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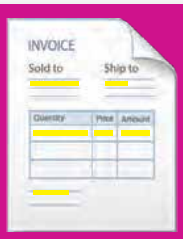

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OpenText pays $US310M for messaging cloud

Open Text is acquiring a cloud-based electronic messaging platform with the $US310 million purchase of US company EasyLink Services International Corporation

"Easylink is a recognised leader in cloud-based Secure Information Exchange. We see strong opportunities for our mutual customers, partners, employees and product roadmap," said OpenText CEO Mark J. Barrenechea.

EasyLink automates the creation and delivery of high-volume outbound transactions from back-end systems into fax, email, SMS, or EDI messages. It is designed for applications such as trade confirmations, letters of credit, customer statements, business reports, and other high-volume communications that must be output in a range of formats and customised to each client.

Subsidiary company Xpedite Systems has offices in Sydney and Melbourne.

Colortrac signs on with ACA

Wide format scanning manufacturer Colortrac has broadened the distribution network for its scanners and software in Australia, adding ACA Pacific in addition to existing distributor DES.

Peter Sandberg, Colortrac Business Development Manager EMEA/AP said, "Colortrac have a proven track record in Australia through its existing distributor. The addition of ACA Pacific is targeted towards developing new market segments, which is what the distributor is well known for. ACA Pacific will help us better penetrate a broader market."

"The addition of Colortrac to our portfolio represents an expansion of ACA Pacific's solutions offering. In addition to being able to offer industry leading brands in the A4 and A3 high speed document scanner space, we now have the ability to supply class-leading wide format scanners, such as those from Colortrac" says Henry Patishman, Sales Manager at ACA Pacific.

"We are seeing a greater demand and need from Australian organisations for proven wide format scanners, particularly in the mining and construction industries where the requirement for accurate technical document scanning is prevalent. We feel Colortrac's range of scanners and reputation for innovation; present a best fit solution to our customer's needs" Mr Patishman added.

CER seeks SharePoint RM fix

The Clean Energy Regulator, a new Australian government agency established in April 2012 to administer the Gillard Labor Government's new Carbon Tax, has called a $170-200K tender for a Compliance Plug-in to its SharePoint 2010 EDRMS.

According to the tender announcement, the plug-in is required to "address known weaknesses in meeting the National Archives best practice standards for records management.

It cites independent analysis of Microsoft SharePoint 2010 by Wise Technology, Microsoft and National Archives of Australia which "found that compliance was substantially met, with gaps associated with Hybrid Records (physical and electronic), physical records, complex security classifications and email. All of these gaps were able to be addressed through third party plug-ins for SharePoint."

The contract is expected to commence late June 2012.

EMC acquires file-sharing Co.

EMC has added an online file-sharing platform that includes synchronisation capabilities with the purchase of US startup Syncplicity. The purchase terms were not disclosed.

According to EMC the service offers enterprise capabilities and will be differentiated from the many consumer offerings such as Dropbox.

Rick Devenuti, President, Information Intelligence Group, EMC, said, "It's our core belief that productivity and security are not mutually exclusive. In acquiring Syncplicity, we validate this concept by uniting enterprise 'sync and share' capabilities for the cloud with governance and rigour that is synonymous with Documentum.

"As cloud, social and mobile dominate the way work gets done, our customers require more than simple containers for managing and sharing content. ."

New qualification in document control now available

Document Control Essentials (DCE), an Aconex business, has become the first provider to offer a recognised qualification in document control in the Australian market. The Australian Skills Quality Authority has granted approval to Aegis Aspire, the registered training partner of DCE, to run the Certificate IV in Document Control in a Project Environment course as a vocational qualification. The course was developed by construction industry experts and has been run as a professional development program in over 16 countries since early 2011. However, successful participants were required to take additional steps to obtain the formal qualification. Now, all participants in the program will be entitled to the qualification directly after completing the course.

Commercial Manager for DCE, Janaki Ramachandran said: "We know the impact that professional Document Controllers, using the right tools, can have on delivering a successful construction or engineering project. Our creation of the DCE business was aimed at providing professional development paths to the Document Controller community and we are excited that the Certificate IV course is now fully-accredited and will allow DCs to achieve the professional recognition their role deserves."

Aegis Aspire Director, Wendy Bonnici, adds ' As an RTO, our partnership with DCE is a great example of high quality, industry led, nationally recognised training. The development of the Certificate IV in Document Control in a Project Environment has been the culmination of a strong collaboration between both teams whose vision was to ensure that the qualification provided meaningful professional recognition to the industry.

Dane Patrucco, Document Control Manager at O'Donnell Griffin – Rail (WA), attended the first accredited course held in April 2012 and agrees that it provides invaluable skills and knowledge development for his profession:

"The Certificate IV in Document Control in a Project Environment is a great opportunity for those in the role of document control to be up-skilled in a structured way and have a formal qualification, to understand the ISO Standards and Best Practice and to be recognised in the field they work in. I recommend it to anyone in this field of document control, wanting to get into the document control field or wanting to have a better understanding of the do's, don'ts and why's of Document Control".

The DCE course covers best practice in document control, independent of using the Aconex project collaboration platform.

For course details, including the full course calendar visit www.DCEssentials.com.

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University study counts the true cost of email interruptions

Tasks take a third longer to complete when staff are interrupted by email, new research from Loughborough University in England has found.

Academics from the University's Department of Information Science have conducted several research projects into the effects of email on staff productivity and stress levels.

In this small study the team focussed on a large UK car rental company where selected staff were given a task to complete, followed by simulated email interruptions. The interrupt handling time, recovery time and the additional time to complete the original task were then measured.

The study found that a typical task takes a third longer to complete than undertaking a task with no email interruptions.

Project leader Dr Tom Jackson said: "From previous studies we knew that email causes disruption and a loss in productivity, but it was incredibly interesting to discover just what an impact email interruptions have on individual tasks.

"With tasks taking up to a third longer, bad email management can have a significant impact on workforce productivity."

For further information about Dr Jackson's work in this area visit: www.drthomasjackson.com.

PaperVision ECM takes the Inland route to ANZ

Inland Technology has been appointed distributor of PaperVision Content Management (ECM) solutions in Australia and New Zealand. Available as On-Premise or On-Demand (SaaS/Cloud) solution, PaperVision offers a range of modular capture, workflow and ECM products, incorporating batch scan capture; metadata, barcode and full-text indexing; and handwriting recognition for capture/processing of forms data.

US developer Digitech Systems was founded in 1997. It offers PaperVision as a scalable and flexible solution for information and content management problems in virtually any industry or business of any size.

PaperVision is a fully featured ECM solution with a range of integration options and tools to makes it easier to get information into an organisation's SharePoint implementation. PaperVision Capture SP for SharePoint is a desktop scanning application designed specifically for SharePoint users with no usage fees or limitations.

Seers signs on as PSI:Capture VAR

Australian SharePoint consulting firm Seers has signed on as a Value Added Reseller for the PSI:Capture scanning solution from PSIGEN, via Asia Pacific distributor UpFlow.

"In combination with Seers technical skills and drive, their clients will now benefit from the perfect solution to onramp documents into SharePoint and Office 365 solutions" said Steven Chenery, CEO of UpFlow.

"Seers has a passion to deliver business information systems and UpFlow look forward to this partnership enabling Australian Businesses to capture their future."

"This is a milestone for Seers to be a better enabler in delivering valuable services and solutions with UpFlow," said Vince Tran, Business Development Director.

"Upflow provides premium software solutions to improve processes and workflow automation with dedicated support that matters.

"We look forward to this successful partnership."

KODAK unveils Capture Pro 4.0

Double Data Entry indexing and automated image enhancement tools have been added to Kodak's Capture Pro Software in the latest Version 4.0 update.

Data indexing is a key part of many jobs or business processes. Capture Pro Software's new Double Data Entry indexing feature enables "double blind" entry of index data by two separate operators.

This method compares the inputs and prompts for a correction if needed to prevent indexing errors and ensure data integrity. Expanded Database Look Up capabilities support lookup on one or two key index fields, which enables users to populate fields faster and more accurately from ODBC sources.

Upgrades to Intelligent Quality Control (QC), a core component of Capture Pro Software's imaging enhancement capabilities, include deskew and auto-crop. Intelligent QC is capable of optimising images from both Kodak Scanners and other sources such as MFPs and other manufacturers' scanners. Users can apply image enhancements even when original documents are unavailable. Improved image quality, coupled with automated detection features, help to improve accuracy and readability. This contributes to improved downstream recognition for enterprise document management applications.

The software fits easily into departmental, production batch- and transaction-level workflows for a wide range of applications such as accounts receivable, claims processing and back-file conversion.

The output capabilities of Capture Pro Software v4.0 have been extended to allow simultaneous output of documents to a range of file formats including file, system, email and print.

An expanded PDF output function includes file protection via password encryption as well as support for both Fast Web View and documents longer than 200 inches.

Capture Pro Software also includes comprehensive integration with Microsoft SharePoint Server and other ECM systems. The image capture software is capable of importing index configurations from a wide array of column types found within SharePoint applications.

A single interface provides users with a familiar set of imaging tools, which help businesses save on training costs and avoid complications and inconsistencies via shared settings for multiple users. There are no per-click or volume charges.

A Network Edition of Capture Pro 4.0 can be used to centrally manage multiple capture and indexing stations. The Auto Import Edition of Capture Pro Software helps businesses automatically import existing image files and associated metadata.

Imported files include documents originated electronically such as emails and faxes from shared folders on a network. Imported image and data files benefit from the same image enhancements, indexing tools and output capabilities as a scanned image.

"Kodak is aiming to make CapturePro Software v4.0 available to new customers in Australia and New Zealand sometime in July," said Francis Yanga, Business Manager for Document Imaging, ANZ.

Existing customers of Capture Pro Software with valid Software Assurance will be able to receive the new features of v4.0 at no additional charge as the product becomes available.

For a free 30-day trial, visit www.kodak.com/go/captureprotrial.

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HELIOS puts spotlight on cross-platform search with WebShare

Originally developed as a file serving and networking platform for the print and prepress industry, WebShare technology developed by Germany's Helios is being exploited for a range of new products aimed at enterprise search and iPad publishing. One of the new products is a cross-platform enterprise search platform, HELIOS Spotlight Search, compatible with Apple's Spotlight Search technology used for desktop search in the OS X operating system.

HELIOS Spotlight Search extends the capacity of Spotlight to search server-based content across Mac, Windows and the Web, with the ability to index full-text content of PDF and Office documents as well as metadata. It also supports gallery mode previews of images, multi-page PDFs, and Office documents, as well as automatic remote synchronisation and backups of project files. The HELIOS Spotlight-compatible indexing and search system was developed to meet the growth in demand for cross-platform networking in business environments. This has created a related need for cross-platform file indexing and searching of server volumes.

"The demise of the Xserve, and the increased usage of Macs and mobile devices in businesses, has revealed the shortcomings of the Mac-only Spotlight search from Apple, and the Windows-only Windows Search for Windows. The HELIOS Spotlight-compatible indexing and search system solves that problem." said Tom Hallinan, Strategic Partner Manager, and HELIOS Software.

HELIOS Spotlight Search has introduced a Gallery view which presents scalable previews of images, and multi-page PDFs and Microsoft Office files within the web browser. The WebShare Manager component enables automatic two-way remote synchronisation of files, with customisable synchronisation plans.

