), and barcode tracking – useful for managing physical items. HP does not offer a Corporate Portal as part of its ECM portfolio; however, it readily integrates with solutions of this type from other vendors.

HP TRIM supports distributed file stores (using the operating system's file system or File Transfer Protocol (FTP)) for documents and records, with the metadata for these objects held in a central database. The ability to manage separate object stores means that content can be held close to the business users of this information. HP TRIM offers full searching capability, and this can extend across multiple repositories that exist within a single database.

A Microsoft .NET-based solution, HP TRIM imposes no restriction on the size of the document or record that can be stored and managed within the system, and its ability to manage physical as well as electronic items ensures that this solution will meet the requirements of the most demanding enterprise. HP TRIM is designed to maintain strict compliance with US Department of Defense 5015.2-STD (Design Criteria Standard for Electronic Records Management Software Applications), ISO 2788 (Guidelines for the establishment and development of monolingual thesauri), and ISO 15489 (Records Management). HP TRIM also received approval from The National Archives (TNA) in the UK – one of only ten systems to do so.

The HP TRIM Web Content Management module provides all of the functionality required to create and manage Web sites. Non-technical users are able to create and publish Web content, which can be fully managed through workflows.

Tight integration with HP's Integrated Archiving Platform (IAP) adds an archiving dimension to the product set. This hardware- and software-based product provides the ability for organisations to archive content to ensure compliance.

A weakness for HP is the absence of a comprehensive Business Process Management (BPM) module to enable the creation of complex content-centric processes. Many organisations manage transactional data that is received into the organisation in a paper format. This has to be digitised, with the information extracted from the document and stored in a database. There will also typically be supporting documentation, such as letters, e-mails, or faxes, which need to be viewed by users alongside the transactional data. Many ECM vendors now provide BPM functionality to enable organisations to create the processes required to scan and process these paper documents, and also to provide the integration between the content management and transactional systems. HP TRIM is extensible through the HP TRIM Software Development Kit (SDK) to include documents and records from business applications, and is used to integrate to third-party BPM solutions such as K2, TIBCO, and Singularity. In Butler Group's opinion, a BPM capability should be the next addition to HP TRIM.

HP, unlike most of the other major ECM vendors has not yet embraced the Content Management Interoperability Services (CMIS) initiative, although it intends to adopt it once the proposed standard has been ratified.

Product Operation

Document Management

HP TRIM provides all of the key features that one would expect of an enterprise-ready DRM solution: version and revision control; full-text indexing, search, and retrieval; and document imaging. It provides tight desktop integration so that, using standard desktop productivity tools, end-users can seamlessly and securely store and retrieve business documents – an approach that ensures only minimal training is required for most users of the system. Unlike Web-only DRM solutions, it is designed to fit in with the way users currently work, i.e., saving and opening documents from within an application such as Microsoft Word. Although one would think that this mode of operation would be a given for any DM system, Butler Group is surprised to find that some DRM applications insist that the user interact with a Web page in order to store or retrieve a document – something quite alien to most end users. HP TRIM does offer a Web interface which supports enquiries and updates – an indication, perhaps, that most users of the Web interface could be classified as 'casual' users.

HP TRIM can store and retrieve any type of electronic file within the system, and the built-in Inso viewing technology permits more than 250 file formats to be viewed, using the native file format and without the need for the applications to be installed on the user's PC. If a specialist view is available – for CAD drawing, for example – then it can be configured to use this tool.

Records Management

HP TRIM permits records to be created from a wide range of authoring applications including e-mail clients such as Microsoft Outlook. When a user saves a document for the first time they are prompted for metadata, which is then used to create the record. This metadata is easily configurable through an administrator interface so that information relevant to the company's business activities is captured at the point of record creation. A document can be 'declared' as a record at any stage within a business process.

The product treats documents and records in the same way, so that end users perform the same tasks on all items that are stored in the system, irrespective of whether the item is a 'document' or is to be declared as a record. HP TRIM's out-of-the-box metadata schema fully meets the International Organization for Standardization (ISO) Standard for Records Management (ISO 15489).

The archiving component provides organisations with complete control over the lifecycle of corporate records from creation through to disposal, or archival to TNA, for example. As one would expect of a product that meets the functional requirements of so many records management standards, HP TRIM is very flexible in its ability to accommodate various records retention and disposal policies and schedules. Triggers defined by a retention schedule provide the ability to calculate transfer and destruction dates, and a single retention schedule can contain multiple date triggers: for example, 'transfer to an interim archive five years after closure and then destroy ten years after closure'.

Archival action within HP TRIM can take place at different record levels, therefore it is possible to assign retention schedules to documents as well as to folders and containers. When records are placed within a container, HP TRIM checks all the retention schedules for their 'severity' and will flag the container for review if there are any documents in the container with a more severe schedule. The corporate Records Manager would then be able to manually check the contents of the container and decide what to do with the records therein. It is important to note that within HP TRIM, retention schedules apply to the archival process of destruction – deletion is a process that removes all evidence that a record ever existed, and is an option only available to the system administrator. Deletion of a series of records will be prevented even for the administrator if there are any records that are linked to the series.

