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Product overview

OpenText Decisiv

Search and access information scattered across departments, content repositories and beyond with an award-winning analytics engine

AI-enhanced search: Retrieve more accurate results

Project organization: Group documents according to matter

Expert directory: Identify internal subject matter experts

Integrations: Connect and crawl dozens of internal sources

Knowledge workers, such as lawyers, can spend up to 22 percent of their worktime simply searching for the documents and data scattered across dozens of internal sources.[1] Traditional keyword search is antiquated and underinclusive, missing synonyms, vernacular and typos. As business datasets grow exponentially, search results grow in turn, making it even harder to find key documents responsive to a query.

OpenText™ Decisiv™ improves enterprise search by executing a single search criteria across multiple repositories augmented by machine learning, data visualizations and a robust filtering interface. A new, consumer-grade UI simplifies ease-of-use with an intuitive layout of tools, an enhanced search bar with categories and quick access to pinned documents, bookmarks and saved searches. A powerful analytics engine integrates multiple machine learning capabilities to supplement traditional keyword and metadata queries. Decisiv's enhanced web browsing provides a rich search experience from anywhere and includes the ability to open documents from search results.

AI-enhanced search

Standard Boolean search is always available, but Decisiv's search engine extends beyond. Decisiv integrates concept analysis to find specific information even without matching on the exact keyword. Conceptual search identifies synonyms and relationships in content to

Source: 1IDC, The State of Data Discovery and Cataloging, 2018

find relevant documents within the broader context of the concept around the search term. For example, a search for "Asia" will return documents that may not contain "Asia," but do include "Japan" or "China."

Faceted filters

Decisiv organizes content and metadata filters for rapid culling and data reduction. Users can easily include or exclude documents according to date, file type and dozens of other fields. Filters and search criteria stack and dynamically update results to guide users to the most relevant content. Enhanced context abstracts and phrase analysis show how keywords are used, making it easy to click to the right document.

As users begin to shape criteria, a type-ahead functionality provides early context along with immediate metrics around how many documents exist for each combination. Users know exactly how broad or narrow results will be before executing a query.

Predictive research

A supervised machine learning algorithm further enables users to train the system on exemplar documents to automatically retrieve and predict similar content. Decisiv suggests potentially relevant documents based on what was previously approved or rejected as valid and continually improves in its predictions with every new suggestion that is rated.

Project organization

Attorneys and support staff need access to information about the matters and expertise within the firm, including prior work product. By extending search to non-traditional data repositories, such as DMS, HR and CRM systems, Decisiv provides a more comprehensive view of the firm's tacit knowledge organized according to matters.

Expert directory

Finding an internal subject matter expert is just as important as locating relevant content. But, navigating a traditional biography or directory rarely provides an accurate picture. Decisiv cross-references document authors with content to identify expertise areas, enabling users to accurately identify colleagues with appropriate experience.

Integrations

Decisiv supports more than 50 enterprise content connectors and crawlers, including Microsoft® SharePoint® and OpenText™ Content Server. Decisiv can also be customized with enhanced security, organizational branding and more bespoke integrations offered through OpenText Professional Services. Decisiv supports more than 400 document types and can automatically detect and categorize 30+ languages.

How it works

Decisiv securely crawls and indexes information from any source, including document management systems, intranets, email archives, contact management databases and websites. From the indices, Decisiv creates concept models tailored to the legal information contained within the enterprise based on content and extended metadata. These concept models significantly improve the quality of enterprise search results by identifying related information across different sources and ranking search results by relevance. As documents change and new information is added, Decisiv incrementally crawls and updates the models, ensuring that search results are accurate and current.
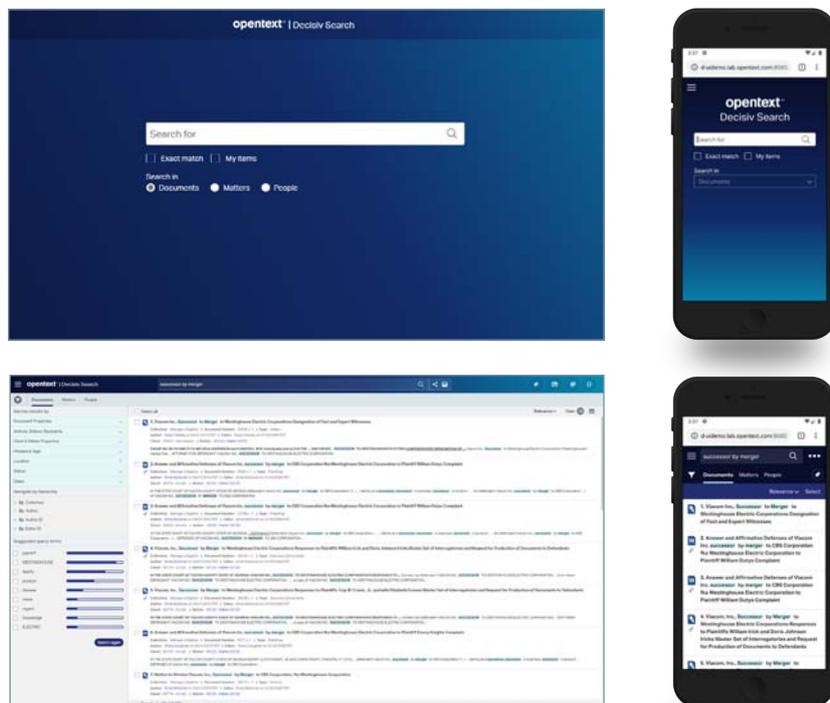
As the leading EIM provider, OpenText offers a unique combination of technology and expertise relevant to enterprise search. Only Decisiv combines an eDiscovery-grade search and analysis engine with decades of experience in EIM.

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OpenText offers implementation, customization and training services.

OpenText Decisiv features

Boolean search	Traditional keyword, Boolean and metadata search
Conceptual search	Returns documents that relate to the concept of the search term
Predictive research	Learns from human feedback to suggest query terms or documents
Smart filters	Interact and cull results based on content and metadata
Data visualization	Organize results visually according to content and metadata
Search personalization	Bookmarks, folders, saved searches and preference calibration
Document viewer	Rapid text or near-native preview of results
Matters viewer	Groups documents related to a project or matter together
Expertise search	Identifies subject matter experts according to the content they have authored

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