

Practical & Affordable Content Management

Sherpa Software Relies On The dtSearch® Engine To Quickly Parse, Index & Search Files

CONTENT MANAGEMENT. Information governance. Data discovery. All are important for enterprises that need a way to archive and search massive amounts of data, whether they're looking to apply retention policies, conduct an internal investigation, comply with a legal request, or any one of a number of other tasks.

It's those types of scenarios where Sherpa Software can help. The company's tools assist companies with a variety of day to day content management tasks, says Marta Farensbach, director of product services. For example, if you get a request from legal, you might have to search file shares and any number of file types to get data to an attorney. "They'll install one of our tools and be able to use it in a matter of minutes to find the data."

In other cases, Farensbach says, companies might be setting up retention policies because they realize they are losing data, missing data, or have data on their servers they don't need. "They'll use our tools to analyze and then act on that data."

A key part in any such solution is the ability to quickly parse, index, and search files. For Sherpa Software, dtSearch provides the behind-the-scenes functionality to make that possible.

Up To Speed

When Sherpa Software first started working with dtSearch, there were few companies in the field, Farensbach says. dtSearch

worked with Sherpa Software to get its tools up to speed. "Since then, they've been flexible about everything," she says. "They've never let us down."

Sherpa Software utilizes the dtSearch text retrieval engine for two main features, Farensbach says. "One is, of course, indexing. In our archiving tools, we'll use it as an optional index for users to search data after it's archived."

Sherpa also relies on dtSearch for file parsing. "In our eDiscovery tool, we use our own search mechanism, but we use dtSearch to parse files," she says. "It's so helpful and handy for that. Basically pulling text out of files, getting the information, the metadata, everything else we need to do our own searching. Then we also have optional indexing."

Flexibility In Design

dtSearch gives Sherpa Software flexibility in designing its software, Farensbach says. "Some of our tools are going to just index everything, others will index select items, some will just use the text retrieval functionality. The really nice thing about dtSearch is that it has the flexibility to do all three. We can use it in different ways for different products."

Sherpa product developers know that if they ever run into a problem or are considering adding new functionality, dtSearch is eager to help.

"You don't just feel you're getting some random somebody; you're getting someone who knows the product."

In one case, Farensbach says Sherpa was looking to enhance one of its current products and thought dtSearch could help. "We threw everything at them, and they said try this, try that, we can't do this now but will put that in a future release. Not having to develop that ourselves was such a time-saver."

Quick, Responsive Support

Farensbach says dtSearch also offers outstanding technical support. "They are very responsive, which is something you don't always see," she says. "That's really important because customers rely on us to quickly resolve their issues. We face the customer, and we need

to be able to rely on dtSearch to swiftly and correctly identify and solve any problems."

Beyond that, Farensbach says, the dtSearch product is mature, stable, and affordable. "They're mature in the industry," she says. "Formats change, operating systems change, programming languages change, and they keep up with it. They understand very clearly the needs of their customers." ■



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The Smart Choice for Text Retrieval® since 1991, dtSearch has provided enterprise and developer text retrieval along with document filters for more than 24 years. The company offers parsing, extraction, conversion, and searching of a broad spectrum of data formats. Supported data types encompass databases, static and dynamic website data, popular "Office" formats, compression formats, and emails (including the full text of nested attachments). The dtSearch product line includes enterprise and developer text search products, meeting some of the largest-capacity text retrieval needs in the world. dtSearch products have received hundreds of excellent case studies and press reviews (please see www.dtsearch.com for these). The company has distributors worldwide with coverage on six continents.



Sherpa Software

Sherpa Software provides a range of information governance solutions for tasks such as information management, regulatory compliance, electronic discovery, PST management, and email archiving. The company has more than 30 years of in-depth experience in IT, compliance, and governance and more than 3,500 customers worldwide.

(800) 255-5155
www.sherpasoftware.com

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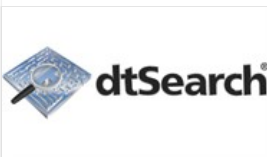
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