Out of the box, HP TRIM fully meets the requirements set out by ISO Standard 15489 (Records Management). According to HP, there are over 70 standard metadata fields provided for Folders, Parts, Documents, and Records. Many of these fields are compound fields. For example, a Contact field attached to a record consists of over 20 fields itself. In total there are over 200 pre-defined fields, which can be used on various aggregation levels.

All information stored within HP TRIM is searchable with the exception of contact attributes (address, phone, fax, and e-mail address). There is a Quick Find search option located on the user's Search Toolbar. Searches can be conducted across selected Record Types, using any number of search methods, combined with Boolean operators and including, for electronic records, searching the text of the document itself. HP TRIM supports over 70 levels of sorting: for example, by Record Type, Creation Date, and Record Title. The result of the search can be sorted in either ascending or descending order.

The HP TRIM user interface presents a split-screen for search results, thereby enabling users to 'view' documents and records before formally retrieving them. This UI is similar to other desktop applications, and is therefore unlikely to require a great deal of end-user training – an important factor to consider for large-scale enterprise roll-outs. Navigation through the HP TRIM repository is extremely straightforward using the product's rich client interface.

Web Content Management

HP TRIM Web Content Management enables organisations to create, update, and manage Web content. Web sites are managed using a Web browser as a single point of access for all Web contributors. Initial Web site creation is simplified with HP TRIM Web Content Management templates, which can be reused and support parameter-driven configurations to provide a consistent look and feel, navigation, and workflow. One of the strengths of the product is the information architecture that enables organisations to apply enterprise compliance policies and security standards to Web content as well as other content. It also supports automatic archiving, which provides the ability to prove the authenticity of Web content if required, which is an important consideration as disputes can arise over content that may or may not have been displayed on the Web site at a particular point in time. Site archiving allows an entire Web site to be archived on a regular basis with the information stored in HP TRIM. Page archiving automatically archives pages into HP TRIM when individual Web pages are created or updated.

Some of the features of HP TRIM Web Content Management are preview and rollback facilities, integration and content sourcing from HP TRIM, automated content lifecycle management, controlled publishing, aging, archiving, site history retention, audit trail tracking through role-based authorisations, and personalisation with automated content tagging and categorisation.

Archiving

The HP Integrated Archive Platform (IAP) serves as an archiving platform for all types of reference information, including e-mail, file, and database objects. Application awareness, content-based indexing, and powerful search tools provide enterprise-wide accessibility to archived information, securely controlled by interfacing with role-based directory services.

HP IAP assists in complying with retention and regulatory requirements and corporate governance initiatives. Data is stored securely with date and time-stamping of all objects to mitigate risk and prevent tampering or changing of the retained records. Through industry-standard interfaces and protocols, HP IAP supports a wide range of application partners and is tightly integrated with HP's highly optimised data-capture and migration applications.

The solution is integrated in that it is a software/hardware solution. Whilst this enables a high degree of performance with scalability and failover, it does mean that it is aimed at the higher end of the market, and as such will not be relevant to the lower end of the Small to Medium-sized Enterprises (SME) market. However, the solution as a whole does bring added benefits by being created as a 'reference architecture'.

Indexes are created on both the content and attributes of documents, on e-mail, and on e-mail attachments. This means that any search will return a full results set, and organisations can have the added assurance that this returned results set is complete. In respect of the search facilities, HP IAP also supports free-text searching from any Web browser.

Product Emphasis

HP TRIM is a well-established product, which has built up a significant presence in Government and Public Sector bodies. TRIM was tightly integrated with HP IAP prior to the acquisition of TOWER Software by HP, and it already formed part of HP's Information Management portfolio. The combination of the DRM and WCM capabilities of HP TRIM, and the hardware and software-based archiving features of IAP, make a well-rounded solution for organisations in regulated industries that have compliance issues.

In addition, the majority of the implementations of HP TRIM for Electronic Document and Records Management include integrations with line-of-business applications through the HP TRIM SDK and Web services toolkit. However, the product set lacks some of the features of standard ECM platforms, including specialised collaboration tools, although it does provide tight integration with SharePoint which has been widely adopted as a collaboration platform, and a BPM capability to support the development of complex, content-centric processes. These are areas in which HP should add functionality, in order to appeal to organisations that require full ECM capabilities. Despite this shortfall in functionality, as a large infrastructure vendor HP does offer a one-stop-shop approach to address the information management requirements of many organisations.

DEPLOYMENT

An 'out-of-the-box' solution for DRM, HP TRIM is capable of being deployed very rapidly. The UK's National Maritime Museum recently deployed the product to 200 users within 90 days. In terms of costs, approximately 85% of the total cost was attributed to software licences, with 15% attributed to services. This will of course vary according to skill sets available within the organisation.

The product is a Microsoft Windows-based solution, and as such requires hardware compliant with this operating system. Although Microsoft Windows can run on so-called 'generic' hardware, Butler Group would always advise organisations to stick with equipment listed on Microsoft's Hardware Compatibility List (HCL).