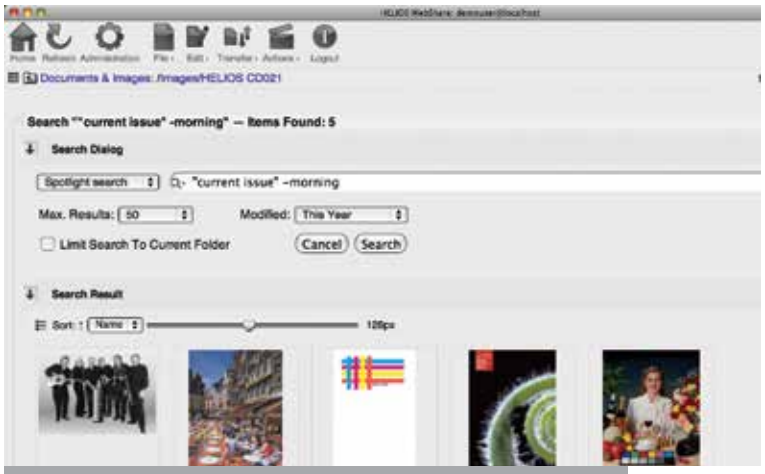
Mac, Windows, and UNIX/Linux users can drag & drop project files from the web browser or local workstation into the WebShare Manager window to enable synchronisation of files between the remote WebShare server and the local workstation. Automatic file versioning can also be enabled.

WebShare Manager lets teams quickly find and use files scattered in various locations on a file server without the need to move or collect those files into a single folder. It also offers a Resume Transfer capability that supports resumption of interrupted uploads, to ensure high file synchronisation reliability even for low quality Internet connections.

HELIOS WebShare UB2 incorporates a server search platform, enables remote proofing, and serves as the foundation of a new document hub to present server hosted documents and images on iPads. It can also interact with web-to-print or digital asset management (DAM) solutions.

There is support for per-user customisable brandings and JavaScript client API support, for advanced customisation. WebShare supports files larger than 4GB, SSL file transfer security. and integrates into all major server operating systems, including Windows Server, Mac OS X, Oracle Solaris, IBM AIX, and Linux.

www.databasics.com.au



Spotlight compatible search query of a HELIOS volume via HELIOS WebShare

Document management tops Australian BPO survey

Printing/Document Management is the leading driver of Australian adoption of Business Process Outsourcing, according to a new Research Report conducted for the Australian Business Process and Outsourcing Association.

The survey of 216 organisations across Australia found 44% currently outsource at least one business process, while 59% of smaller employers outsource at least one business process.

The top three outsourced business processes are:

- Printing & Document Management (PDM) at 18%;
- Human Resources (HR) at 15%; and
- Finance & Accounting (F&A) at 13%

In the next 12 to 24 months, HR outsourcing is expected to grow to 23%.

The report also showed significant anticipated growth in business process outsourcing activity among large organisations with between 1,000 to 5,000 employees (this constituted one-third of all respondents). This group of Australian organisations is expecting an increase of 20% over the next two years.

"The report reflects the rapid pace of change and maturity that the BPO industry has undergone over the last decade. It has evolved from pure cost cutting, to improved efficiency, to strategic transformation and an important part of business strategy," said Russell Ives, Director, Global Process Services, IBM Growth Markets. The survey was sponsored by IBM Australia.

"The report highlights that Australia's senior business community are aware of the benefits of outsourcing." said Ives.

Another trend emerging in the outsourcing sector is the increased use of cloud services. A large number of organisations are now considering cloud computing (35%) when making the decision to outsource, yet a marginal proportion (15%) of organisations have adopted cloud computing at an enterprise level as part of their outsourcing strategy.

EzeScan Profiles simplify scanning

EzeScan developer Outback Imaging has announced the addition of Scanner Profiles to its existing TWAIN, ISIS and WIA scanner driver interfaces.

Mike Kirkby, Managing Director of Outback Imaging, said, "The new EzeScan Scanner Profiles functionality drastically reduces the time it takes to configure scanner settings to scan complex batches of documents.'

"Traditionally, documents with variable scanner setting requirements would have to be broken up into individual components to be scanned as separate jobs, wasting valuable time configuring the scanner and then scanning the individual documents," said Kirkby.

"For example; the first part of a document may require scanning in simplex, A4, B&W with fixed thresholding. The second part may require scanning in duplex, A5, B&W with dynamic thresholding. The third part may require duplex, auto colour detection, auto paper size detection.

"Previously you would have had to create three separate scanner jobs. Now you can easily configure this in one scan job with three profiles.

"The combination of EzeScan Scanner Profiles with any TWAIN, ISIS or WIA compliant scanner will help our customers further simplify their scanning workflows, allowing them to confidently handle any scanning challenges they might be faced with."

Google launches Drive

Google has officially launched a competitor to Dropbox, Microsoft's SkyDrive, and other cloud sync and backup services, known as Google Drive and offering 5GB of free cloud storage. The Google Drive client runs on PC, Mac, and Android devices (with iOS support promised). It adds a local folder to your PC that syncs files located on Google servers and integrates with an existing Google Apps account.

It also promises to scan images and PDFs for keyword matches using OCR. According to the Google Drive announcement, the service will provide Google Apps administrators with tools to centrally manage users, and data will be encrypted during transfer from your local PC to Google servers.

There will be an option for 2-step verification to prevent unauthorised account access by asking users to sign in with a secure code from their mobile phone.

Google Drive also promises the ability to open over 30 file types in your browser without requiring the program to be installed on your PC, including high definition video, Adobe Illustrator and Photoshop files.

DocuSign has announced an integration of its eSignature solution with Google Drive to allow users to send documents for signature from any browser or mobile device. Google Drive users can add the DocuSign app from the Chrome Web Store and create a new account or link to their existing DocuSign account. The first ten documents a user sends for signature are complimentary, after which subscription plans start at $US14.95 per month.

Another application launched by a company called nivio allows Google Drive users to open and edit Microsoft Office files in their Google Drive with full access to Microsoft Office 2010 applications in any HTML5 browser, on any connected device.

"This is the best of both worlds – a safe place for your files with Google Drive storage and your favourite Microsoft Office 2010 apps – all available anywhere and everywhere," said Sachin Dev Duggal, founder at nivio.

"With just one click, Google Drive users can now open and edit their Microsoft Office files the way they were meant to be opened – inside the real application. This is just one way nivio brings the magic back to computing. It is also the start of a very powerful relationship with Google."

The nivio for Google Drive app enables users to open and edit Microsoft Word, PowerPoint, Excel, Project, and Visio files by simply right-clicking and choosing nivio from the menu. The file will instantly open within a browser and changes to files can be saved in the user's Google Drive.

Google Drive arrived as Microsoft launched SkyDrive for Windows; a Windows application that adds a synchronised folder to Windows Explorer and Apple's Finder and allows files to be synced across the cloud.

SkyDrive has an added capability to access files stored on the drive from an iPad as well as the iPhone and Windows Phone-based handsets.

Existing users of Windows SkyDrive are being offered a free upgrade to 25GB of online storage, while new users get 7GB. There are paid SkyDrive plans of 20GB, 50GB, and 100GB for $10, $25 and $50 per year respectively.

Those who are happy to store files in multiple cloud repositories can easily gain free access to hundreds of gigabytes by signing up for accounts from an ever growing list of new services. LogMeIn is another to launch a service called Cubby that offers unlimited file transfers between peer-to-peer computers with 5GB of free storage.

SharePoint SkyDrive Connector

A Web part release by Codeplex provides a way to manage documents stored on SkyDrive on SharePoint by adding additional metadata. SkyDrive Connector for SharePoint is a sandbox web part that allows documents stored on SkyDrive, which provides 25GB of free space for Windows Live users, to be discoverable on SharePoint. In other words, the document or file is physically stored on SkyDrive, referenced in SharePoint.

This web part works on Office 365 SharePoint Online and SharePoint On Premise (the SharePoint site must be on https protocol). It provides single sign-on from SharePoint and allows the user to create and import folders and files, import folder contents (does not implement deep copy) and sort.

QCAT software speeds the job of applying metadata

Are you drowning in paper? An Australian company, QCAT, believes the software it has developed for objective coding can help organisations that need to analyse and manage large archives of hard copy.

Objective coding is the process of applying descriptive metadata to scanned and native documents in litigation support and ediscovery.

QCAT was founded in 2010 by Simon Segal and Mark Harris, who have a 16 years cumulative experience working for various document management vendors. The company was formed to commercialise their solution to providing data entry operators with a more efficient way to code tens or hundreds of thousands of documents in a large investigation, inquiry or legal case.

The QCAT platform has been deployed nationally by the Australian Securities Investment Commission (ASIC) to code information on scanned and native documents such as date created, author recipient, CC and link each image to the information in pre-defined objective fields.

ASIC is routinely required to objectively code large volumes of digitised images and prepare this data for investigators to review in its Ringtail document management system.

QCAT is also being used at Law Image and NuLegal, two Australian litigation support bureaus.

However QCAT believes its platform has much broader market beyond the legal sector, providing a means for business to unlock meaning hidden within an organisation's unstructured information and create powerful bibliographies and taxonomies.

QCATs Simon Segal believes OCR and automatic metadata extraction is not always able to handle the wide range of unstructured formats and document types that are encountered in a typical discovery or back-scanning project.

"In the legal sphere and with investigations there are many instances where a lot of paper needs to be considered and typically the market has focussed on capturing information from the document and there has not been a lot of focus on allowing operators to do objective coding effectively," said Segal.

"We can take that paper and turn it into something that is searchable and manageable and unlock the information contained within."

"People are moving to electronic document management but paper is a fact of life, it still exists. And in many cases electronic data will also be coded, so QCAT does not just ingest scanned paper, we will ingest electronic documents as well.

"The Litigation Support and eDiscovery software vendors have not addressed the problem of data entry because it is a secondary concern for them. We've taken a specific approach to a very niche problem and come up with an approach that improves efficiency and increases accuracy."

The task of document review is the most costly and time consuming of the electronic discovery tasks and may comprise upwards of 60% of the overall cost of projects employing a fully manual document review approach.

There are two steps to this: objective coding applies descriptive metadata to a document; this is followed by subjective coding, which requires someone legally trained to determine what the document relates to in the case.

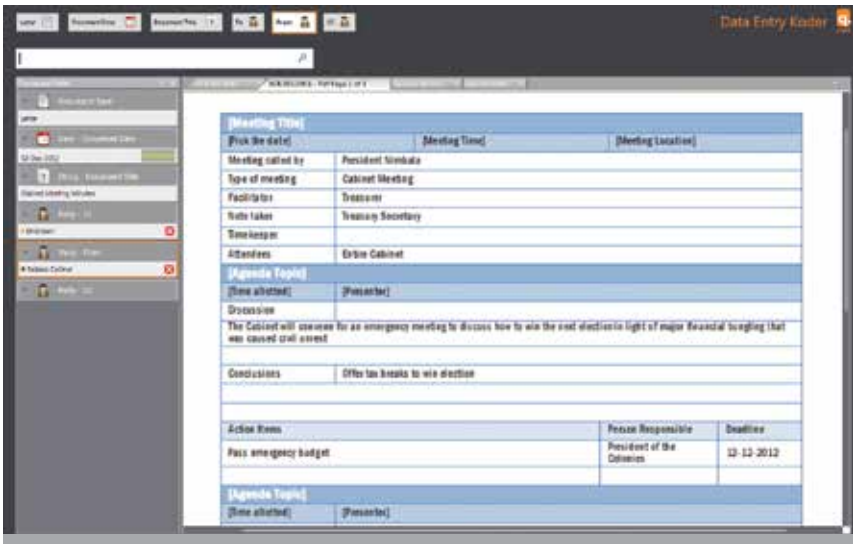
Objective coding is usually done from the document text or image, because the native metadata may be inaccurate. For example, a document written and signed by a partner might show the administrative assistant as the author in the metadata, because it was originally typed on the assistant's computer.

THE TASK OF DOCUMENT REVIEW IS THE MOST COSTLY AND TIME CONSUMING OF THE ELECTRONIC DISCOVERY TASKS.

