

June 23, 2009

The Forrester Wave™: Records Management, Q2 2009

by Brian W. Hill

for Information & Knowledge Management Professionals



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CA, Autonomy, Open Text, IBM, Oracle, And EMC Lead A Competitive Market

by **Brian W. Hill**

with Matthew Brown and Charles Coit

EXECUTIVE SUMMARY

In Forrester's 89-criteria evaluation of records management vendors, we found that CA, Autonomy, Open Text, IBM, Oracle, and EMC lead the pack with strong physical and electronic records management capabilities and a growing, diverse customer base. While CA and Autonomy highlight their impressive cross-repository capabilities, Open Text, IBM, Oracle, and EMC leverage their core enterprise content management platforms and support optional federated records management (FRM) functionality. HP and Interwoven are Strong Performers with proven offerings for specific markets, but their capabilities to support retention management across a broad array of assets is less extensive, and they lack the FRM capabilities that differentiate the Leaders. As enterprises seek to mitigate legal risk and expand the scope of content under retention management, information and knowledge management (I&KM) professionals must pragmatically align their requirements to maximize value and fit for their needs.

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Forrester conducted evaluations in April 2009 and interviewed eight vendor companies: Autonomy, CA, EMC, HP, IBM, Interwoven, Open Text, and Oracle. Forrester also interviewed 16 user companies.

Related Research Documents

["Searching For eDiscovery Cost Control"](#)
April 27, 2009

["Inquiry Spotlight: Records And Retention Management, Q1 2009"](#)
January 29, 2009

["Trends 2009: eDiscovery"](#)
January 15, 2009

["The Impact Of Convergence On Content Management, Archiving, And Retention Policies"](#)
October 15, 2008

COMPLIANCE AND eDISCOVERY DEMANDS DRIVE RECORDS MANAGEMENT

The well-established records management market is undergoing significant change. We're now at a "deer in the headlights" phase of the market. Enterprises need consistent records management approaches to grapple with the explosive volume and diversity of content and to meet legal risk mitigation needs. Rapid growth in digital content has coincided with increasingly complex compliance and eDiscovery requirements that frustrate enterprise efforts. Diverse applications, tools, and file types along with undocumented, disorganized information architectures, increased litigation, rapidly changing case law, and a fragmented vendor ecosystem further aggravate this scenario.

Buyers Must Now Focus On Five Key Trends To Evaluate Records Management Options

Developing a strategic approach to records management is challenging for I&KM leaders who grapple with mitigating legal risk, fragmented information infrastructures, and increasingly tight budget constraints. Forrester frequently hears from I&KM pros who emphasize that their limited insight into key market and technology shifts complicates crafting strategy and selecting vendors. These important trends include:

- **Rising demands to mitigate legal risks and challenges.** The current macroeconomic climate and the prospect of increasing regulatory and litigation concerns have only put greater focus on records management. More than three-quarters of respondents from Global 2000 companies see supporting regulatory requirements as "important" or "very important" (see Figure 1). Records management can help organizations meet compliance requirements, such as the Sarbanes-Oxley Act, SEC Rule 17a-4, and the Health Insurance Portability and Accountability Act (HIPAA), while proactively easing eDiscovery cost burdens. Given the dismal state of eDiscovery confidence today, enterprises need all the help they can get.¹
- **Evolving records management certification requirements.** Some enterprises treat records management certifications such as the US DoD 5015.2-STD or Australian VERS as "check box" items on RFPs. For others, such as US federal government agencies, these certifications are required. Vendors continue to charge ahead on the certification front, with several evaluating or planning to pursue certifications for DoD 5015.2-STD V3, VERS, and the Model Requirements Specification for the Management of Electronic Records (MoReq2) (see Figure 2).
- **Expanding focus beyond physical records, toward a broader array of digital assets.** Over the past several years, vendors and enterprises have been making a slow and rough transition to expand the scope of records management beyond physical records to electronic assets — including email, file share data, instant messages, and more. This trend is now accelerating, led by technology advances and the realization that a wide variety of electronically stored information can be relevant to eDiscovery under the revised US Federal Rules of Civil Procedure.²

