

++ KEY FACTS

USU KnowledgeMiner is an extremely powerful search engine.

USU KnowledgeMiner offers you the following features:

- + *Fast, context-based searches*
- + *Parallel searches in all available data sources with just one query*
- + *Access to mixed, distributed, structured or even unstructured information*
- + *An intuitive web-based interface.*

USU KnowledgeMiner is a core module of USU KnowledgeCenter, a product suite designed to facilitate quick access to information in knowledge-intensive business processes.

USU KnowledgeMiner

Whether they're generalists or experts, knowledge workers spend a considerable part of their time nowadays searching for information. USU KnowledgeMiner is an extremely powerful search engine that allows you to conduct fast and precise searches for information. It helps you structure topics and standardize your information access, even in mixed IT environments.

+ The Challenges of Searching for Information

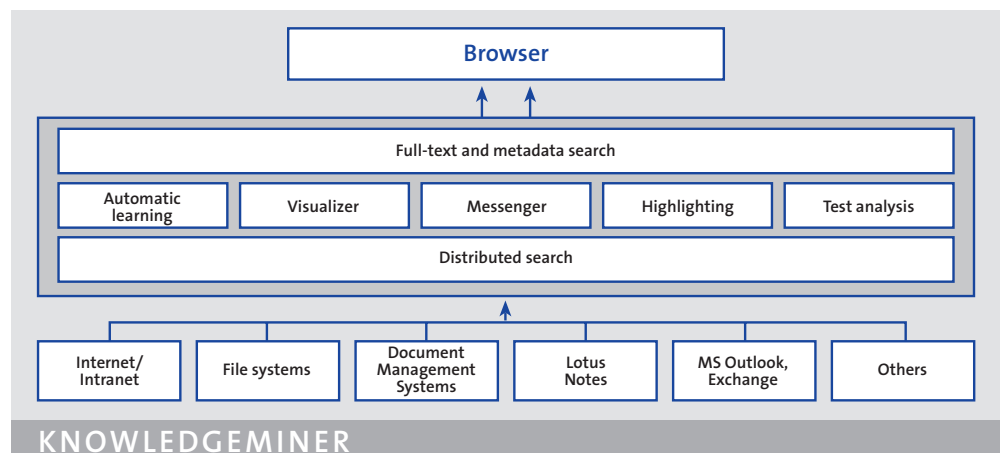
Are you not finding the documents that you need or are important documents showing up too far down on the hit list? Do you often have to try out different search terms before you get the results you want? The great number of document formats, the many mixed and distributed data sources and large amount of unstructured information out there can make getting the useful information that you need a real challenge.

+ The Right Context is The Key

USU KnowledgeMiner supports a great variety of search types and situations. Whether you use a simple full-text search, use natural language or a combination of both to search for metadata, such as author, date, etc.: the content that you need is available to you when you need it and in the right context. Spelling errors are "forgiven," and different grammatical forms and synonyms are taken into account. Users can have themselves automatically informed by e-mail whenever documents in their areas of interest are either newly created or updated.

+ Access to All Sources of Information

USU KnowledgeMiner can be linked to almost all kinds of data sources and search them all in parallel with just one query. USU KnowledgeMiner



++ BENEFITS

USU is the only manufacturer that includes patented self-learning functions in its search tools. This technology continuously increases the quality of information retrieved and minimizes the need for manual intervention.

This means that you'll enjoy the following benefits:

- + *Considerably faster search times*
- + *Automatic optimizing of search results*
- + *Minimum administrative costs.*

already has standard interfaces to many common data sources, and you can quickly connect your own data storage systems to it as well.

+ Self-Learning Functions for the Best Search Results

A series of self-optimizing mechanisms ensure that the quality of search results automatically increases with every use.

Learning from Questions and Solutions

USU KnowledgeMiner learns from successful search queries, recognizes queries with the same or similar content and, based on this, provides users with previously found solutions.

Learning from Search Terms and Synonyms

USU KnowledgeMiner uses text analysis functions to automatically adapt to the way users actually use language. Search terms, along with their contexts and synonyms, are stored in terminology

networks, thus eliminating the need to revise and update dictionaries.

Learning from High-Quality Documents

USU KnowledgeMiner examines user behavior to determine what factors are really relevant. The result: the most appropriate documents are always at the top of hit lists.

Learning from the Information Needs of User Groups

You can define and set up application areas for specific target groups. In this way, USU KnowledgeMiner will learn what each specific department needs for and within own areas of operation.

Knowledge Mapping

USU KnowledgeMiner lets you depict terminology in graphical networks and use them for visual searches. Users can get a helpful overview over all relevant terms and contexts and also have direct access to this information.

+ Technical Overview

Data Sources:

- All popular source systems such as File Server, Microsoft Exchange, Lotus Notes, CMS/DMS systems, the Web (Internet/Intranet), databases, etc.
- External search engines such as IBM OmniFind, Hummingbird/Livelink, Internet search engines, etc.
- Customized interfaces available upon request

File Formats:

- All popular formats such as MS Office, HTML, PDF, Outlook MSG, Archive ZIP/RAR, XML, etc.

- Customized formats available upon request

Interfaces/Integration:

- LDAP/Active Directory, Single-Sign-On
- Integration in portals, process systems and CRM systems (USU Valuation, BMC Remedy, Siebel, etc.)
- Client-side and server-side programming interfaces (API)

Client:

- Internet Explorer as of V6, Mozilla Firefox as of V2

KnowledgeMiner Server:

- Hardware as of Intel Core 2 Duo 3 GHz, 2 GB RAM, fast hard drive system – or equivalent
- Operating systems: Windows, Solaris, Linux, others available upon request

Web Server, Application Server:

- Apache as of 1.3.x, Tomcat as of 4.1.31, IBM Websphere as of V6, others available upon request

Databases:

- IBM DB2, Oracle, MS-SQL, others available upon request