

# Connectivity for Hybrid SharePoint

*Most Innovative Hybrid Solution*



**Connectivity for Hybrid SharePoint** is a new software solution that feeds content from over 50 enterprise systems into Office 365. It leverages Microsoft's new Cloud SSA and feeds the search, Delve, and O365 DLP workloads to provide unified experiences across all content enterprise-wide.

Users can explore and work with content without knowing or caring where it resides.

**Previously there was no way you could bring external content into the Office 365 index.**

**Now you can.**

Our solution is a software product that adds on to SharePoint and Office365. It is flexible and can bridge across Office365, SharePoint on-premises, and SharePoint in Azure IaaS. Most deployments will use a single unified index hosted in O365. However, our solution also handles scenarios where some content can't be indexed in O365 (such as data residency requirements), transparently to the user.

We have also added content enrichment (entity extraction and a CEWS API) - which aren't supported with the Cloud SSA. This means that common metadata can be added across all content, to drive findability, compliance, and workflow.

## The Challenge

Hybrid is the new reality for SharePoint. Microsoft's roadmap is focused on cloud-first/cloud-only (including cloud-only workloads like OneDrive, Yammer and Delve). Hybrid SharePoint is a path to the cloud for some and a permanent strategy for others.

Hybrid SharePoint has many benefits, but it also brings challenges. Content becomes siloed. Multiple environments create complexity and confuse users. Without unified access to the information they need to do their jobs, users lose productivity and adoption plummets. Since the majority of information most enterprises use is resident in systems outside of SharePoint and Office365, connectivity to external systems is essential to success of enterprise portals and intranets – doubly so in Hybrid environments.



## Key Innovations

- Ability to feed content from anywhere into a single index in O365, leveraging the Cloud SSA
- Plug-compatible APIs for CEWS and the Search OM that allow other products and customizations to work seamlessly
- High-throughput, light-touch methods for connectivity across a wide range of systems
- Add-in model for adding metadata to O365 including the Office Graph; synchronized term sets for hybrid
- Simultaneous search across O365, SP Server, and other systems with a single interleaved result set (for scenarios with data residency requirements)

**On average, only 28% of the information that workers need resides in SharePoint. The majority is spread across multiple line-of-business systems both on-premises and in the cloud.**

## The Solution

**Connectivity for Hybrid SharePoint** integrates information from many sources, both on-premises and cloud-based. In addition to content in the Microsoft suite (SharePoint, OneDrive, Exchange, and Yammer), content from EMC Documentum, OpenText LiveLink, IBM FileNet, Box, Jive, Salesforce.com, Microsoft Dynamics CRM, IBM Connections, and many more systems becomes part of the O365 experience.

Our products make a seamless user experience possible through a rich index, including consistent metadata and content from enterprise and line-of-business systems, accessed with full security.

This is typically a single centralized index hosted in O365, dramatically reducing the footprint and admin effort involved with on-premises search farms.

Where data residency or content volumes prohibit a single index, our **Federator** searches multiple indexes simultaneously and combines the results into a single interleaved result set.

Our Connectivity for Hybrid SharePoint software connects to on-premises and cloud-based systems so it can be crawled alongside SharePoint content. All content is automatically tagged with metadata and processed for easy findability.

### Connectors are available to over 50 different systems:



#### CONTENT AND COLLABORATION PLATFORMS

EMC Documentum, EMC eRoom, HP TRIM, IBM FileNet P8, IBM Content Manager, IBM Connections, Objective, OpenText LiveLink/RM, OpenText Hummingbird, Oracle UCM/Stellent, Lotus Notes Databases, Xerox DocuShare, Confluence, Alfresco, Jive, CuadraSTAR



#### MAILBOX AND ARCHIVING SYSTEMS

Microsoft Exchange, IBM Lotus Notes, Symantec Enterprise Vault (eVault), Symantec eVault File Archive, Microsoft Exchange Public Folders, HP Autonomy Enterprise Archive Solution (EAS, aka Zantaz)