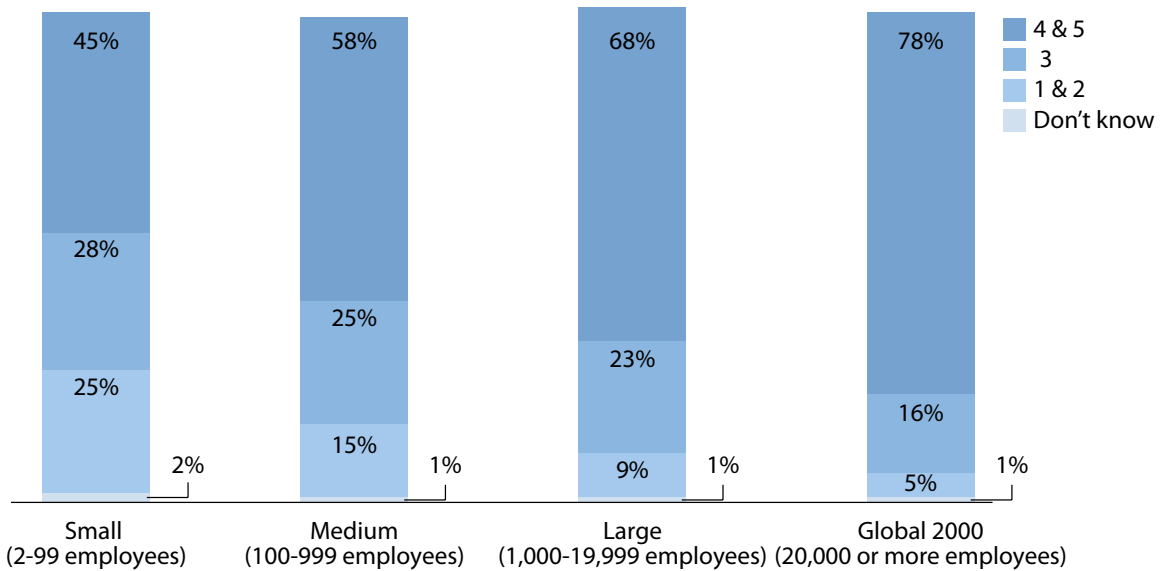
• **Converging vendor capabilities for archiving, records management, and eDiscovery.**

Through a combination of acquisitions, native product development, and partnerships, vendors are steadily rationalizing their product portfolios for mitigating legal risk (see Figure 3).³ This trend is slowly materializing and is encouraging, given that enterprises cite synchronizing eDiscovery, records management, and archiving as the top eDiscovery challenge.⁴

- **Looking down the SaaS path.** Enterprises report growing adoption of hosted message archiving and hosted review platforms. Key drivers behind this deployment model include budget impact (preference for smaller operational expenses as opposed to larger capital expense outlays), increasing acceptance of hosted vendor capabilities (especially improvements related to security, integration, and performance), and rapid deployment capabilities (“the need for speed”). To date, however, hosted or software-as-a-service (SaaS) offerings for records management have been limited. Although some are considering this development path, most records management vendors — especially those with a content management heritage — don’t offer hosted models.

Figure 1 Regulatory Pressure Grows With Organizational Size

“Thinking of your firm’s current planning cycle, how important is supporting regulatory requirements?”
 1 [not at all important] to 5 [very important]



Base: 2,227 North American and European IT decision-makers
 (percentages may not total 100 because of rounding)

