

# Success Story

## Open Text Delivers Smart Efficiencies to Europol

### Overview

In 2005 Europol, the European Law Enforcement Organization, saw the need to implement a new document management system that would allow them to improve the effectiveness and co-operation between the competent authorities of the 27 member states of the European Union's (EU).

Europol's solution has been so successful that it recently received international recognition from the IALEIA (International Association of Law Enforcement Intelligence Analysts) for being "The Organisation Making the Most Significant Progress Utilising Intelligence Analytical Techniques to Support Law Enforcement Objectives at the International Level."

The primary goal was to pool and share intelligence to prevent and combat serious international organised crime. The project's ongoing mission is to make a significant contribution to the European Union's law enforcement efforts targeting organised crime and providing a safer environment for the 493 million\* residents of the EU.

### Business Needs

Following the introduction of new member states and the continued growth in the EU population, the exchange of intelligence between member states and Europol increased significantly. Although the increase was expected, backlogs began to occur, which in turn caused inefficiencies across the whole organisation, impacting service delivery. When tackling organised crime, accurate, reliable, and accessible information is critical, and the inefficient flow of information could easily lead to key pieces of evidence being misplaced or overlooked at critical times.

With the lowering costs of electronic data storage, more and more competent authorities began to share and store information electronically, and while there are clear benefits in electronic storage, including no longer needing to send or store physical documents, it did mean the amount of data that needed to be stored and managed on Europol's system also significantly increased. A growing need to extract knowledge from large amounts of structured and unstructured data in order to get "actionable information" further reinforced the requirement that the organisation needed a more robust electronic document management system. Furthermore, Europol needed a system that would be able to automate the execution of its business and legal rules as well as deliver the need for a faultless document and data management secured area.

After the decision was taken to develop a new analytical system internally, Europol chose to integrate existing leading-edge technologies, in order to rapidly acquire a system that could deliver business benefits capable of fulfilling both management and users' expectations. The desired outcome was a solution that could deliver major efficiency gains in terms of analytical capacity, improving the quality, quantity, and timeliness of actionable information provided to member states.

### The Solution

Europol was already using an earlier version of Open Text eDOCS DM, so it was a logical choice when developing their new system to upgrade to the latest version of eDOCS. The previous version had been used as a document management system for administrative purposes only. However, with the upgrade, eDOCS would be used to deliver not only document management but also business intelligence (BI) and workflow capabilities.

\* Total population as of 01.01.06, EUROSTAT

### Industry

Global Law Enforcement

### Customer

Europol

### Business Challenges

- Communicate and collaborate across a number of different countries
- Secure access and sharing of electronic information
- Extract knowledge from large amounts of structured and unstructured data to get actionable information
- Manage the significant increase in the intelligence exchange between member states and Europol

### Business Solution

- Open Text eDOCS DM

### Business Benefits

- Improved secure, shared access to information
- Enhanced document and records tracking with audit trail
- Improved efficiency gains in terms of analytical capacity, improving the quality, quantity, and timeliness of actionable information provided to member states
- Rapid ability to populate the investigative software database with quality data

*Trust the Content  
Experts... we do!*

The solution from Open Text also allowed for stronger adaptability of the enterprise content management (ECM) capabilities of eDOCS, which meant Europol could customise its ECM accordingly to complex business requirements. Furthermore, the solution delivered interoperability with world-class enterprise search capabilities, a web-based interface that allowed integration with an analysis portal, communication and collaboration via an embedded messaging system, measurements and statistics reporting via the BI module, better workflow capacity, and finally strong security based on Active Directory Services.

Following the research phase, the tools required for the solution were acquired by a public procurement process based on clear technical and functional requirements.

In 2007, the latest version of Open Text eDOCS was selected and implemented as part of the OASIS project (Overall Analysis System for Intelligence and Support). The project was led by the business with the support of the ICT department and expert consultants. It impacted the entire analytical environment at Europol as well as the operational processes required to carry out all analytical activities and specific strategic projects.

The solution was deployed across one third of Europol's staff, including 100 analysts and 60 experts. The system was received positively, meeting the expectations of the majority of users. Nevertheless, Europol also engaged an external consultancy, which specialised in change management techniques to facilitate the acceptance of all the changes in work habits and techniques brought by the OASIS project.

### The Results

The OASIS project introduced an open architecture using the Unstructured Information Management Architecture (UIMA) framework and Open Text technologies as a backbone on which business-specific tools were connected, which made the architecture unique in the domain of intelligence and knowledge extraction.

Europol anticipated the reduction in the intelligence gap, which existed

between its data warehousing and document management systems. The evolution of investigative software and data/text mining technologies combined with the possibilities offered by the various integration/customisation tools made at Europol, allowed users to store, handle, and extract the knowledge from large amounts of unstructured/structured data. Thanks to this architecture, the investigative software database can be rapidly populated with quality data.

Open Text technology offers the added value of using several products of the eDOCS range to create a homogeneous solution fulfilling complex user requirements in various information management areas: document repository, workflow, business intelligence, and also by allowing the integration with other advanced technologies, such as text mining and analysis software. Furthermore, the solution has drastically reduced pre-analysis time, which has meant that less time is now spent on repetitive and administrative tasks, releasing resources to focus on the core activity of criminal analysis.

Europol saw a return of investment within the first six months, and the next step in further developing the solution will be to extend the principles developed in the OASIS project to the EU Member States via the development of a new collaboration platform. Europol is also currently considering the introduction of artificial intelligence principles to the system.

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Ronan Lavelle, Director eDOCS Portfolio Management, Open Text comments: "This has been a very rewarding project for Open Text. It confirms the completeness of vision of Open Text seDOCS as well as its integration capacity and thus the ability to be customised and successfully delivered via expert partners."



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