The coding is undertaken manually by an operator viewing the scanned image on screen.

QCAT allows an operator to undertake the coding without using a mouse, eliminating the "hunt and peck" syndrome commonly found in data entry screens that slows and frustrates operators. In comparison with other tools commonly used for objective coding in the legal industry, QCAT claims its approach provides 100% improvement on speed of processing and increased accuracy.

There are two tools in the QCAT platform, Isolator and Koder, each built with .NET technology and Microsoft SQL Server.



The QCAT Koder screen presents a consistent visual interface so the operator always knows where to look when coding a large volume of documents.

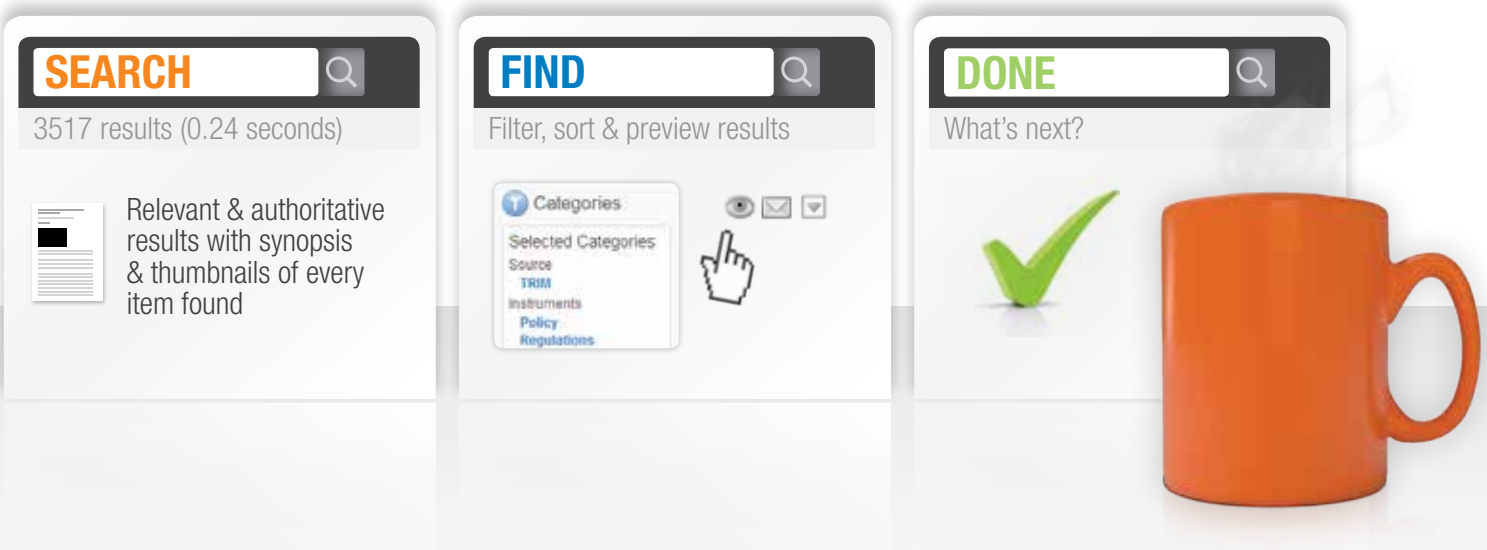
Koder is the data-entry system whereas Isolator is designed to organise loose pages of unstructured digitally imaged files into well-structured document catalogues, including parent-child hierarchies

The Ringtail and Relativity platforms, used by various QCAT customers are the most popular in Australia, and also used by many of the top law firms in Australia and New Zealand.

Once objective coding has been completed on a document set, QCAT is able to export the data in the native file format able to be directly loaded into a Ringtail or Relativity database. It is also able to export in formats required by other review platforms or an EDRMS such as TRIM or SharePoint.

QCAT is available as an annual subscription software license or on usage based on how many documents are created using the tool.

www.qcat.com.au



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Objective

Understanding the future of enterprise capture

So where is document imaging headed? To find out, IDM sat down with someone integral to the development of Kofax capture platforms, and who personally holds several patents in the field, Chief Technology Officer (CTO) Anthony Macciola.

IDM: Anthony, you've been at Kofax since 1990 and played a key role in the evolution of document capture ever since its beginning. What excites you about the current research you're undertaking at Kofax?

AM: The mobile capture story we're just finishing up on is very exciting plus we've been working on a lot of stuff in the area of analytics; content analytics and predictive analytics. It's all about helping generate metadata and insight around the content we're processing so we can help our customers make better decisions quicker. Now that we've bought a business process management (BPM) company (Singularity) there's some interesting research work we are pursuing from an intelligent orchestration standpoint, based on what people have done in the past.

IDM: Kofax has been public about the fact that it's moving aggressively into document centric process automation. What are the main things you're doing to develop that push?

AM: Right now our legacy or our heritage capture products work with Singularity BPM from an integration standpoint, but they're two separate product handlers. Right now we're exploding all of our capture capabilities into services and making those consumable under the BPM platform. Today there is a separate admin, you're using two completely separate products: there's an admin monitoring framework, configuration framework and execution path for both products, and when one's done it hands

BEING ABLE TO INTEGRATE CAPTURE INTO CASE MANAGEMENT-LIKE SCENARIOS I THINK WE'LL BE IN A GREAT ADVANTAGE AND A VALUE-ADD FOR OUR CUSTOMERS, ESPECIALLY IN THE GOVERNMENT SECTOR.

off to the other and the other one picks off and goes on. In the future there will be one backbone, one admin, one process flow, one monitoring framework, and as you're building a process, if you need capture from the standpoint of capturing email or a scanned page or a fax, you can have that be part of your process. And, if you need to integrate in content classification or metadata extraction or validation, those will be services that you can orchestrate as part of your process.

IDM: How does that differ from the traditional capture workflow?

AM: Kofax capture today is very purpose-built for batch processing and its heritage was high volume paper; the world as we see it unfolding is very transactional, volume demand, very low latency, and paper will just be one of the elements people want to capture and process. So the new document-centric process automation is

"A lot of people think of us as a scanning company, but many of our enterprise customers see us as their core tool that takes unstructured information and makes it structured, by classification and generating meta data." - Anthony Macciola, Kofax Chief Technology Officer (CTO)

going to be built for that new world order. Our existing capture products will work with the new BPM platform, but we will be really focused on pursing things that the existing product portfolio would struggle to do.

IDM: The Kofax mobile capture product is about to come to market but are the mobile devices out there able to capture at sufficient quality for you to make this work?

AM: In the next 12 to 18 months absolutely, yes. There are phones coming out with better optics, more bandwidth and faster CPUs. We now have a mobile version of VRS that runs the devices, and this will evolve very, very quickly. The latest iPhone, the latest iPad and, on the Android side, the Samsung Galaxy devices are good entry points. We've got to ask why haven't we done mobile sooner and it was because the hardware and the platforms weren't there. So they're there now, they're there as a good entry point: a little slower than we like, a little clunkier than we like, but it's a great opportunity for organisations to start playing with this.

IDM: Where are some of the first applications for mobile capture?

AM: We think transportation is a good example. What's very common in the US is service providers have provided solutions at truck stops, where a trucker could go in and scan a piece of paper and fax it or email it or whatever, and conduct this. It's pretty expensive actually. We're working with some of the larger ISVs in the US who want to enable the truck drivers to capture content in their cab in real time. The capture market is evolving from its origins in creating archives to moving capture to the point of origination, and the benefits people get from that will be probably the core area that we focus on in the future, and then tying that into BPM.

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i2 Software announces Conversion Server 3.0

Support for HP TRIM, SharePoint and OCR is now a standard inclusion with the new version of i2 Conversion Server 3.0. The software can run as a service and support job separator sheets, able to separate scanned documents, rename them, convert them and output to multiple destinations all at the same time without any user intervention.

The release of i2 Conversion 3.0 has added the ability to convert scanned documents automatically to Word and Excel as well as the existing wide range of formats including PDF/A and text searchable PDF/A file formats.

Andrew Wade, Director i2 Software, said "Clients using i2 Conversion Server can now fully automate scanned document conversion and output to a network share, FTP, multiple email as an attachment or hyperlink, as well as direct connectivity to HP TRIM and SharePoint and all potentially at the same time."

Australia Post selects Volly

Australia Post has selected the Volly secure digital delivery system from Pitney Bowes to power the Australia Post Digital Mailbox service that is planned to roll out to households across Australia later this year. Under the agreement, Pitney Bowes will provide Australia Post with the software, technology and mailer-integration infrastructure to begin secure, digital delivery of content from business mailers.

When the Australia Post Digital Mailbox launches, mailers will be able to send mail in either digital or physical form to those consumers who opt-in to the service. Telstra has signed on to provide the cloud computing backbone for the platform.

Using the Volly secure digital delivery service, consumers will be able to receive, view, organize, manage, pay and store bills, statements and other content from the companies they do business with. The Volly service consolidates this information from multiple providers, reducing the consumer's need to visit multiple websites or send physical cheques through the mail.

Capture Pro Software wins 2012 Winter "Pick" Award

KODAK Capture Pro Software v3.1 has been named "Outstanding Production Scan Solution" in the Winter 2012 "Pick" awards from BLI, an independent tester of document imaging products. Kodak received recognition from Buyers Laboratory LLC (BLI) for solutions that enable businesses and enterprise organisations to transition from paper-based tasks to automated, digital processes.

Editors' reviews noted the software solution's rich integration capabilities for SharePoint Services, such as the ability to import existing settings and definitions directly into Capture Pro Software.

Capture Pro's advanced capabilities are enabled by a wide range of features including indexing, zonal optical character recognition (OCR), batch processing and saved configurations for frequently used job settings.

"Capture Pro was designed with the scanner user in mind to help drive higher productivity when capturing documents. Kodak continues to invest in enriching our software capabilities based on feedback from customers including those in Australia and New Zealand" said Francis Yanga, Business Manager, Document Imaging, Australia and New Zealand.

ABS re-engineers stats platform

Metadata Technology North America has been selected by The Australian Bureau of Statistics to provide expert assistance in the re-engineering of its IT infrastructure for statistical production.

According to a statement, "the ABS is embarking on a business transformation program, which involves re-engineered business processes, technology application, and infrastructure to support the production and management of statistical data and metadata.

"The envisioned transformation will provide the basis for enhanced management and reuse within the statistical production process, allowing for greater speed, efficiency, and utilisation of data and metadata assets.

"The end result of these improvements will be a more flexible, responsive, efficient and effective statistical system for policy makers, researchers, journalists, students and the community at large within Australia."

One of the initiatives of the infrastructure program is to develop a registry-based system of repositories, coordinated through a process-management system. At the heart of this system is a Metadata Registry and Repository (MRR), allowing all statistical information assets to be located and leveraged across the organisation.

This system will effectively be an organisation-wide catalogue of all assets, allowing for discovery and use of any data or metadata within the ABS. The design of this system will be highly extensible, acting as a backbone for the management of all corporate statistical information resources.

Metadata Technology North America Inc., which will assist with the design of the MRR, development, and integration, has expertise in the design and implementation of these systems, based on open standards such as the Data Documentation Initiative (DDI) and the Statistical Data and Metadata Exchange (SDMX).

Metadata Technology will also help build capacity within the organisation around the open standards being used.

The Data Documentation Initiative (DDI) is an XML specification for the documentation and management of microdata, particularly in socio-economic sciences and the health sector. It is maintained by the DDI Alliance.

The Statistical Data and Metadata Exchange Standard (SDMX/ISO) is a standard designed to describe statistical data and to normalise their exchange, in particular time series and aggregated statistics. SDMX is an ISO approved standard and is sponsored by international organizations. SDMX focuses on reuse and sharing of common data structures and consistent data transfer.