Source: Enterprise And SMB Software Survey, North America And Europe, Q4 2008

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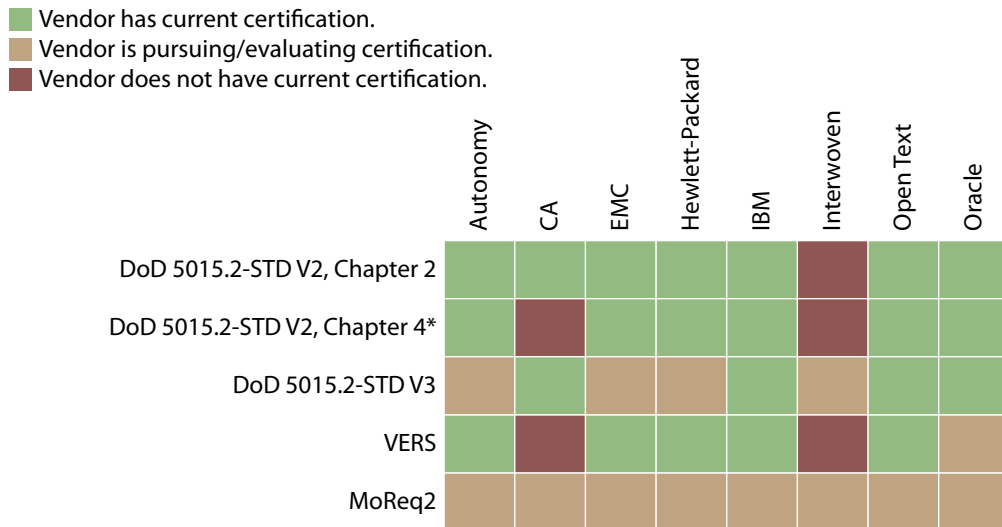
Source: Forrester Research, Inc.

Leveraging a consistent approach to records management across a range of enterprise assets can yield compelling benefits, but it's important to realize that an objective of a single master repository isn't the full answer. Application constraints, legacy infrastructure investments, and ongoing M&A activities simply make this unrealistic. Cross-repository functionality such as federated records management and enterprise search as well as collection tools are important components in mitigating legal risk. Many organizations find that content beyond the control of their records management applications or "in the wild" actually poses the greatest risk.

On top of these major market and technology shifts, organizational reporting structures for records managers are changing. While reporting lines are diverse, with records managers reporting into IT, legal, lines of business, and other executives, slightly more now report into legal and fewer report into lines of business. Importantly, records managers are increasingly collaborating with their peers in IT and legal in loosely structured or formalized eDiscovery programs. This development is still at an early stage but is encouraging, given the importance of cross-functional collaboration to successful records management and legal risk mitigation.

Effective records management applications can certainly bolster enterprise legal risk mitigation efforts. Without appropriate focus on the people and process aspects and application rationalization though, organizational success will be limited.⁵

Figure 2 Records Management Certifications



* IBM, Open Text, and Oracle have received DoD 5015.2-STD V3 (classified) certification, and CA is pursuing this certification.

Source: Forrester Research and Joint Interoperability Test Command, April 2009 (<http://jitc.fhu.disa.mil/recmgt/register.html>).

Figure 3 Records Management Vendor Integration With Natively Developed Offerings

- Vendor provides support with natively supplied application AND via federated records management.
- Vendor provides support with natively supplied application OR via federated records management.
- Vendor does not provide support with natively supplied application or via federated records management but may have an SDK.

SP Vendor has DoD 5015.2-STD (V2 or V3) certification for Microsoft SharePoint.

	Autonomy	CA	EMC	Hewlett-Packard	IBM	Interwoven	Open Text	Oracle
Collaboration tools	SP	SP	■	■	■	■	SP	■
Document management	■	■	■	■	■	■	■	■
Web content management	■	■	■	■	■	■	■	■
Document imaging	■	■	■	■	■	■	■	■
Digital asset management	■	■	■	■	■	■	■	■
COLD/ERM	■	■	■	■	■	■	■	■
Message archiving	■	■	■	■	■	■	■	■
File system archiving	■	■	■	■	■	■	■	■
Structured data applications	■	■	■	■	■	■	■	■

47332

Source: Forrester Research, Inc.

RECORDS MANAGEMENT EVALUATION OVERVIEW

To assess the state of the records management market and see how vendors stack up against each other, Forrester evaluated the strengths and weaknesses of top records management providers.

Evaluation Criteria: Current Offering, Strategy, And Market Presence

After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of evaluation criteria. We evaluated vendors against 89 criteria, which we grouped into three high-level categories:

- **Current offering.** We focused on fundamentals such as certifications, physical and electronic records management functionality, breadth of capabilities for enterprise asset types, and eDiscovery support as well as core technology architecture.

- **Strategy.** Records management vendors need strong strategies and must have a solid ecosystem of systems integrators and technology partnerships to support enterprise compliance objectives and legal risk mitigation needs. For each vendor, we evaluated corporate strategy, product road maps, partnerships, and customer support.
- **Market presence.** We investigated the installed base of customers for each offering, including geographic and vertical markets. Each vendor’s overall revenue also affected its market presence score.

