

## The information society

Can you evaluate economic damages coming from a poor management of information that daily are produced, exchanged, analyzed from an organization, are it a Public Administration, a Financial institution or an Enterprise?



Every organization can simply calculate productivity loss due to the difficulty in retrieving necessary documents for the daily activities.

Because of the actual "capillarity" of ICT networks and exceptional development of Internet, the problem is no more information availability but the ability to transform this large amount of information in knowledge and then in competitive advantage.

**VoloFrame** is the Knowledge Management solution developed by Volocom in order to help customers to transform information in assets and:

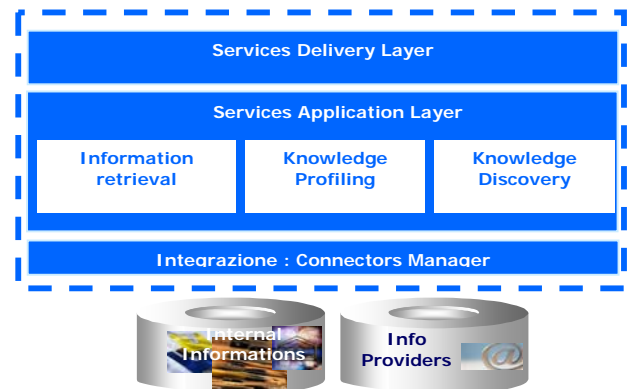
- to support processes of capture and sharing right information;
- to integrate information sources dispersed inside and outside the organization;
- to create accessible and powerful Knowledge Bases;
- to associate sources of information to the processes;
- to discover affinities and logical groupings between heterogeneous documents;
- to support the organization in creating and managing corporate and local taxonomies through the automatic documents classification;
- to facilitate navigation through the informative resources.

## VoloFrame platform

VoloFrame integrates acquisition of external flows; Mathematical Information Retrieval and information analysis and organization.

VoloFrame enabling platform:

- acquires documents from heterogeneous sources (web, file system, email, etc.);
- quickly extracts relevant documents from large volume of documents (conceptual search engine);
- creates relations among documents to the aim of having the more complete vision of the context that is being analyzed (related document and related topic);
- dynamically groups similar documents (clustering)
- outlines user interests and automatically proposes (push) documents;
- automatically classify documents based on user defined taxonomy.



VoloFrame has a service-oriented architecture and may be delivered as:

- a) an integrated platform;
- b) WEB services that can be published, located, and invoked by an user application

The essential characteristics of the framework are:

- VF is modular and scalable and enables to implement the various services progressively;
- VF is a software platform of great flexibility, developed in an open way to simply integrate different sources and/or information services;
- VF provides security layers to enable secure access to information;
- VF is highly customizable for every user environment.

### **Customer success stories**

#### **Banca Intesa**

Banca Intesa is the leading Italian banking group and one of the protagonists in the European financial arena. It was formed in 1998 from the integration between Cariplo and Banco Ambrosiano Veneto. In 1999 Banca Commerciale italiana joined Gruppo Intesa.

In order to improve the decision-making process Banca Intesa created a Knowledge Portal supporting the analysis and planning processes.

Banca Intesa identified a number of heterogeneous information sources, in unstructured and structured form from internal and external locations that would play an important role in the analysis process:

1. Literature and News (Review, Magazines, Journals, Working Papers, etc.), concerning:
  - Organization;
  - Business Administration;
  - General Management;
  - Human Resources.
2. Benchmarking and Business Case Studies
  - Company profiles
  - Financial information
  - Organization
  - Corporate Governance;
  - Products and services
  - Competitive analysis
3. Studies and Research
  - Trends
  - Reports about the business sectors
  - Track record (e. g. M&A, IPO)

Banca Intesa selected VoloFrame platform in order to power the Knowledge portal project. The solution automatically captures and integrates information in real-time from Internet web sites as well as internal sources based on the concepts within them. VoloFrame provides the automated framework for retrieving, cross-referencing, analysing and delivering information relevant to specific project needs.

#### **Italian Catholic Action**

Azione Cattolica, with more than 400,000 subscribers is the biggest association of Catholic adults and youths in Italy.

They have a very long history going back 130 years.

They are present in every parish in Italy and education has always been always at the heart of

their service. "Dedalo" Knowledge Portal allows everybody to share information that is classified according to logical categories that reproduce the current mood of topical thought and language. The Knowledge Portal is based on the VoloFrame platform.

#### **Snamprogetti**

Snamprogetti is a company operating under the ENI Group, the Italian integrated energy company, one of the largest in the world. ENI operates in the oil and natural gas, electricity generation, engineering and construction sectors, and in the petrochemical business. Snamprogetti is a technology-oriented global contractor.

Snamprogetti needed to implement a Data Discovery System to support the users to extract specific documents from a huge repository of files. The system must operate against massive volumes, to keep track of ongoing activities and to create "dossiers" (collections of documents) about specific topics.

The Data Discovery system has a modular architecture built on VoloFrame's flexible middleware. This is necessary in order to process large amounts of data across the network: the system must analyse million of files and tens of terabytes of data, such operations imply long execution times. Therefore, the system is designed as a set of asynchronous, independent modules that can be configured and scheduled for an unsupervised batch execution.

Each of the available modules is tailored to perform a specific task: Loader module scans the file systems and builds a list of files to be processed; Parser module processes the files found by the Loader module, analyses their content and, if applicable, stores them in the "DataDiscovery" store; a set of modules are available to import and index documents into the conceptual search engine. An additional module ("DossierExtractor") is available to automatically produce a dossier.

**Contacts: Volo.com srl**  
**MILANO** Via G. da Udine, 34 20156 Milano  
Tel: + 39 02 38093741  
**ROMA** Via Leone XIII, 95 - 00165 Roma  
Tel: + 39 06 39870266 Fax + 39 02 335 179449 - e.mail:  
<mailto:info@volocom.it>  
Web : <http://www.volocom.it>