#### ENTERPRISE PORTALS

IBM Websphere, Oracle WebCenter Interaction (PlumTree)



#### LEGAL INDUSTRY SYSTEMS

Aderant, Autonomy Worksite/iManage, Elite / 3E, KnowledgeMill OnePlace, LegalKEY NetDocuments, PLC/PracticalLaw, ProLaw, RealPractice



#### CRM SYSTEMS

Salesforce.com, Microsoft Dynamics CRM, Microsoft Dynamics CRM online, Lexis/Nexis Interaction CRM, Any SQL based CRM system



#### DATABASES

Microsoft SQL Server, MySQL, IBM DB2, Oracle



#### SEARCH AND CLOUD SYSTEMS

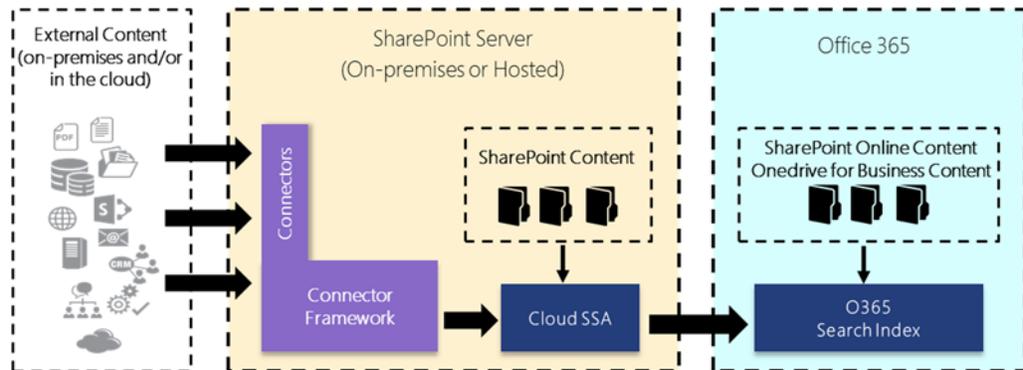
SharePoint Online, Google Drive, SharePoint 2013, SharePoint 2010, FAST Search for SharePoint, Microsoft Search Server, Box, Scopus, PharmaCircle

**Our solution gives customers a way to include all their important content in Office 365 and hybrid experiences, independent of where it resides.**

## How it Works

Content from a wide variety of systems can be crawled using BA Insight's **Connectors**. Our **Connector Framework** is the central hub for this content, and sends it to the Cloud SSA, which parses the files and sends indexable text and metadata to Office 365. A service within O365 receives this content, processes it for indexing,

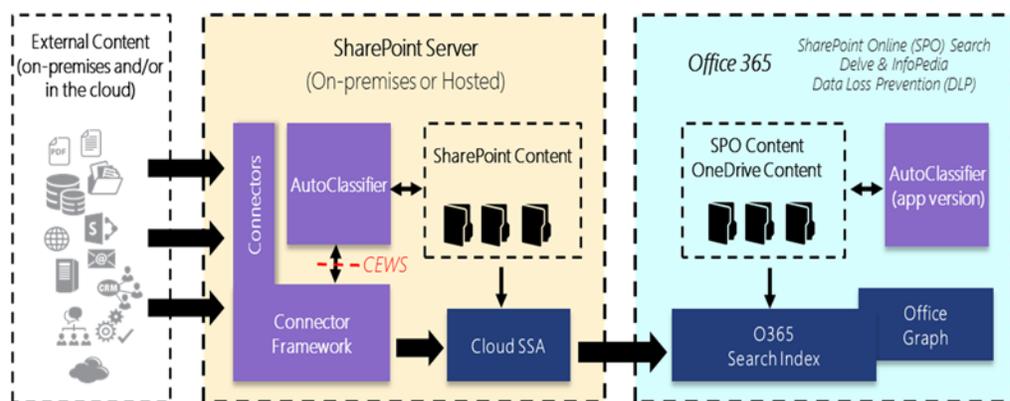
and sends it to the O365 Search Index. Any and all experiences that use search automatically gain access to external content.