Vendors Selected For Offering Breadth And Market Traction

Forrester included eight vendors in the assessment: Autonomy, CA, EMC, HP, IBM, Interwoven, Open Text, and Oracle. Each of these vendors meets all four of our inclusion criteria (see Figure 4):

Figure 4 Evaluated Vendors: Product Information And Selection Criteria

Vendor	Product evaluated	Product version evaluated	Version release date
Autonomy	Autonomy Records Management	5.1	April 2008
CA	CA Records Manager	12.5	December 2008
EMC	Documentum Records Manager	6.5	August 2008
Hewlett-Packard	HP TRIM	6.2	November 2008
IBM	IBM FileNet Records Manager	4.5	September 2008
Interwoven	Interwoven RecordsManager	5.2	August 2008
Open Text	Open Text Records Management	4.2	February 2009
Oracle	Oracle Universal Records Management	10gR3	June 2007

Included vendors must:

- Support 200 or more deployments at enterprise customers (customers with more than 1,000 employees).**
- Have native support for both physical and electronic records management.**
- Select a single records management product for evaluation.** Vendors should nominate the records management product that: 1) has the most customer momentum; 2) is the most broadly applicable; and 3) has the most resources behind it.
- Receive frequent mentions by clients in Forrester’s inquiry and consulting service.**

Source: Forrester Research, Inc.

- **At least 200 enterprise customers in a variety of vertical markets.** All of the vendors we evaluated have established records management product lines with more than 200 enterprise customers in a diverse set of markets.
- **Strong support for both physical and electronic records management.** We evaluated only those vendors whose offerings have capabilities for both physical and electronic records management, providing the opportunity for consistent retention policies across a variety of enterprise assets. We excluded vendors focused primarily on physical records management.
- **Vendor-nominated records management product line.** Some vendors, such as IBM, offer two distinct records management products. For those vendors with more than one records management product, Forrester requested that they select a single records management offering for evaluation with guidance that the vendor should nominate the records management product that has the most customer momentum, is the most broadly applicable, and has the most resources behind it. We only evaluated one records management product per vendor.
- **Significant traction in a growing market.** We selected products that receive frequent mentions by enterprise clients in Forrester's inquiry and consulting services.

Vendors Not Evaluated As Part Of This Forrester Wave

In addition to the eight vendors included in this analysis, several other vendors provide solutions for records and retention management, and some of these have received DoD 5015.2-STD certification.⁶ These vendors did not meet the criteria required for inclusion in this evaluation and generally fall into three key categories:

- **Archiving vendors.** Most of the records management vendors reviewed in this Forrester Wave also develop and market archiving products. For example, Autonomy, CA, EMC, HP, IBM, and Open Text all sell message archiving solutions. Beyond this set of vendors, others provide message archiving solutions as on-premise software or as hosted solutions. These additional providers include CommVault, Global Relay Communications, Google, Iron Mountain, LiveOffice, Mimecast, Mimosa Systems, QUEST Software, Smarsh, Symantec, ZL Technologies, and others.⁷ Although these vendors may not provide full records management capabilities, they do offer broader retention management capabilities for messaging applications, and several also offer eDiscovery support and/or enable enterprises to archive other applications. Archiving messages and applying and enforcing appropriate retention policies can help organizations achieve operational efficiencies and is a key step in mitigating legal risk.
- **Records management specialists, other content management vendors, and more.** We consider the vendors evaluated in this analysis to be top providers, and this review is not intended to be a comprehensive listing of all records management vendors. Non-evaluated

vendors that hold current DoD 5015.2-STD certifications for their records management applications include Advanced Processing & Imaging, DocuWare, Feith Systems and Software, Iron Mountain, Laserfiche, and Systemware. Beyond this list of certified providers, others with records management solutions include additional content management vendors and specialists. Several of these non-evaluated providers offer departmental implementations and midmarket solutions. While these providers might not supply comprehensive records management functionality, their lower cost and rapid deployment times combined with sufficient capabilities may prove to be highly compelling for many organizations.