HP TRIM stores document and record metadata in a Relational Database Management System, which is compatible with products from Microsoft SQL Server, Oracle, and IBM DB2. Records and documents are stored within the native Windows NT File System (NTFS) and can be addressed either through the Universal Naming Convention (UNC) or FTP. An increasing number of network appliances support these file protocols, and therefore HP TRIM is able to utilise these.

HP TRIM's scalability is proven, with 16,000 seats deployed at the Northern Ireland Civil Service, and a 40,000-user system currently being deployed by the US Navy as part of a corporate 360,000 seat roll-out.

PRODUCT STRATEGY

The target market for HP TRIM is Federal, State, and Local Government across North America, Europe, and Asia-Pacific. The company's DRM solution is well suited to regulated industries, and therefore the Banking, Utilities, and Pharmaceutical sectors are becoming increasingly important to HP.

The company continues to occupy a very strong position within the Public Sector and has won a significant number of high-profile and very large deals with government agencies in recent months. HP's ideal customer would typically require in excess of 100 user licences. However, the company is more than amenable to conducting business with firms smaller than this. Although HP TRIM runs on the Microsoft technology stack, no plans exist at present to produce a version of the product to align with Microsoft Small Business Server 2003.

HP has a strong services arm, which can be leveraged to implement the solution. The company has a number of business and technology partnerships to this effect. HP's business partners are listed below:

Acquity Group	Alphawest	BRC Digital	Civica
Comport	Dialog	EDRM Solutions	Fujitsu
Hedge Hodge Cons.	Intact	IIS	iCognition
InfoLogic	IKMS	iPlatinum	Knowledge Partners
Kapish	Gen-i	M2	Merlin
Millennium	MicroHelp	InfocentriK	Aurora Technology
Ordell	Relevancy	Pepperweed	Pride
Tellus	VersaPac	SecureData	ComputerLand

The company's technology partner network, which provides assistance in implementation services as well as advisory services for its HP TRIM portfolio is as follows:

Aplhawest	Audata	BearingPoint	Booz Allen
CACI	Capgemini	Civica	Codice
EDS	EDRM Solutions	Deloitte	General Dynamics
GDIT	IBIS	ICS	IKMS
iCognition	IKMS	Knowledge Partners	Link Group
Lockheed	Metrofile	Siller	Steria
Synercon	Window Logic	WR Systems	SAIC

The cost of annual maintenance and support is approximately 20%, which includes telephone and e-mail support. Maintenance includes all software updates and upgrades of which there are typically three per year. Major releases of HP TRIM occur around every 12 to 18 months. The company has a number of product enhancements in development, most of which are involved with updating to Microsoft .NET. These include enhanced Microsoft SharePoint 2007 integration; localising some modules into Italian, Spanish, and Portuguese; 64-bit support for most modules and back-end technology; support for Microsoft Server 2008; DoD Certification Chapters 2, 3, and 4 renewals; enhanced Microsoft Office and Outlook 2007 integration; auto-deployable plug-ins for authoring applications including Microsoft Office; providing all TRIM modules in Unicode; developing a native .NET SDK, and complying with MoReq 2.

COMPANY PROFILE

Hewlett Packard is one of the best-known names in the IT industry, and one of the longest lasting, having been founded in 1939. Its portfolio crosses all aspects of IT from personal computing to major elements of IT infrastructure. It is one of the world's largest IT companies with revenues of US\$118,364 million recorded for the fiscal year ended 31 October 2008. Headquartered in Palo Alto, California, it is a public company traded on NASDAQ and NYSE under the symbol HPQ. HP has a presence in over 170 countries and employs some 321,000 people across the globe. EMEA headquarters are in Geneva, Switzerland, and Asia/Pacific is served from Singapore. A few of HP's customers for TRIM are Northern Ireland Civil Services (NCIS); Metro Regional Government, Oregon; TransGrid; and Sedgemoor District Council.

Table 1: Financial Details			
Year ending 31 October	2008	2007	2006
Revenue (US\$ Million)	118,364	104,286	91,658
Change on Previous Year (%)	13.4	13.7	5.7
Total Net Income/(Loss) (US\$ Million)	8,329	7,264	6,198
Source: HP		DATAMONITOR	

SUMMARY

HP was one of the later entrants to the content management market, although there had been a partnership with TOWER Software which formed part of HP's Information Management portfolio before the acquisition. Unlike other large infrastructure vendors, HP did not acquire a vendor with extensive ECM capabilities, but rather one that provided more specialised DRM features that complemented its own archiving platform, to form a strong compliance solution. However, the company now needs to extend the product set with some of the missing ECM components – in particular BPM in order to support the needs of a wider range of organisations.

That having been said, the product set comprising HP TRIM and IAP will satisfy the requirements of a large number of organisations that have compliance issues, and the fact that it has large deployments proves that it is suited to enterprise markets. The product certainly merits a more detailed examination.

Table 2: Contact Details	
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Source: HP	
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