*Feeding External Content into the O365 Index (BA Insight software shown in purple)*

Content indexed via the Cloud SSA is also in the Office Graph, and visible through Delve. This content is also scanned by the O365 Data Loss Prevention (DLP) features in the same way as SharePoint Online content, and issues will be reported in the Compliance Center within O365.

Content from all sources can be processed using our **AutoClassifier** product. Term sets can be synchronized across hybrid configurations using BA Insight's software. This means that consistent metadata can be applied to all content whether it is in Office 365, SharePoint on-premises or in external systems.



*Adding O365 Experiences and Content Enrichment (BA Insight software shown in purple)*

With the Cloud SSA, Microsoft no longer supports the Content Enrichment Web Service (CEWS) or custom entity extraction included with SharePoint 2013. BA Insight's **Connector Framework** has added a plug-compatible CEWS API, so that any content indexed through our Framework can be processed by our Classification and Application software – or any CEWS-compatible software.

**This solution lights up online experiences with content from many different sources.**

## User Experience

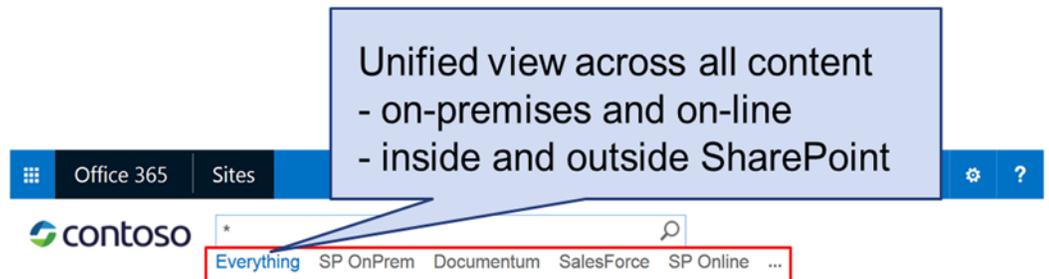


Intranets and portals in O365, SharePoint Server, or both can now give easy access to everything employees, partners, and customers need. For example, a user may need to access customer information in a CRM system such as Salesforce.com, inventory information in an ERP system like SAP, and product information in a custom database, along with documents in O365.

Users do not need to know where these systems are, nor do they need to sign into them independently. They see a unified view across all the systems indexed. When they click through, they are then directly working in the system of record for that item, wherever it is.

Any experience that uses the index or the Office Graph automatically gets access to external content. This includes OOTB Search Results, tailored search experiences and search-driven applications, portal pages using the Content-By-Search (CBS) web part, Delve, InfoPedia, and other next-gen portals.

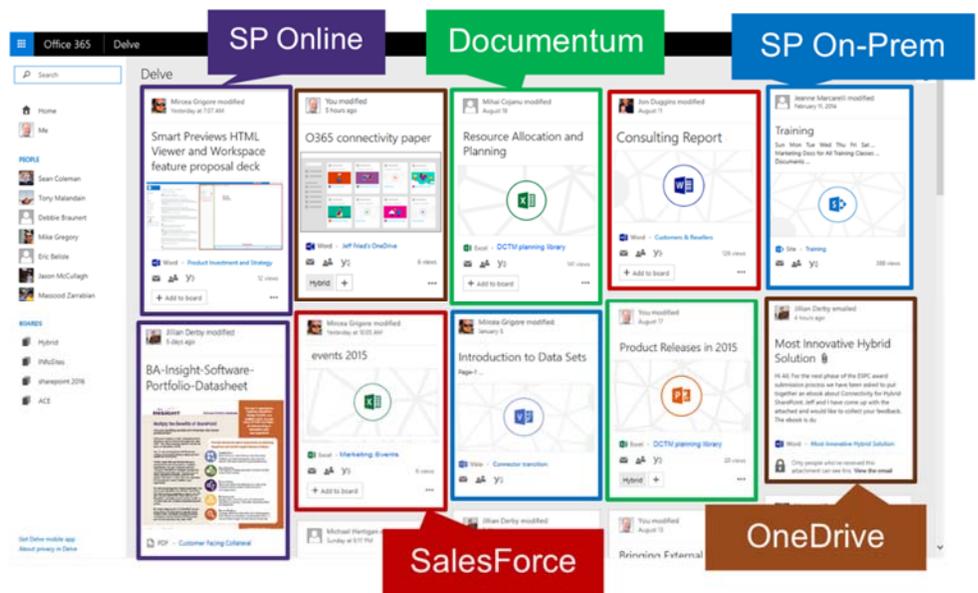
Search experiences simply show additional content. The content can be presented together as a single result set, or in separate tabs or result sources. No custom code is needed; the configuration is done with standard SharePoint.