- **Microsoft Office SharePoint Server 2007.** SharePoint provides I&KM pros with a foundation for addressing collaboration and content management needs. As with other enterprise applications, the information architecture behind a SharePoint deployment has lasting consequences for the end user experience, scalability, and mitigating legal risk.⁸ SharePoint includes basic records management functionality but has gaps in physical records management, integrated retention management capabilities across multiple applications and content types, and other areas. Most enterprises we engage do not use or plan to use SharePoint for broader records and retention management requirements. Microsoft will likely continue to improve records management support, but for now, many organizations integrate other records management offerings into SharePoint.⁹

VENDORS WITH A STRONG CROSS-REPOSITORY FOCUS HOLD THE COMPETITIVE EDGE

Forrester's 2009 Wave evaluation uncovered a market in which (see Figure 5):

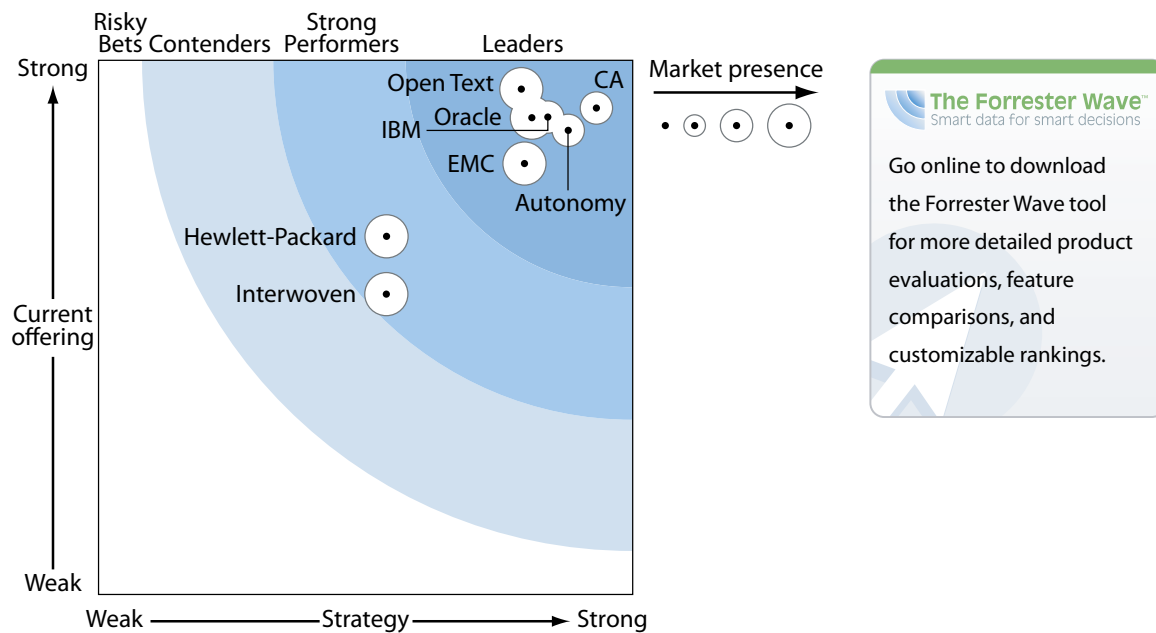
- **Autonomy and CA lead a competitive market with strong cross-repository capabilities.** Although Autonomy and CA do not offer native ECM suites, both vendors integrate with multiple content management systems and have strong federated records management capabilities. Supplementing their strong respective records management products, the two vendors provide a range of eDiscovery applications, offer natively supplied message archiving products, and hold DoD 5015.2-STD certifications for applications that integrate with Microsoft SharePoint. Despite some gaps in physical records management capabilities, Autonomy effectively leverages its leading enterprise search capabilities across its portfolio. While CA's language support is limited, the vendor has strong physical records management support and provides complementary functionality for its information governance offerings.
- **EMC, IBM, Open Text, and Oracle lead among ECM providers.** All four of these vendors provide market-leading enterprise content management suites integrated with their respective records management products.¹⁰ With varying levels of integration maturity, each additionally offers FRM capabilities and natively supplied, integrated message archiving. EMC, IBM, Open Text, and Oracle also are pursuing similar strategies to leverage their content management infrastructure as archiving and retention management platforms across multiple applications

and content types. While IBM markets its own natively developed applications to support eDiscovery, EMC, Open Text, and Oracle rely more heavily on partnerships to meet enterprise eDiscovery needs.