Together, DDI and SDMX form a management model for the production, preservation, dissemination, and analysis of social, behavioural, economic, and health data.

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Why going to work is like going back in time

Some companies have the collaboration tools, but not the vision to deploy them effectively, argues Marcus Dervin.

In your private life you have perhaps a smartphone, a tablet, a laptop and/or a desktop. You can share information between these devices easily using tools like Dropbox, Evernote and Google Docs. You post a few pictures of your weekend on Facebook and all of your friends see them, comment on them, and make their posts on Pinterest, Twitter, and whatever other social nook they choose to use. All of this happens fairly effortlessly.

And then you go to work.

For most people, going to work is like going back to an age where people only used email to communicate, besides sharing the company's servers.

Yes, an enormous share drive full of nested folders upon folders, files that haven't been opened in five years, with useful titles like 'Project brief final.doc' and 'Copy of Project brief final.doc'. Finding anything in there is like trying to find someone on a Sydney train with an old Nokia.

You go for a meeting and when you return there are 20 emails awaiting your attention, many with attachments, such as Excel documents. You dutifully fill in the spreadsheet, send it back and then someone has to copy all of the entries from 20 odd people into one spreadsheet. They do this every Friday.

You come across a problem, and you take to Google to get an answer. If that doesn't work, you ask a few colleagues. You spend untold hours trying to find a solution to this problem that wasn't even there this morning. You eventually find a solution, and bookmark it for next time, not sharing it with anyone.

And you don't know this, but a guy in another department had the answer all the time.

Does this sound typical?

It doesn't have to be this way, many companies already use SharePoint, Office 365, Google Docs, Zoho, Huddle and many other tools for staff to work more effectively, share information with each other and collaborate more easily. But does everyone use it as they are designed to be used?

Picture this...

You come to work and your intranet home page has a list of the 10 most recent documents you have been working on. A few of these documents you have been collaborating on with others, and they have made updates. You get notified automatically of these updates and the changes, without them having to inform you by email.

You can see the status of each of your team members, like who is away today, and a calendar of team events. Your boss can see a dashboard of reports, generated instantly, pulling data from other systems like SAP. He doesn't have to login to see those systems

Marcus Dervin, director of Sydney SharePoint / Office 365 consultancy WebVin, argues there's much more to collaboration than a share drive. (This opinion piece was first published by Fairfax's IT Pro website www.smh.com.au/it-pro.)

anymore, everything is displayed in one place.

You are assigned to work on a new project, and you are given access to the project workspace, a website where all project documents are stored, tasks are allocated, a timeline is displayed, and contacts are listed. People have differing levels of access; some can see the project budget, others can add and remove people to the project, others have read only rights.

FOR MOST PEOPLE, GOING TO WORK IS LIKE GOING BACK TO AN AGE WHERE PEOPLE ONLY USED EMAIL TO COMMUNICATE, BESIDES SHARING THE COMPANY'S SERVERS.

People are kept up to date by subscribing to RSS feeds, or setting alerts on particular lists or documents so that if they are modified, they know about it.

Documents have version control, so there is only one current version at any time (with a history), people email the link to the document if they need to email, not attach the document.

Automated workflows have been configured, so you automatically get notified when a task needs your attention, and when you complete it, the next person is notified. Sounds utopic, doesn't it?

However, this technology is not a silver bullet, and many of these deployments have failed. I was recently in a company where the entire contents of the share drive (1.5TB) were literally dumped into Microsoft SharePoint for better sharing but without any tagging. It was impossible to find or store anything. It was worse than having just a share drive.

A clear strategy, consideration of usability, design, governance, executive buy-in, staff skill levels, key champions, a steering committee, taxonomy, and more all need to be considered in large deployments.

However when done properly, the benefits are tremendous. Knowledge is stored and shared in a searchable way, and isn't lost after people leave. People feel empowered, and they are free to actually work, rather than fend off emails all day long. People get answers quickly and are able to collaborate rapidly. Things happen so much faster.

According to the Global Intranet Trends 2009 report, which details intranet data and findings from 227 organisations, most organisations have SharePoint, but only 30 per cent of those SharePoint implementers have an intranet strategy.

Additionally, Gartner mentions "through 2010, less than 25 per cent of sites turning on SharePoint will put effective governance in place."

I have seen companies turn on 200-team sites for staff to collaborate on, but the vast majority of sites weren't used well and staff go back to the share drive and email. It's not enough just to turn them on. The necessary steps of providing decent training, transforming organisational pain points into streamlined automated processes, and having people to provide support to team site owners needs to happen in order for deployments to be successful.

What is really needed is a Technical Analyst, or even better a team of them, to support the business in utilising these tools to their full potential. IT departments don't have the answers, they know how to keep the system stable, manage administration, databases etc, but don't have the knowledge or interest in ensuring the business gets the most out of these tools. There is a knowledge gap that is begging to be filled, with IT on one side, and the business on the other.

If you have these tools in your business, but you aren't seeing the benefits, then ask your consultants or implementation partner to demonstrate the power of these tools to you. Set up a steering committee including HR, communications, IT and business units, championed by one or two key executives to govern the intranet.

SOON, PEOPLE WON'T WANT TO WORK IN ORGANISATIONS WHERE THE TECHNOLOGY IS ANTIQUATED. THEY WILL DEMAND A BETTER QUALITY OF WORKING.

Create an intranet vision, business objectives, policies, project roadmap, and a governance framework. Then you can really go places. Of course, if your organisation is not large, you can keep it simpler.

I recently heard a project manager complain that SharePoint wasn't being used in her new company, and she found the old way of working so painful. She found it a bit like giving up your smartphone for an old mobile.

Soon, people won't want to work in organisations where the technology is antiquated. They will demand a better quality of working. The companies who embrace this new way of working, will attract the best people, and will be the leaders in the future.

Ozone delivers the social intranet

Australian Consulting and Technology firm Oakton has deployed its own social enterprise platform using a custom SharePoint 2010 intranet.

Oakton is a listed Australian stock exchange company with over 1100 staff at offices located in Melbourne, Sydney, Canberra and Brisbane as well as a dedicated, unique development and support centre in Hyderabad, India

As an established Microsoft partner and user of SharePoint since 2003, Oakton has been a long time user of SharePoint since its early versions and has recently implemented a new generation of an enterprise social collaboration platform on SharePoint 2010 named 'Ozone'.

Principal SharePoint consultant Rita Arrigo said "Ozone" is allowing staff in different teams to be constantly connected and communicating across functional and location boundaries to solve the more complex problems.

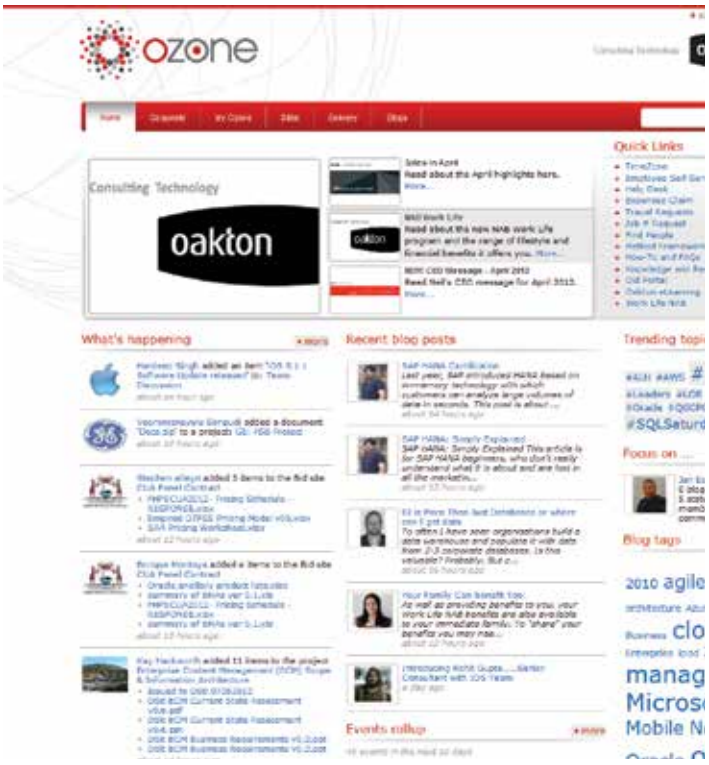
"It's a whole new way of working and drives great engagement, participation and social interaction."

There are many ways to collaborate online, but Arrigo believes the important aspect of Ozone is that provides an opportunity for staff to work together without formal structural business process's pre-determining how the work should take place.

Ozone replaced a previous portal, which was useful for documents and finding information, but did not provide networking and collaborative features or search.

Ozone provides typical social network functions a la Facebook and LinkedIn, with Activity feeds that can include attached links and images. It also allows staff to reply and interact. Activity feeds are placed directly on the Ozone homepage. Collaboration is extended beyond the standard SharePoint 2010 capabilities, with features such as micro blogging and following and tagging content. Also users have the ability to get a personalised view of activity feeds, tag clouds and blogs.

There is a self-service capability for creating collaborative sites that integrate with Oakton's CRM.



My Ozone showing personalised activity feeds and personal tag cloud

The Front Page of Ozone showing activity feeds, latest blogs and tag cloud

Ozone uses a custom SQL Server database in the back end which stores all the feed information such as blog posts from Oakton staff. Having its own database of posts also allows for data mining.

"We had a limited ability to hold online discussions and share issues and work together in between teams. We also had a desire to use social computing and wanted a Web 2.0 feel like Facebook and LinkedIn so we didn't have to learn something new," said Arrigo. The experience also needed to be integrated so that it was easy and nature rather than having to use a different tool.

"Knowledge management was a big part of it. One of the issues was it was difficult to find content and particularly to solve customer problems."

All of Oakton staff are now able to author content and create blogs. Staff can also connect with peers in different geographic locations to form virtual communities. For example our SharePoint community expands across Canberra, Sydney, Victoria, Brisbane and Hyderabad, allowing the many different fields of expertise to be connected to deliver innovation faster to our clients."

Online Now - a snap shot of who is online

Stockland signs on for the social enterprise

More than 1300 staff at Australian property group Stockland are learning to get social with the implementation of Newsgator Social Sites 2010 as part of a new SharePoint 2010 intranet.

Emily Staresina, intranet and usability consultant within the Stockland Information Technology Group, said the new intranet was developed to answer the collaborative needs for knowledge sharing and communication at the company.

Just don't call it "FaceBook for Your Company." That's a big turnoff to many, according to Staresina. Stockland has instead come up with the term "Circles" which it uses to describe the Newsgator Online Communities that are defined centrally within the company. In January 2011 Stockland deployed a new SharePoint 2010 intranet.

"During the course of delivering that version of intranet we came across a number of collaborative needs around knowledge and communication," said Staresina

Stockland chose to keep the first generation of its internet focussed on the design and information architecture, and leave the social platform for the next iteration.

"Social was already happening in Stockland around pockets, not surprisingly we had people using Yammer, Confluence and other people using Wordpress. We didn't want it to grow out of control and all our information be externally hosted.

"We wanted to streamline this and have similar approach, had opportunity to learn from how people were using these external tools."

Stockland already had a roadmap to upgrade its intranet to SharePoint 2010, which was accomplished from July to December 2011 in parallel with the Newsgator deployment by solution provider Nsynergy. The intranet is not integrated with the Objective EDRMS that the company has been deploying since 2009. Fileshares are still being used and some users are beginning to upload documents to Newsgator.

Since the launch in December 2011 about a quarter of Stockland staff have completed their Newsgator profiles, just short of the initial aim of 500.

"Adoption is a fulltime job," said Staresina. "Forget if you build it they will come."

Usage is being driven via 15 pilot groups established across Stockland's diverse range of employees including sales and marketing professionals, architects, designers and accountants.

