



Seamless integration of **CMIS-compliant** enterprise content management services with **Microsoft Outlook**

Microsoft Outlook is used as a productivity tool, a messaging platform and an application for transacting business. Other than managing calendars, contacts and tasks, Outlook is used to exchange business information through e-mail.

Whilst e-mail is a convenient tool to easily send and transact information with internal and external parties, it is widely understood and acknowledged that it is not suitable for the storage and subsequent management of business data.

The key reasons for this are:

- Many e-mail environments create one or more silos of information that are disconnected from other enterprise and desktop applications and services. This not only makes it very difficult to manage email and attachments from the perspective of, for example, compliance but is also very challenging for users to “file” relevant emails and attachments into electronic case folders
- E-mail platforms do not deliver content management capabilities, such as document single instancing, which results in a proliferation of documents in Inboxes, Sent Folders and local caches (e.g. PST files)
- Lack of control, security and audit with respect to how information is distributed and controlled

Enterprise Content Management vendors have attempted to resolve these issues by developing integrations between their ECM platforms and Microsoft Outlook. Such integrations, whilst delivering a standard set of integrated features, do not easily lend themselves to real-world implementations

For example, when users wish to move an email and attachments into a repository, they may need to provide additional metadata. Frequently such metadata will reference other line of business transactions (such as policy IDs, invoice numbers, correspondence references), such that, when adding this metadata, users need to be able to look-up and validate this data prior to committing the email and attachments to the repository in order to avoid errors when filing the information.

Integrations with Microsoft Outlook by ECM vendors focus on exposing ECM features and services in isolation of the wider enterprise and require, where possible, extensive customisation in order to cater for use cases such as those described above. In addition, other integrations use lower level protocols such as IMAP which do not expose ECM services and do not allow users to provide metadata and additional business context for the emails and attachments that they wish to import into the repository.

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Greater flexibility than standard integrations into the MS Office Application suite.

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User supplied metadata supported along with real-time validation against back-office data.

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Exposes additional repository services and features such as library, search and workflow.

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Email and attachment context maintained as part of the email import process.



Finally, it is common place to find multiple repository technologies in use in many enterprises - therefore, integrations with desktop tools, such as Microsoft Outlook, should allow organisations to make use of their existing ECM investment across multiple vendor platforms.

In response to these challenges, SynApps Solutions has released ConXMail, a fully supported, add-in to Microsoft Outlook that delivers a fully integrated and seamless user experience to CMIS-compliant enterprise content repositories.

High-level Overview

- Allows organisations to make full use of Outlook's native user interface to file, store and manage e-mails and documents in any CMIS-compliant repository.
- Enables users to interact seamlessly with content management services from any CMIS-compliant repository from within the Microsoft Outlook interface.
- Enables organisations to greatly improve information sharing, re-use, and compliance by allowing users to file e-mail and attachments with associated metadata into electronic case files that are governed by repository features such as security, audit and retention management.
- CONxMail delivers an efficient filing mechanism that can be tightly integrated with line of business applications to ensure accurate and valid filing of emails, attachments and metadata.

Key Features

- Drag-and-drop emails and attachments directly into any CMIS-compliant repository structure.
- Categorise, tag and add business metadata for all emails and attachments when importing into the repository.
- Fully configurable metadata presentation in order to allow users to supply business context.
- Fully configurable real-time validation of business metadata against line of business applications and back-office system data ensuring accurate and correct filing of emails and attachments.
- Browse, search and view the metadata and content of emails, documents and other business content stored and managed within a CMIS-compliant repository.
- Supports all versions of Microsoft Outlook from 2000 through to 2010 32- and 64-bit.
- Seamless and configurable user experience. CONxMail supports panes, regions, ribbons, tool bars and right-click context-sensitive menus.
- Manage and Edit documents stored within the Enterprise Repository Configurable user interface that fully supports both query based pick lists and fixed pick lists through the Enterprise Repository data dictionary.
- Full I18N localisation support
- Based on Content Management Interoperability Services (CMIS); communication with the server is over a lightweight SOAP interface.
- Supports all leading ECM systems vendors
- Full support for roaming profiles, with no requirement for a dedicated Microsoft Outlook .pst file within a user's desktop profile.
- Simple deployment to Citrix or VDI environments, as well as desktop environments



Technical Details

ConXMail is a supported add-on to Microsoft Outlook versions 2000, 2002, 2003, 2007 and 2010; across all editions of Microsoft Office and supporting Microsoft operating systems.

SynApps Solution ConXMail is a lightweight add-on to Microsoft Outlook. Client operating system and hardware requirements must, therefore, match those of the version of Microsoft Outlook deployed.

Operating System

Windows XP with Service Pack (SP) 3 (32-bit), Windows Vista with SP1 (32-bit or 64-bit), Windows Server 2003 SP2 (32-bit or 64-bit) and MSXML 6.0 (32 bit Office only), Windows Server 2008 or later (32-bit or 64-bit), Windows 7 (32-bit or 64-bit). Terminal Server and Windows on Windows (WOW) (which allows installing 32-bit versions of Office 2010 on 64-bit operating system, excluding Windows XP 64) are supported

About Synapps Solutions

- Formed in 2003 by Documentum Services management team and senior consultants
- Extensive experience in Enterprise Content Management and planning, delivery and support of large-scale infrastructures and applications
- Partnerships: Alfresco, EMC, Adobe, Jive, Microsoft
- Products – ConXMail, ConXOffice, ConXSys, ConXLoader