- HP and Interwoven have strong market traction with competitive offerings.** In addition to records management, HP and Interwoven provide document management capabilities, but their ECM portfolios are less comprehensive than those of the leading ECM suite vendors. Both vendors have widely deployed records management products with significant adoption in key vertical markets — HP has achieved good traction in public sector organizations while Interwoven has sold well in legal and professional services firms. Neither vendor has FRM capabilities and both are limited to Windows only for server operating systems, but both HP and Interwoven have strengths in physical records management and integrations with Microsoft desktop productivity applications.

This evaluation of the records management market is intended to be a starting point only. We encourage readers to view detailed product evaluations and adapt the criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

Figure 5 Forrester Wave™: Records Management, Q2 '09



Source: Forrester Research, Inc.

Figure 5 Forrester Wave™: Records Management, Q2 '09 (Cont.)

	Forrester's Weighting	Autonomy	CA	EMC	Hewlett-Packard	IBM	Interwoven	Open Text	Oracle
CURRENT OFFERING	50%	4.32	4.53	4.01	3.33	4.44	2.79	4.71	4.44
Certifications	5%	2.50	2.50	2.50	2.50	4.50	0.00	4.50	4.50
Physical records management	10%	3.40	5.00	3.10	4.00	3.60	3.80	4.60	5.00
Application integration	20%	3.80	4.25	3.75	2.85	4.55	1.25	4.85	3.65
Records repository architecture	15%	4.40	4.40	4.20	2.60	4.20	2.20	4.90	4.20
User experience	5%	4.72	4.52	4.80	4.60	5.00	3.04	4.72	4.92
Records processes	5%	4.80	4.60	4.60	4.00	4.80	2.60	4.60	4.60
Policy and file plan support	5%	5.00	5.00	3.80	3.60	5.00	3.00	5.00	5.00
Reporting and monitoring	5%	5.00	5.00	4.30	5.00	4.00	5.00	5.00	5.00
eDiscovery and litigation support	15%	5.00	5.00	4.60	3.00	4.80	4.80	4.20	4.40
Record formats	5%	5.00	5.00	5.00	5.00	4.00	3.50	5.00	5.00
Technology	10%	4.55	4.35	3.75	2.85	4.50	2.55	4.70	4.70
STRATEGY	50%	4.40	4.66	3.99	2.70	4.21	2.70	3.96	4.06
Product strategy and vision	55%	4.60	4.60	3.75	2.30	4.10	3.00	4.05	4.05
R&D	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Strategic alliances	25%	3.80	5.00	5.00	3.00	3.80	1.80	4.20	4.60
Customer support	20%	4.60	4.40	3.40	3.40	5.00	3.00	3.40	3.40
Pricing and deployment	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MARKET PRESENCE	0%	3.68	3.42	4.20	4.60	3.80	4.16	4.16	4.20
Installed base	40%	3.20	1.80	3.00	4.00	2.00	4.40	4.40	3.00
Financial performance	60%	4.00	4.50	5.00	5.00	5.00	4.00	4.00	5.00
Employees	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc.

VENDOR PROFILES

Leaders: CA, Autonomy, Open Text, IBM, Oracle, and EMC

- **CA.** CA Records Manager, originating from the vendor's 2006 acquisition of MDY Group International, is a key element in CA's information governance suite, which also includes eDiscovery and message archiving offerings. In addition to strong physical records management support, CA Records Manager offers an FRM framework and packaged integrations to other repositories. Despite CA Records Manager's language limitations, heavy US market concentration, and limited server operating support, the product may be a good fit for many enterprises, especially those seeking retention management capabilities across multiple content

and application types. CA's broad legal risk mitigation portfolio and the product's solid physical and electronic records management capabilities make it a leading candidate for enterprise shortlist consideration.