Social media features initially rolled out with the first deployment of Newsgator include employee profiles, the ability to follow colleagues' activity streams and the freedom to explore different "Circles".

These Circles, or Online Communities, are being centrally managed and controlled, and their number has doubled since the initial deployment.

Plans for the future of Newsgator at Stockland include embedding collaboration into the company's culture, allowing tools for staff recognition and looking at integrating mobile devices and multimedia.

JB Holston, President and CEO, NewsGator Technologies, said "Social business applications are increasingly a part of enterprise infrastructure. The old way was to have a separate EDRMS but the new way is to associate social interactivity.

"It must relate to the underlying system of record and relate to workflow, otherwise it's just noise."

"One of the real benefits is rich profiles that get richer over time, if the value of enterprise social is being able to find someone who can answer something faster or finding an expert more quickly, the system can help you do that to the degree that the system knows more about that individual. Where our system works is being able to track interactivity and then come up with suggested connections to content and contacts.

"Ultimately it depends on the quality of the profile. Historically you would go into an organisation on Day One and fill out your profile on Active Directory then never revisit it again, so it became pretty irrelevant within about an hour. With these systems you can continually enhance that profile by virtue of folk's tacit interactivity."

Microsoft plans SharePoint social boost in Wave15

Improved social capabilities are coming to in Wave 15, the revamp of SharePoint and Office due out from Microsoft in December 2012. However Australian and New Zealand companies are being urged not to wait but make the jump now into enterprise social media.

Details are gradually emerging of the roadmap for Office and SharePoint, known as Wave 15 internally at Microsoft. The products are likely to be under the umbrella of Office 2012, although this has not been confirmed.

Jon Barrett, Microsoft Australia's Solution Specialist - Business Productivity said the improved new social media features in Wave15 would not match the richness of solutions such as Newsgator Social Sites.

"We are doing some of this work ourselves but we are absolutely relying on Newsgator as our primary partner in this space," said Barrett.

"We are providing the key plumbing: document management, enterprise search, tagging, and line of business (LOB) integration.

"We do have basic social features in SharePoint, they will be improved in Wave 15 but that will not be at the level of feature richness that Newsgator has. If you go with what is in our current products or what you've heard is coming in Wave 15, you're betting on a baseline set of features

"I would say as a customer don't wait for Wave15, unless you've got a really slow social media strategy or unless you want to use some really baseline features, I would start going ahead with our platform and Newsgator on top."

Barrett was speaking at a customer event in Sydney alongside presentations from NewsGator's CEO & President J.B. Holston and Stockland, the listed Australian property group that has deployed Newsgator and SharePoint 201 for an intranet solution for its 1200 staff. Barrett also confirmed there would be broader platform support for rich media in Wave15 across Android and Apple tablets and phones.

"The Office division of Microsoft, which makes SharePoint, have said we are going to support multiple devices, iPods, iPads and Android devices. That's a big change from where we were even 12 months ago, [focussing] on a Windows phone and IE browser.

"We are reaching out to other platforms because we realise the device world has changed rapidly and the software group is now saying let's bet on having a cross-platform strategy as opposed to having just a Microsoft strategy

"You can go out today and get a OneNote and Lync client for Android and iPhone.

"The current Lync client on an iPhone does IM and Presence but it doesn't do video. We will be adding video and audio features into the clients in Wave15, so there'll be a richer experience around realtime on the Microsoft platform as well as on the Android and iPhone.

"I would expect there's going to be other Microsoft Office applications happening on those devices when Wave 15 comes out in December. We are absolutely committed to bring out more and more applications across the device platform.

"We are also engineering all of our products to be cloud ready, on-premise is second priority. Public cloud like Office 365 or private cloud.," said Barrett.

Yammer adds enterprise search

Yammer has added Universal Search to its enterprise social networking platform, promising it can access business data from any enterprise application utilising Yammer's existing Activity Stream API. Records and content are searchable from Salesforce.com, SAP and Microsoft SharePoint, while selection of a third-party record in search opens that system in a separate tab.

Yammer says the API contains features to respect the permissions of the underlying applications so that only employees authorised to view a record can find it.

Search results are type-ahead based on a relevance algorithm individual to each user and categorised into people, groups, files, Pages, topics and applications. Files, Pages and conversations are full-text searchable.

"Existing enterprise search systems typically crawl and index all of the information behind the firewall but cannot access data behind the login walls of cloud applications. As more and more data moves to the cloud, a new approach is needed," said Yammer founder and CEO David Sacks.

"Universal Search demonstrates the power of the Yammer platform to be the common communication, discovery and collaboration layer across business applications."

Yammer's Premium Groups team workspace now has increased file storage limits and advanced admin controls, such as the ability to: Change group privacy settings; Mark content as official and read-only; Make group announcements; and Delete any member's messages, files and Pages.

Yammer has added two new features to make it easier to share content both internally and externally:

1. A Share button allows conversations, files and Pages to be cross-posted from one group to another or to start a private message about a file, Page or conversation.

2. An Email File button enables employees to email third-parties such as customers and partners a secure, one-time URL to view a file or Page. The link cookies the recipient's browser and can only be used once to ensure that only the intended recipient can view the content. Viewing rights can be revoked at any time, making it significantly more secure than email. In addition, a group or network admin can enable or disable external sharing.

Jive launches next generation of enterprise social

Jive Software has launched a new release of its enterprise social software that promises to enable collaboration via any web application or web site

As users visit a website or use a web-based application, Jive Anywhere recognises where they are and provides access to relevant conversations and content in their Jive network. Users can take part in discussions with colleagues, view related documents and other content, and work together in groups.

The company says Jive Anywhere instantly "socialises" websites and applications such as Microsoft Dynamics, Office 365, Salesforce.com, Google Docs, SAP, NetSuite, and LinkedIn.

Jive What Matters, Jive's intelligent business activity stream, has been enhanced with a more streamlined user experience and a new capability introduced called Attention Streams.

These are personalised, curated streams focusing on specific areas of interest. Users can specify their own Attention Streams and aggregate any combination of content to keep track of particular people, departments, projects, and activities.

Jive Software is available as a 30-day trial via Jive Cloud, Jive's public cloud service. The trial includes tools for communication and sharing, document collaboration, activity streams, mobile device support, and integration with Microsoft Outlook and Office.

Building the future social enterprise

NewsGator CEO & President J.B. Holston is a huge proponent and user of the firm's social collaboration tools. He spoke with IDM on a recent visit to Australia.

IDM: NewsGator has made a transition from providing corporate RSS in Outlook to Enterprise 2.0. Do you think the email inbox is dead now as the main go-to platform for enterprise?

J.B: I don't think its dead, but I think it's on the wane and I think that's going to increase. We've got a client in France that said, "We're absolutely going to go no-email." At NewsGator we have 'Social Fridays' where we tell everyone to turn off their email and they can only interact on the social media. But email's still got a point, it's still got a purpose. It will be used for when it's got value, which is when you need to draw specific attention to something actionable to a specific group of people one time, and it will be a lot less of the broadcast kind of use that it ended up evolving to.

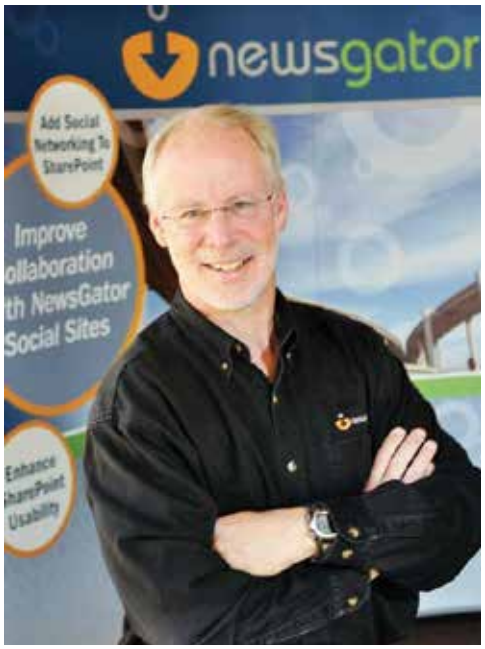
IDM: Do organisations want Facebook for the Enterprise, and is that what you're offering?

J.B. We learnt a lot from what Facebook is doing but in a corporate environment you're not trying to drive impressions to get advertising, you're not trying to have popularity contests around strictly social, you're trying to get work done in a more effective and efficient way. So there's a lot of utility for our product and development in looking hard at what Facebook's doing, but in terms of making the case for this in organisations we rarely hear anyone talk about it as Facebook v Enterprise.

There's a higher return on investment the more broadly the social fabric is rolled out, and that's just the log numbers in networks. The more folks that have access to systems like these the higher the probability that you're going to get some benefit at the other end when it comes to a horizontal capability like finding the right piece of knowledge with the right expert, etc. Having said that there's a lot of work to integrate these into workflow such that it's adding value to the work process that I've got to go through."

IDM: In the enterprise there are hundreds or possibly thousands of co-workers generating and modifying documents, creating email and making appointments. How does NewsGator sort through that?

J.B. We're tracking all of that interactivity, and using both standard filters and artificial intelligence. NewsGator is looking at what you're consuming and what you're participating in and what you're actively contributing to and using mathematical rules essentially to say, "Well that relates to this in the following fashion, therefore this is probably of interest to you as well." I think there's going to be a lot more of that going forward because it's a big data problem. I mean fundamentally you're going to get to the point where you have this massive volume of unstructured interactivity that everybody can't just follow and hope to find something of value through something like search; it's just not going to be the way it's going to get presented.



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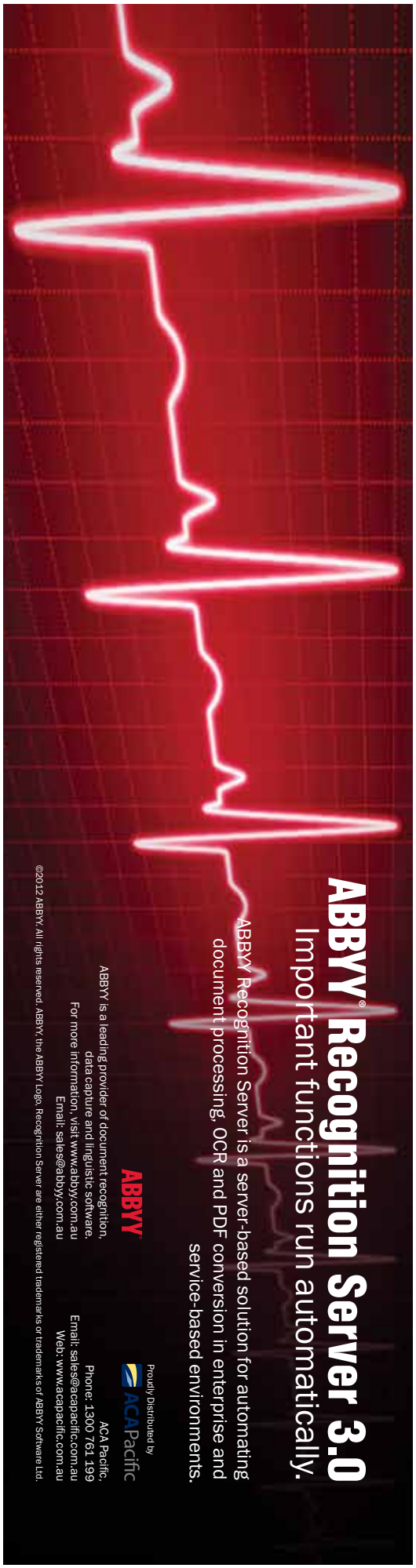


5 most ridiculous things IT Admins have seen business users do

By Jarred LeFebvre

If you work in an office, chances are you have seen a frantic IT guy or gal running around trying to put out virtual fires, and you've wondered what all the fuss was about. In addition to the numerous, legitimate, technical glitches that can come up when operating a data centre, there are also lots of mind-numbing issues that IT admins run into when it comes to supporting users.

