



## The Shared Drives/Folders Problem

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Organizations both large and small, government and private have been accumulating electronic documents in shared drives since time immemorial (or at least since the early 1980's when networked computers and file servers became part of the business world). Some organizations still have those early documents, "just in case".

Every organization has some form of shared drives whether or not they have an effective and all encompassing document management system in place (and very few organizations even come close to meeting this level of organization).

All have megabytes (1 million bytes or characters) of information stored in shared drives, the vast majority has gigabytes (1 billion bytes or characters) and some even have terabytes (1,000 gigabytes).

Most of this electronic information is unstructured (e.g., Word and text files of various kinds) and most of it is unclassified (other than maybe being in named folders). None of it is easily searchable in a normal lifetime and there are multiple copies and versions some of which will lead to legal and compliance nightmares.

The idea of assigning retention schedules to these documents is laughable and in general everyone knows about the problem but no one wants to solve it. Or, more precisely, no one wants to spend the time and money required to solve this problem.

When people can't find a document they create a new one. No one knows which is the latest version and no one wants to clean up the store in case they accidentally delete something they will need in a month or a year (or two or three). Employees often spend far more (frustrating) time searching for a document to use as a template or premise than it would take to create a new one from scratch.

No one knows what is readable (WordStar anyone?) and no one knows what is relevant and no one knows what should be kept and what should be destroyed. Many of the documents have become corrupted over time but no one is aware of this.

Some organizations have folders and sub folders defined in their shared drives which may have at one time roughly related to the type of documents being stored within them. Over time, different people had different ideas about how the shared drives and folders should be organized and they have probably been changed and renamed and reorganized multiple times. Employees however, didn't always follow the rules so there are misfiling and orphans everywhere.

IT thinks it is an end user problem and end users think it is an IT problem.

The real problem is that most of these unstructured documents are legal records (evidence of a business transaction) and some are even vital records (essential to the ongoing operation of the entity). Some could be potentially damaging and some could be potentially beneficial but no one knows. Some could involve the organization in legal disputes, some could involve the organization in compliance disputes and some could save the organization thousands or millions of dollars; but no one knows.

Some should have been properly destroyed years ago (thus avoiding the aforementioned legal and compliance disputes) and some should never have been destroyed (costing the organization evidence of IP ownership or a billable transaction). But, no one knows.

However, everyone does know that shared drives waste an enormous amount of people's time and are a virtual 'black hole' for both important documents and productivity.

No one had a solution to this vexing problem until now.

Knowledgeone Corporation has developed an innovative solution to the shared drives problem and it is called RecCapture.

RecCapture allows you to:

- Develop and apply an initial set of document rules (which to ignore, which to keep, how to store and classify them, etc) based on what you know about your shared drives (and yes, the first set of rules will be pretty basic because you won't know much about the vast amount of documents in your shared drives).
- Use these rules to capture and classify all corporate documents from your shared drives and store and index them in its relational SQL database (the initial 'sweep').
- Once they are in the relational database you can then utilize advanced search and global change capabilities to further organize and classify them and apply formal retention schedules.
- Once the documents are saved in the RecCapture database (we maintain them in an inviolate state as indexed Blobs) you can safely and confidently delete most of them from your shared drives.
- Then use these same document rules (continually being updated as you gain experience and knowledge) to automatically capture all new and modified (i.e., new versions) electronic documents as they are stored in your shared folders. Your users don't need to change the way they work because the operation of RecCapture is invisible to them, it is a server-centric (not user-centric) and a fully automatic background process.
- Use the advanced search features and powerful security system to give everyone appropriate access to the RecCapture store so users can find any document in seconds thus avoiding errors and frustration and maximizing productivity and job satisfaction.

RecCapture isn't expensive, it isn't difficult to set up and configure and it isn't difficult to maintain.

It can be installed, configured and operational in a few days. It doesn't interfere with your users and doesn't require them to do anything other than their normal work. It captures, indexes and classifies documents of any type. It can also be used to automatically abstract any text based document during the capture process. It makes all documents findable online (full text and Metadata) via a sophisticated search module (BOOLEAN, Metadata, Range searching etc) and military strength security regime.

Accredited users can access the document store over the network and over the Internet. Stored documents can be exported in native format or industry standard XML. It is a complete and easy to implement solution to the shared drives problem.

Why aren't you using RecCapture?

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