- **Autonomy.** Based on the 2007 Meridio acquisition, Autonomy Records Management provides solid records management functionality and leverages Autonomy's market-leading Intelligent Data Operating Layer (IDOL) enterprise search.¹¹ Supplementing the product's core capabilities and FRM functionality, Autonomy Records Management also integrates with the vendor's eDiscovery and message archiving applications. In January 2009, Autonomy announced its intent to acquire Interwoven and subsequently completed that acquisition.¹² Autonomy's Interwoven acquisition bolsters its legal risk mitigation portfolio and delivers a good pool of legal experts and a significant installed base. Subject to successful integration, Forrester views this as a positive move for Autonomy customers.
- **Open Text.** Open Text Records Management offers enterprises strong physical records management capabilities and retention management support for a wide variety of electronic content types and applications. Open Text continues to invest in records management certification and supplements product strengths with its ECM platform, FRM functionality, and natively developed message, file system, and structured data archiving applications. Open Text relies heavily on partnerships for eDiscovery but offers a broad portfolio for archiving and retention management needs. In addition to solid records management capabilities and complementary solutions, Open Text's packaged integrations with SAP and Microsoft SharePoint make it a compelling choice for many enterprises.
- **IBM.** IBM FileNet Records Manager provides robust records management support across multiple enterprise information assets. The product is an integrated key component of the FileNet content management infrastructure, and IBM supports the offering with additional, natively developed archiving and eDiscovery products. In addition to IBM FileNet Records Manager, IBM offers IBM Records Manager and continues to support that product as evidenced by investments needed to secure certification against the latest version of the DoD 5015.02 standard. IBM's general guidance is to lead new sales opportunities with IBM FileNet Records Manager, emphasizing that product's FRM and business process capabilities, while supporting existing IBM Records Manager customer investments.
- **Oracle.** With Oracle Universal Records Management, which stems from Oracle's 2007 acquisition of Stellent, Oracle offers a solid records management application and continues to invest in supporting certifications. The product offers a framework for federated records management and broad physical records management functionality and holds strong promise as enterprises investigate retention management capabilities for structured data applications. Although Oracle relies on partners for key archiving and eDiscovery applications, the vendor's well-rounded offering, integration with its ECM suite, and excellent language support make it a compelling option for many enterprises.

- **EMC.** EMC Documentum Records Manager, an integrated component of the vendor's content management infrastructure, offers retention management support for a wide variety of enterprise assets. The vendor has improved the offering's physical records management functionality and now offers FRM capabilities. EMC's modular approach for retention management provides significant flexibility and is compelling (particularly for EMC Documentum content management customers), especially as the vendor continues to integrate its diverse archiving, storage, security, and legal risk mitigation assets.

Strong Performers: HP And Interwoven

- **HP.** With its 2008 acquisition of TOWER Software, HP entered the document and records management market. HP TRIM has strengths in physical records management and integrations with SAP and Microsoft SharePoint. Shortcomings include a lack of FRM functionality, limited native eDiscovery capabilities, and no server operating support other than Microsoft Windows. The product integrates with the HP Integrated Archive Platform, which supports message and file system archiving. HP TRIM has a significant number of customer deployments, especially in public sector markets and English-speaking Asia Pacific markets. Leveraging its 2006 OuterBay acquisition and HP TRIM, HP holds strong potential to expand retention management policies to include a broader array of structured content.
- **Interwoven.** Interwoven RecordsManager, which is widely deployed especially in legal and professional services markets, provides good document and records management functionality. Product strengths include physical records management and integration with Microsoft desktop applications. Interwoven RecordsManager weaknesses include a lack of FRM functionality, missing certifications, and limited language support. Interwoven's 2008 acquisition of Discovery Mining provides software-as-a-service (SaaS) solutions to support eDiscovery processing, review, and production. With its 2009 acquisition of Interwoven, Autonomy announced intentions to continue support for Interwoven applications and that it has integrated its IDOL enterprise search technology with Interwoven products.

SUPPLEMENTAL MATERIAL

Online Resource

The online version of Figure 5 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

Data Sources Used In This Forrester Wave

Forrester used a combination of two data sources to assess the strengths and weaknesses of each solution:

- **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.
- **Customer reference calls.** To validate product and vendor qualifications, Forrester also conducted reference calls with two of each vendor's current customers.