GFI was curious to find out how stressed IT admins are and what causes all that tension, so we surveyed hundreds of IT admins in the U.S. and the UK. The topline results were very interesting, but it was when we dug deeper that we learned just how strange the daily user support situations really are. Here are the top five categories for the most ridiculous things users do, as well as some odds and ends you have to read to believe …

1. We Need More Power!!

An overwhelming amount of IT administrators said they have received complaints or support calls from users who did not know that a computer does not work without power. In one case, the user's frustration caused them to destroy their machine, not realising it simply needed to be plugged in. One respondent even told us that a user did not understand that they had plugged a power strip "into itself" and couldn't figure out why their computer wasn't powering up.

2. My Computer Looked Thirsty

One admin put it best with a tongue-in-cheek response that read, "[Users] drink and eat in front of the computer and they feed the keyboard with water."

Spills are bound to happen, but IT admins cringe when liquids find their way directly into the keyboard, in most cases ruining the machine. Coffee, water and soda were the most often cited offending liquids. In fact, there were several instances of users turning their CD/DVD tray into a coffee cup holder! One respondent pointed out that not all spills happen in the office either. One user "brought in a damaged work laptop, swore that her kids never go near it, and then we found spilled soda in the keyboard and the kids' homework on the hard drive."

3. We Don't Need No Stinking Passwords

One of the biggest problems IT admins see when it comes to security is that users frequently subvert the purpose of passwords by not securing them. Aside from the traditional bad habits of sticking passwords to monitors with Post-It notes, using "password" as a password, and talking about a password publicly, there was even one case of a user posting their user name and password on a social network to "see how many people would steal it."

4. This PC Will Self-Destruct in 5 Seconds

There were also quite a few IT admins who said their users have KNOWINGLY downloaded malware, through a number of different methods. Similar to the social network password poster mentioned earlier, one user clicked on a link in an email that they knew was a virus "just to see what would happen." Another clicked on the same pop-up ad frequently, installing a virus that had already been removed multiple times from their machine, even after being warned by IT to stop doing it. Yet another user continually responded to phishing emails with their personal credentials while one person even tried to download and install a forbidden software application and completely erased the hard drive.

5. Just Making Some Room Here . . .

Many of our respondents said that their users had deleted important files or data to make room on their hard drive, which in most cases already had plenty of space remaining. In some cases, the deleted files were actually drivers that the computer needed in order to run.

Perhaps one of the more comical things that IT admins see is "creative" use of the mouse. Users have been known to use their mouse like a remote control – pointing it at the screen and clicking it. There was also a reported case of a user putting their mouse directly on the screen and rolling it around on the surface to maneuver the cursor.

Also, while largely an ineffective method, IT admins have witnessed users talking directly to their computers when they have an issue.

One user spoke "to a PC because the sign under the screen said 'If you have problems with your computer speak to IT'."

On the darker side, users have been known to take out their frustrations on their machines and colleagues as well. From throwing a machine on the ground because it "didn't work right," to shaking a computer "like an Etch A Sketch," to throwing a piece of equipment "at someone" because it didn't function properly – IT admins have seen it all. One IT admin even reported that a user threatened him with a hammer when faced with a frustrating computer issue. Talk about stress!

One final piece of feedback from the IT administrators we surveyed … Contrary to popular belief, they are not super human. Expecting them to work 24×7 or turn around major changes with unrealistic deadlines is not always feasible. So keep in mind some of the problem areas above if you want to stay on your gatekeeper of technology's good side. And failing that, if nothing else they'd probably be thankful enough if you could simply avoid "watering" your machine.

Jarred LeFebvre is Manager of Corporate Communications at GFI Software.

Newsgator CEO JB Holston

(from page 19)

IDM: How does NewsGator interact or integrate with social networking with workflow?

JB: By definition we're able to add social capabilities to anything anyone's doing with the content, so if you modify a document that fact's going to be known in the social stream; others can interact directly with whatever work you're doing around a document. So the ECM capabilities of something like SharePoint are just part and party of the whole thing from our perspective. But increasingly I think this is going to be presented to individuals who are doing work in their work context. Project managers are managing projects, so if they have a community around the project they need a calendar, they need the task list, and they need the Gantt chart if that's the means by which they're trying to manage the project. They want the ability to instantly collaborate with others around any phase that they're in in that project, so they want that social capability available.

IDM: NewsGator provides an out-of-the-box solution to add social media capabilities for SharePoint. Is it something that people can build themselves if they have a wish to or the resources, and does it require extensive implementation and customisation from developers when you put it in?

JB: Certainly customers can take SharePoint as a platform and build out a bunch of capability. We don't find folks are doing that much anymore. Deloitte is one of our customers; they had 40 folks in India who were building this kind of capability out over about a nine month period when they came across our stuff and just said, "Oh, this is crazy. Why do we want to, let's devote those resources to things that are mission-critical and revenue generating for us, not to…"

So we tend to be bought as a way to achieve those objectives without having to build it, and we're not finding many folks who still want to go ahead and build, though in theory you could. In terms of the implementation work, it's a lot more about, I hate to use the term, change management: It's a lot more about, "Right, how am I going to think about adoption? How am I going to think about governance? How am I going to think about community management? How many communities should I set up initially and how should I pre-populate that with content?"

There is some UI and UX work that folks tend to want to think about as they deploy these kinds of things because it's usually part of a broader project, and maybe relaunching my intranet, whatever that may be. But more of the time we're finding on the part of our clients is spent on the process of making sure that they do this in a way that users are going to adopt and that the organisation's culture will support, and that's much more classic change management kind of work than it is system-integrated or technical work.

IDM: What's your take on Microsoft's Wave 15 update to SharePoint due out by early 2013. Will it still leave plenty of room for NewsGator?

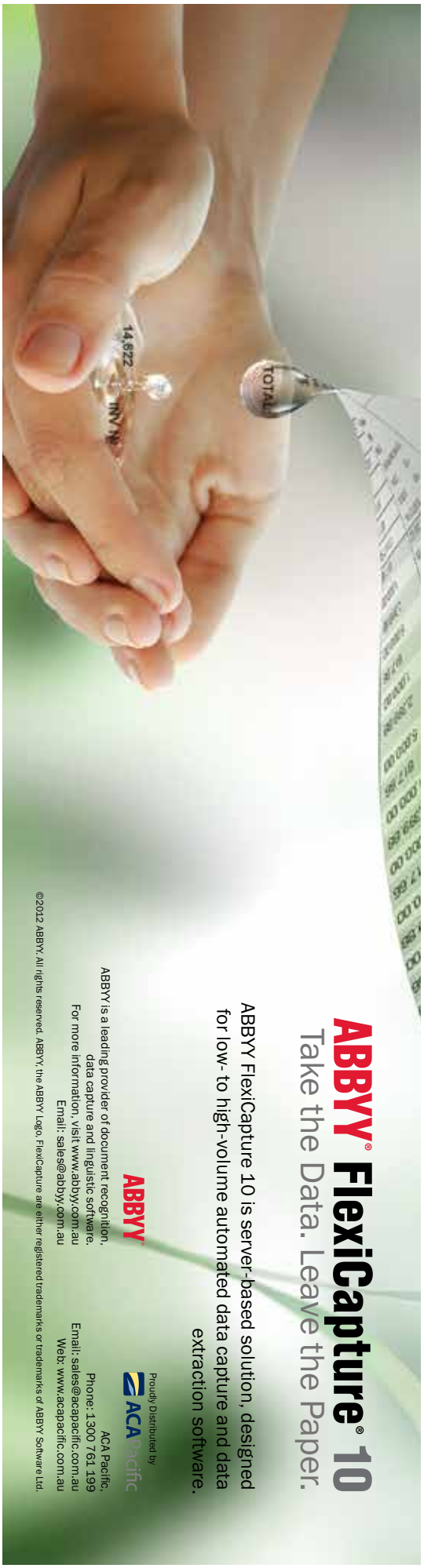
JB: Microsoft continues to innovate in its platforms, and invests heavily in making those platforms a lot more useful, but 95% of Microsoft's revenue comes from its ecosystem, so they're a platform rather than an application company.

Wave 15 is their next generation and we intend to leverage all that aggressively, just as we did when we went from 2007 to 2010. There wasn't a notion of tagging in SharePoint 2007. Well, they built that into 2010, such that we could just rely on that, rather than having to have that. The wikis in 2010 were pretty good, the blog capability was pretty good. That wasn't true of 2007, so things we had to do in 2007 version we didn't have to do in 2010; similarly the case with 15. Equally though I'd say it's not just SharePoint and Wave 15 that they're investing in that we find really interesting.

Azure with Office 365 in the Wave 15 context and beyond is going to open up entirely new SMB size markets that neither Microsoft have focused on tremendously. That's all incremental from our point of view.

Also eventually Skype will be integrated via SharePoint to add the ability to have that video connection, that rich video connection on a VoIP basis integrated in all of this. So the way that we think about Microsoft is they're constantly innovating platforms, they become ubiquitous across organisations; we think that the world that we serve is one that's moving so quickly that there's going to be plenty of room to innovate on top of those platforms.

But the platforms are going to move beyond just SharePoint in their world; there are going to be a variety of them.



What is your critical knowledge?

By Dr Vincent Ribière

Many organisations come to me with the "simple" question, how should we get started in Knowledge Management (KM)? My answer is often in the form of two questions: what are you trying to achieve with KM, and why a sudden interest in KM?

Different organisations have different reasons for implementing KM. Some of them might be of a strategic nature, for instance the company has an objective to become a learning organisation, or to be more innovative or to apply for an excellence performance award, or to fulfil the organisational learning aspect of their Balanced Scorecard. Other reasons might lie at a more operational level, like trying to learn better from past projects, transferring knowledge from different locations or from different generations of employees, improving different types of decision making, problem solving, or simply preserving knowledge. These are just some common examples.

There is no standard solution for implementing KM, many organisational factors need to be taken into consideration and different approaches can be considered. The approach that we use is based on the logic that at the beginning of a KM initiative it is almost impossible for an organisation to manage its entire knowledge capital.

So where should an organisation start, and what activities are important for it to begin with?

Identifying the critical knowledge domains of an organisation can be a good solution. Focusing first on the most important/strategic knowledge domains of an organisation, and particularly where risks associated with knowledge loss are high, is at the core of our approach.

What will happen if specialist/expert X suddenly left your organisation (new job, accident, retirement) after having accumulated so much experience in his/her domain? Do you have a backup plan?

Has the expert's knowledge been previously shared/transmitted to other employees? Has it been documented to some extent? How much time and resources will be required to regain this critical knowledge loss (if possible at all)? As you are starting to realise, identifying the critical knowledge of your business should be a priority.

How to get started?

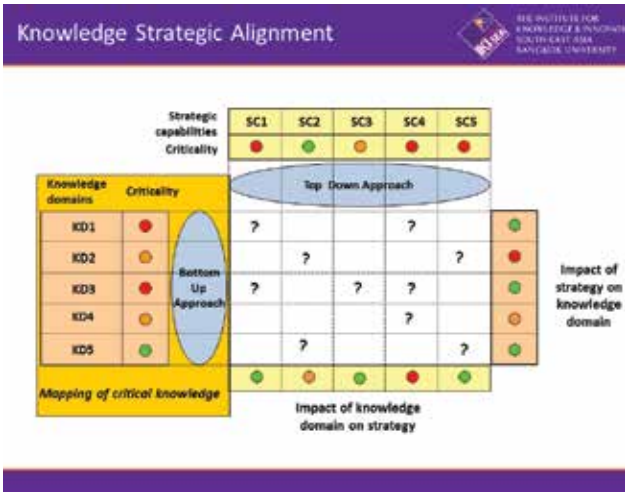
We believe that knowledge criticality is perceived in different ways by people at the operational level than by people at a strategic level, so the idea is to collect both points of view and to look for an alignment later on.