A CBS web part can look to the user however they like: as an ordinary list, as a grid of catalog items, or as part of a larger experience.

Delve and next-gen portals use cards to show content. This content can now be anywhere: in O365, on-premises, or in external systems.

All the metadata available in search is also available in the Office Graph. This includes the content source, and also metadata created using the **AutoClassifier**.



## Deployment



With this solution, the search index is hosted in Office 365 and operated by Microsoft. This greatly reduces the cost of running search and increase flexibility. Even in scenarios where some of the content remains in on-premises indexes, footprint and operating cost is reduced.

Because the Cloud SSA requires SharePoint Server 2013 or 2016, it is necessary to have a 'gateway farm' hosting the Cloud SSA and the BA Insight Connector Framework. There are several options for deploying this farm, including on-premises servers, Azure, or a SaaS service operated by BA Insight.

The BA Insight software is straightforward to deploy and can be on the same servers as the Cloud SSA, or scale within the farm to very high capacity. Advanced configurations are supported as well, such as:

- Multiple SharePoint Server farms connected with one O365 Tenant
- Results from the O365 index in on-premises sites
- On-premises Indexes for selected content
- Combining Indexing and Federation
- Advanced Security
- Content scanning and inventory

## Developed Closely with our EC Customers and with Microsoft

We believe our solution is highly innovative and brings leading edge capabilities to the market. Numerous enterprises throughout the European Community have told us this is what they needed to start seriously using O365, and that it will populate Delve to make it truly useful for them. Data residency and privacy requirements are particularly important for organizations spread throughout Europe, as are distributed configurations and support of the external content systems most prevalent in the EC.

We have worked intimately with Microsoft within TAP programs for the Cloud SSA, the Office Graph, and O365 APIs to ensure that we are leveraging the latest Microsoft innovations and providing a robust solution early. Microsoft has cited this as an innovative partner solution and says "With BA Insight's products, Office 365 and Hybrid SharePoint customers can now take advantage of our cloud experiences for all of their content".

## About BA Insight



BA Insight's software portfolio accelerates and future-proofs the creation of cloud-based and on-premises SharePoint portals for enterprises, transforming how users find information. Our software dramatically reduces the time, cost, effort, and risk of implementing SharePoint portals while providing a greatly improved user experience. BA Insight serves organizations of all sizes and industries including law firms such as DLA Piper, Tory's, Wiley Rein, Travers Smith, Dorsey & Whitney, Kelley Drye, Fenwick & West, and Lewis Silkin; and enterprises such as Chevron, New York Life, Ford, Ace Hardware, and Allergan. BA Insight was recognized as a visionary in the 2015 Gartner Magic Quadrant for Enterprise Search and is a Microsoft Gold Certified Partner, a member of the Microsoft Business-Critical SharePoint Program, and an Elastic partner. Visit [www.BAinsight.com](http://bainsight.com) for more information and follow at @BAinsight.

Read more about our solution and our hybrid strategy at <http://bainsight.com/hybrid-cloud-for-sharepoint>