The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and we encourage readers to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

ENDNOTES

- ¹ In Forrester's December 2008 Global Role Of Search In eDiscovery Strategy Online Survey, only 17% of the survey respondents stated that they were "very confident" in response to the question "How confident are you that, if challenged, your organization could demonstrate that your electronically stored information is accurate, accessible, and trustworthy?" For additional data from the survey, see the April 27, 2009, "[Search And eDiscovery: Current Trends, Attitudes, And Challenges](#)" data chart.
- ² Most litigation to date has focused on email, loose files, and employee desktops. Other content types will become increasingly important for eDiscovery. For example, 18% of enterprises report plans to incorporate voicemail into their eDiscovery efforts in 2009. Structured content in databases and line of business applications (e.g., ERP and CRM) will also become increasingly important to eDiscovery. See the April 27, 2009, "[Search And eDiscovery: Current Trends, Attitudes, And Challenges](#)" data chart.
- ³ Top ECM vendors have made acquisitions, focused internal development efforts, and pursued partnership efforts geared to leverage their respective content management infrastructures as archiving and retention management platforms and to round out their legal risk mitigation portfolios. Coming from a different technology heritage, Autonomy and CA have also purchased technology vendors (Interwoven and Orchestra, respectively) that may bolster their legal risk mitigation offerings. See the October 15, 2008, "[The Impact Of Convergence On Content Management, Archiving, And Retention Policies](#)" report.
- ⁴ In the December 2008 Global Role Of Search In eDiscovery Strategy Online Survey, 65% of respondents rated "synchronizing eDiscovery, records management, and archiving efforts" as "very challenging" or "challenging" with regard to conducting search throughout the eDiscovery process. See the April 27, 2009, "[Search And eDiscovery: Current Trends, Attitudes, And Challenges](#)" data chart.
- ⁵ For additional commentary on organizational aspects of records management, see the January 29, 2009, "[Inquiry Spotlight: Records And Retention Management, Q1 2009](#)" report.
- ⁶ Several vendors other than those evaluated as part of this Forrester Wave provide records management solutions, including offerings certified by the US Department of Defense. For example, both Feith Systems and Software and Systemware hold current baseline certifications for DoD 5015.2-STD V3. Also, Advanced Processing & Imaging, DocuWare, Iron Mountain, Laserfiche, and Microsoft hold current certification for DoD 5015.2-STD V2 (Chapter 2). Source: Joint Interoperability Test Command, April 2009 (<http://jitic.fhu.disa.mil/recmgt/register.html>).
- ⁷ In two separate evaluations, Forrester reviewed messaging archiving vendors. Iron Mountain is an exception to this list of message archiving vendors in that it also provides records management functionality stemming from its 2007 acquisition of Accutrac. See the February 14, 2008, "[The Forrester Wave™: Message Archiving Software, Q1 2008](#)" report and see the February 7, 2008, "[The Forrester Wave™: Message Archiving Hosted Services, Q1 2008](#)" report.
- ⁸ Well-trained implementation personnel are essential in avoiding enterprise SharePoint headaches. See the February 24, 2009, "[The Critical Role Of A SharePoint Information Architecture](#)" report.
- ⁹ Microsoft's DoD 5015.2-STD V2 certification for SharePoint expired in May 2009. Other vendors with current DoD 5015.2-STD (V2 or V3) certification for SharePoint include Autonomy, CA, and Open Text.

- ¹⁰ Forrester provided an in-depth review of the market for enterprise content management suites, evaluating offerings from 11 vendors. In this analysis, Forrester rated EMC, IBM, Open Text, and Oracle as leaders in the market. See the November 9, 2007, "[The Forrester Wave™: Enterprise Content Management Suites, Q4 2007](#)" report.
- ¹¹ Forrester reviewed the enterprise search market, evaluating offerings from more than 10 vendors. Forrester ranked Autonomy as a leader in this analysis, noting a strong fit for global, complex, information-intensive enterprises. See the May 28, 2008, "[The Forrester Wave™: Enterprise Search, Q2 2008](#)" report.
- ¹² With its purchase of Interwoven, Autonomy gains a range of assets, but a key component of the \$775 million acquisition focuses on new opportunities to mitigate legal and regulatory risk and capitalize on the surging eDiscovery market. See the January 26, 2009, "Autonomy Picks Up Interwoven — Implications For eDiscovery" blog post (http://blogs.forrester.com/information_management/2009/01/autonomy-picks.html).

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