At the operational level, we usually develop a knowledge map that identifies the main domains of knowledge and their sub-domains.

For each sub-domain we interview experts to identify the level of criticality of the knowledge domains based on four main attributes: levels of knowledge scarcity; levels of knowledge usefulness; the level of difficulty of acquisition; and, of the use of the knowledge domains.

At the strategic level, we develop a strategic map that illustrates the main strategic axes and objectives of the company. For each strategic objective we identify the strategic capabilities required to reach the organisation's objectives. Strategic capabilities are also ranked by level of criticality.

Following this, comes the alignment phase where knowledge domains are cross referenced with strategic capabilities to assess which one supports the other the most (see illustration). The results of the alignment allow us to identify the most critical knowledge domains and their level of criticality, both strategically and operationally.



The next step consists of looking at what KM practices and tools could be used to decrease the level of criticality, decrease risks, and improve knowledge transfer. This approach is called MASK II and it was developed, tested and used by the French KM Club (Club de Gestion des Connaissances) which is composed of KM officers from large French organisations.

Among the actions that can be suggested, after the MASK II strategic approach, is documenting (eliciting) the critical knowledge of some experts. Eliciting the knowledge of experts, so it can be shared with their colleagues or transferred to next generations, is a way to reduce the risks of knowledge loss.

Different methods can be used to elicit/capture the knowledge of an expert. We usually use the MASK I method (Method for Analysing and Structuring Knowledge) for this purpose. It is totally different from the MASK II method previously presented. This method was originally developed in France for the needs of the CEA (Center for Atomic Energy). It allows for representing the knowledge of any expert using six simple models, which will lead to the creation of a "knowledge e-book" (Web based system).

In MASK the models are co-built with the expert during the interviews. MASK uses six models to structure knowledge under systemic, ergo-cognitive, psycho-cognitive, historical and evolution analysis.

In brief, the basic phenomena model is used to describe any type of phenomena (physic or not) where an event/triggers modifies the state of

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the source, producing a flow that will affect the target and generate the phenomena.

The concepts model describes and organises concepts like a mix of taxonomy, semantic network and object-oriented diagrams.

The activity model is like a workflow model describing sequences of processes and sub processes as well as resources and actors similarly to the Structured Analysis and Design Technique (SADT).

The task model is used to represent know-how and is a representation of the strategy used to solve problems. It gives a description of the task scheduling using a hierarchical decomposition of a high level task into lower levels sub-tasks.

By describing the evolution of objects and techniques across years and experiences the history model provides a contextual representation of the evolution. Finally, the evolution model reflects a mental analysis of concept evolution (how and why) and it is adapted from technology history theory.

The output of MASK is a set of interconnected models, which will become the content of the knowledge e-book (KeB). After various phases of validation (by experts, by peers, by management) the content will have to be formatted so users can learn from it and find what they are looking for.

In order for the KeB to continuously evolve and to involve the community interested in this topic in contributing, the KeB should be provided in a Wiki environment. It will allow users to edit the content of the book by adding, updating, and modifying obsolete content.

Such a dynamic system can be used for training purposes and/or as a reference for other employees in the field, and/or to support Communities of Practice (CoP) activities. This methodology has been successfully used in various International companies. We often work with technical knowledge, but all kinds of knowledge can be represented and captured using this technique, from cooking, to perfume creation, to rocket ship design!

If you are interested in learning more about these two MASK methods, I will be delivering 2 workshops on these topics at the KM Australia conference (www.kmaustralia.com) on July 26th or you can directly contact me by email at vince@vincentribiere.com

Nuix expands ediscovery range

Nuix has announced two additions to the Nuix Investigator suite of products to allow corporate, law enforcement and regulatory investigators to search and analyse data across multiple devices and forensic images.

Nuix Enterprise Investigator is a new single-computer application for data sets ranging from individual devices to seven terabytes. Nuix Investigator Pod is a multi-server hardware and software solution for up to 500 terabytes of digital evidence, and can process up to 100 million emails and documents per day. Nuix also offers Forensic Investigator and Workstation Investigator products for smaller cases.

The Nuix Investigator range features an Evidence Pre-Filter function which enables investigators to triage tens or hundreds of terabytes of digital evidence so they can prioritise the most critical information first.

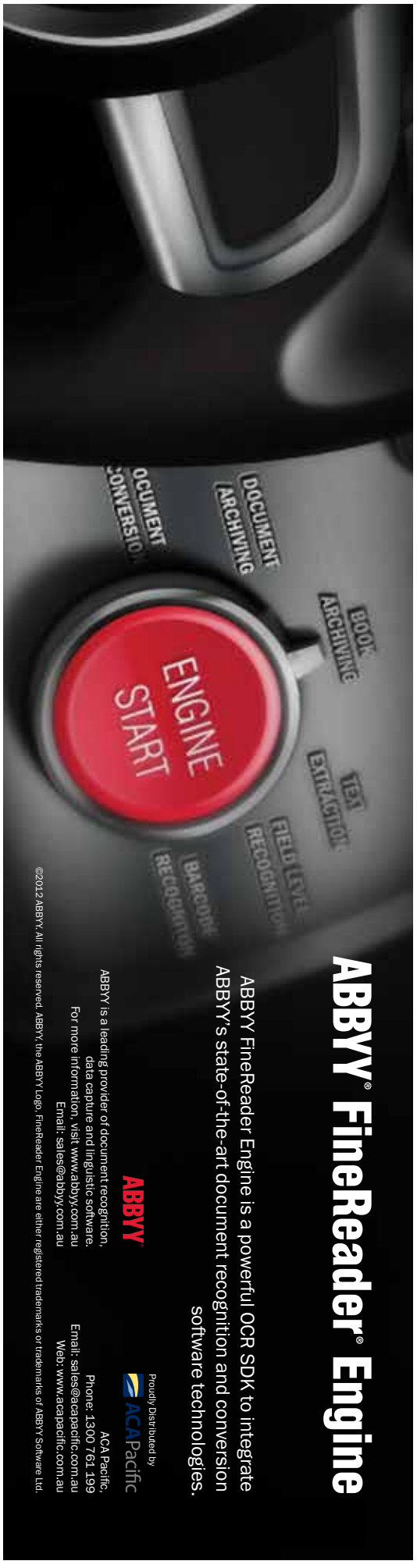
Nuix Investigator extracts the what, when , where and who of the case from hard drives, forensic images, smartphones, memory cards, all email formats, cloud services such as Hotmail and Gmail accounts, and corporate repositories including Microsoft Exchange, Lotus Notes and Microsoft SharePoint. The software automatically identifies and cross-references key intelligence items such as names, email addresses and phone and credit card numbers. It then correlates these items to show connections across multiple data sources and investigations.

Metadata cleaner adds mobile security

Workshare, a provider of document collaboration software, has announced a range of enhancements to its server-based metadata cleaning solution to protect confidential information from being inadvertently shared by mobile and webmail users.

The new option contained in Workshare Protect Server 2.2 can provide alerts to users who send emails with attachments that include hidden information. It identifies emails that include documents with hidden content including comments, forgotten track change edits, and more, and can send a notification email back to the original email author.

PDF metadata cleaning can scrub document properties including title, subject, author, manager, company and more; while support for Exchange Server Journaling, reducies the number of journal reports delivered to the Journal mailbox on Exchange when the special Plugin is installed.



DAM GOOD FUN

Sydney's Luna Park has got image handling up to speed with a sophisticated digital asset management (DAM) platform from Canto Cumulus

There are around 120 staff on the Luna Park corporate network, managing the operations of the iconic Sydney harbour theme park and function venue. The park is an increasingly popular location for concerts, corporate functions and weddings.

Keeping a database of historic images is one function of the DAM, as well as a growing library of images picturing the different configurations of the venue used in marketing the facility. The images had previously been stored on a custom image library that had been developed over a period of five years.

Craig McDonald, the Luna Park IT Specialist implementing Cumulus, said the custom solution had become unwieldy and was underutilised.

"It didn't provide the functionality that we needed, which we now get from Cumulus"

Previously, images were stored in a wide variety of locations, on CDs and on the corporate fileserver .

A large historical database of film photographs also needed to be scanned and imported into Cumulus. Duplication of images was a major issue, with multiple copies of a single image occurring in different locations

To remove the duplication in an automated fashion, Luna Park employed a software solution called Easy Dedupe (www.easyduplicatefinder.com) that scans a store of files and compares files by comparing metadata and file size to identify likely duplicates. Then the user can select the one file that they want to keep. This was able to remove gigabytes worth of duplicates over different departments and Luna Park was left with around 35,000 files to import.

The job of deduplicating, importing and cataloguing all the images with associated metadata will eventually take around 12 months to complete, and when IDM visited the job was about ⅓ of the way done. The DAM project required six months of design and setup before Cumulus was deployed

The metadata challenge for categorising images stored on the DAM was complicated by the different levels of copyright for different images. In some cases the copyright for images is owned by Luna Park, whereas for pictures showing a particular function has been setup for a particular client, the copyright is retained by the function organiser

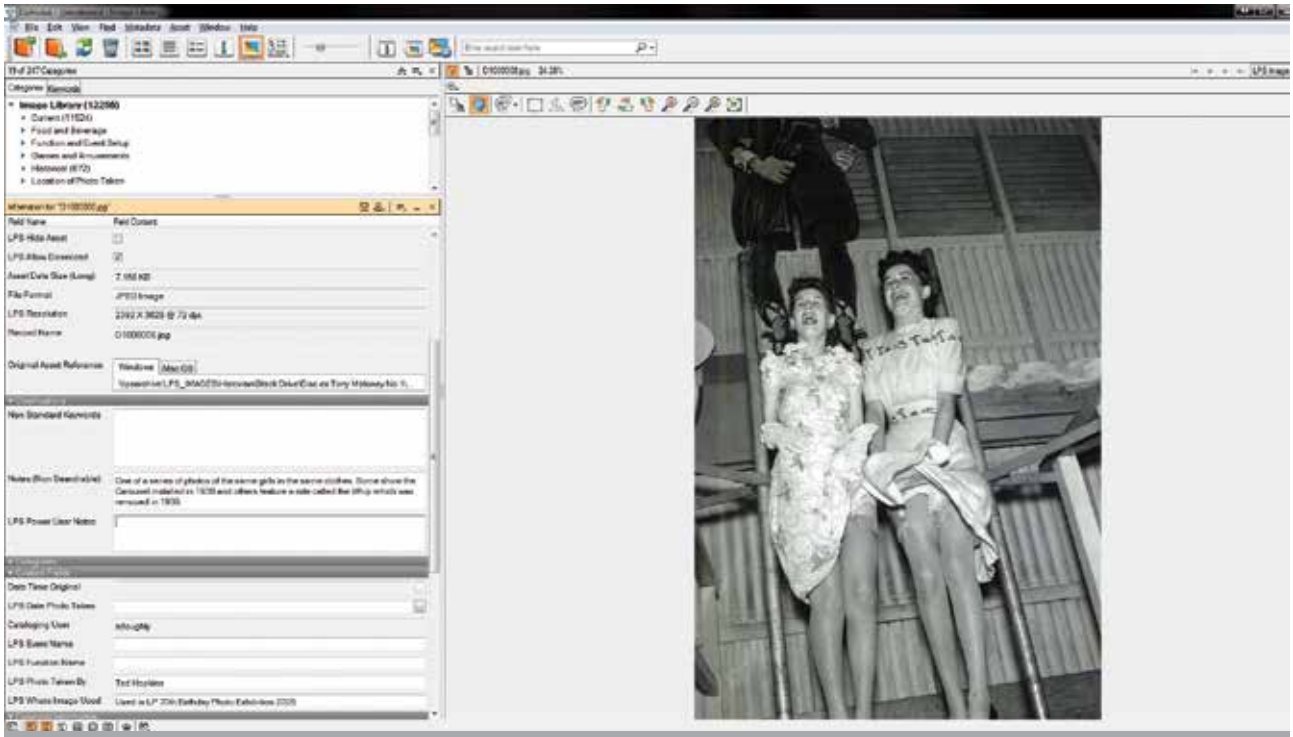
In December 2011 Luna Park upgraded from the Workgroup version of Cumulus 8 to the full Enterprise edition and expanded from 3 to 10 client licenses.

"WE NEEDED A DAM THAT ALLOWS US TO DOCUMENT THE HISTORICAL INFORMATION WE KNOW ABOUT AN IMAGE IN THE METADATA," - CRAIG MCDONALD, LUNA PARK IT SPECIALIST.

This provided better user administration for the IT department enabling better integration with Active Directory with "Roles" and "Extended Permissions" giving permissions at an asset level not just at the catalog level.

On the roadmap is a push to begin adding a large library of multimedia content to the DAM. This will include TV rushes from commercials, the raw shoots of TV advertisements, as well as radio commercials, and other audio content.

"We needed a DAM that allows us to document the historical



The Cumulus interace (above) used to maintain a large catalogue of images, documenting the screams and smiles of fun park patrons from the 1930s to today.

information we know about an image in the metadata, however the image library is just one part of what Cumulus will be used for in the long run."

"It will also become our document management platform, we will import policies and procedures, venue plans, construction & architectural diagrams that currently sit on our fileserver. Having them available via the DAM will improve search and access."

There is a lot of paperwork involved in running an Amusement park. Each ride needs to be inspected daily before the park operations and a signed report kept on file. These documents are currently scanned to file once a month then compiled onto a CD along with reports from catering and First Aid and other departments.

Ultimately the DAM will also act as a way to provide public access to content that is able to be shared, such as historical images of the park, once the Cumulus Sites Web access module is deployed during 2012.

This will give students access to images and information about Luna Park Sydney for school projects and assignments as well as sending potential clients images of function setups in the venues.

"The sooner you switch to a system like Cumulus the better you are off. We have experienced a lot of pain in deduplicating our image archive so the sooner you make the decision to go a DAM the better," said McDonald.

"After we had grown frustrated with the existing image library, we did some research and found Cumulus.

"Once we contacted DataBasics they had a technician come down and spend four days with us to get us started, the install only took one day and the rest was training to make us self-sufficient. Throughout the implementation period we needed assistance in setting up custom record fields and additional record view sets which the support team from DataBasics was always there for with a speedy response."

Cumulus was installed on its own virtual server with large amount of storage space and will be used across Windows XP, Windows 7, and Mac OS X platforms.

Collaboration makes for happy bankers

A long term project to migrate to a SharePoint 2010 intranet at the Bank of New Zealand (BNZ) has required a major focus on the fundamentals of information management.

BNZ is one of the largest and oldest banks in New Zealand. Founded in 1861, BNZ operates 200 branches and has over 5000 employees. BNZ, which is a subsidiary of the National Australia Bank Group, also offers a full suite of insurance services and provides financial services to commercial and agricultural businesses.

Mick Gasson, Project Manager for BNZ, said, "There is no centralised knowledge management group within the bank so we have had to build some of the fundamental cornerstones of information architecture for this project, in order to implement an intranet based on metadata."

The bank is migrating to a new SharePoint 2010 integrated intranet platform that its entire staff will turn to rather than seeing the intranet, Team Sites and document repositories as separate platforms. BNZ's existing intranet was built in 2001 and now runs on an unsupported version of the Vignette web content management system (CMS). Lotus Notes is the BNZ email platform.

"The existing intranet has some publishing bottlenecks," said Gasson.

"There are approximately nine authorised content publishers and an unwieldy interface to publish content to the intranet, so people instead publish content to their SharePoint Team Sites which become their sources of the truth.

"We also found a lot of documents being created as PDFs and published to the intranet as this was an easier process."

SharePoint has been widely deployed across the bank and there are now four different platforms in use.

"SharePoint has gone quite viral, with large numbers of Team Sites on 2007 becoming silos of information," said Gasson.

The aim is to migrate all these platforms to SharePoint 2010 so that searching and finding information becomes easier. An initial pilot of a SharePoint 2007 MySites was rolled out in 2010 to 1000 users but was not widely adopted.

"BNZ is a large organisation and can be slow moving. This is a large cultural change so we had to go through some pain to learn what we needed to do," said Gasson.

A new SharePoint 2010 portal page and news hub was launched in September 2011 developed in partnership with New Zealand SharePoint agency KnowledgeCue.

> ONE OF THE FUNDAMENTAL BUILDING BLOCKS THAT HAD TO BE IN PLACE BEFORE THE CONTENT MIGRATION WAS A STRUCTURED CORPORATE TAXONOMY.

This provides BNZ staff with a customisable home page (MyHome) and news hub that acts as an entry point to the existing Vignette intranet, SharePoint 2007 Team Sites and document repositories.

The MyHome page is able to be customised with individual Web parts maintained by separate business units, and incorporates a news feed provided via the Newsgator platform.

The news hub was selected as a "quick win" that could be easily implemented and provide a way for staff to become first acquainted with the SharePoint look and feel. The aim was to make it a more collaborative page and allow anybody across the organisation to contribute news.

Meanwhile the big job is still underway behind the scenes to migrate the existing Vignette intranet content into the new SP2010 intranet

"Policies, Procedures, Forms and Reference Material are being

Individual My Home pages are customised for different business units, which are able to publish their own widgets with links back to CRM and other backend systems. The newsfeed individualised for business units is provided by Newsgator

migrated into SharePoint 2010 catalogues and then we are surfacing that content onto the intranet pages using metadata and SharePoint search," said Gasson.

The projects change management team has organised a large team of change champions devoted to communicating the changes across the bank, with champions appointed in each store.

One of the fundamental building blocks that had to be in place before the content migration was a structured corporate taxonomy.

To undertake this BNZ engaged a specialist consultant Trish O'Kane of Knoware.

The BNZ taxonomy is stored in application called Abacus. This feeds XML into another application called Layer 2 which publishes into the Term Store Management Tool in SharePoint 2010.

The end goal is to integrate navigation to individual Team Sites from the intranet and provide search across the whole enterprise.

Team Sites will host information and training material for individual business units, whereas the intranet will host resources meant for the entire enterprise.

"We tried to roll out enterprise search twice but there were problems with permissions in Team Sites that we are fixing by individually reviewing all of those sites," said Gasson.

"We also need to communicate the message that enterprise search is a view of the information that individual staff members can actually see as opposed to their current understanding of search which is based on their experiences with Google."

To handle the large user population there is a SharePoint 2010 farm environment on scalable virtual servers. This is replicated four times to give four separate environments: development, testing, production and failover.

BNZ will also use SharePoint to provide new business intelligence (BI) tools to analyse monthly profit-and-loss statements and other financial information, to compare branch performance against targeted goals.

This will allow employees to use PowerPivot for SharePoint and share and collaborate on their analysis by publishing it directly on the intranet; automated feeds from BNZ core systems will update information at specified intervals.

(This article is based on a case study presented at the New Zealand SharePoint 2012 conference in Auckland)

Wizards work magic at Standard Chartered

SharePoint has redefined knowledge management and collaboration for Singapore-based Standard Chartered, a bank with more than 80,000 staff located in 1700 offices in 70 countries across the globe.

A new SharePoint 2007 intranet was introduced in 2010 while the bank uses FileNet for enterprise content management (ECM).

Piyali S Gupta, Head of Digital Collaboration for the ECM Programme at Standard Chartered, said "Staff are now working more efficiently via SharePoint. Collective working is now more evident and even non-contributors can have an overview of the changes being proposed via features like version history.

"Our Intranet is also on SharePoint, which means fewer emails about news, announcements and internal campaigns. All of that can now be found in one central place. The Intranet is now on a distributed publishing model, meaning more contemporary content published closer to the source in a timelier manner."

"We leverage SharePoint heavily for our knowledge base. Our Corporate Memory is being built on SharePoint via the various applications we've implemented. Together with the proper taxonomy and governance, SharePoint has become the de facto home for contributing and retrieving knowledge. We are also considering leveraging MySite and the people search capability in SharePoint to extend social capability, especially on the expert finder area."

KM Framework

Standard Chartered has developed a Knowledge Management Framework as a reusable SharePoint application. It uses the default SharePoint features together with some minor customisation and third party tools, to provide a structured way of sharing past project experience, corporate knowledge, and best practices.

iMeeting is a SharePoint Meeting Workspace application that has been launched globally by Standard Chartered. It store conversations in a structured manner, making retrieval of meeting information easier, and encouraging pre-meeting conversations.

TeamSites are also making a big impact and the number deployed has grown to over 11,000 sites in 2012.

A self-service platform called the Team Site Creation Wizard is available to staff. The wizard is a customised application where anyone in the organisation can request a Team Site with standard out-of-the-box features from SharePoint. The request will flow through an automated approval workflow and a new site will be created under the appropriate taxonomy.

"By providing a self-service platform, we have lowered the entry-barrier for people who want a collaboration and communication platform. The usage volume tells us that this model is well received and is helping people collaborate in their day to day activities," said Gupta.

"We have not officially launched MySites or blogs in a big way as we find these features in SharePoint 2007 are not intuitive enough for non-tech savvy users. More staff now upload documents on SharePoint and send a link rather than attaching the document in email.

(Continued over)

SharePoint Governance has a problem of perceptions

By Christian Buckley

SharePoint governance has become yet another platitude: there is a lot of discussion around it, but the lack of a unified definition and a shared understanding of what is to be accomplished can stunt progress. The first step in eliminating the platitudes and clarifying your governance strategy is to understand and document perceptions as part of your planning.

Planning generally takes a back seat to getting SharePoint deployed and functioning, and governance is too often viewed as a planning luxury. Companies don't think about it until they experience pain.

It is important to have a shared definition of governance, to be clear about roles and responsibilities, and to understand where gaps may exist between corporate governance strategies and how organisations, business units, teams and individuals are using SharePoint. But different people within your organisation have different views, or perceptions, of where you are – what state you're in – when it comes to governance.

On a recent visit to Australia to participate in the 4th annual Australian SharePoint Conference, which took place this year in Melbourne, I was also able to present to the Perth SharePoint User Group on the subject of governance. As I shared in Perth, my definition of governance is: "taking action to help your company organize, optimise, and manage your systems and resources."

My presentation to the Perth SPUG outlined important preliminary steps to governance, as well as areas of focus which every planning effort should include.

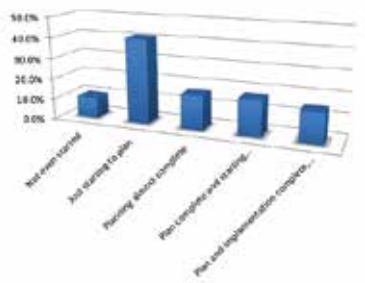
Two primary prerequisites to successful governance planning are: understanding the business value of SharePoint (what it will do for your business) and clarifying the scope of what is to be built before you start building (understand the scope and the impacts). From a practical standpoint, there are five key areas of focus that every successful governance strategy must include.

First and foremost, it is critical to have a detailed plan for information architecture, with an agreed site structure and initial taxonomy, with roles defined for maintaining both.

Second, an organisation needs to clearly define and communicate policies and standards for using SharePoint, and the processes necessary to manage these policies.

Third, be clear on ownership and accountability at each level of the environment, from farm-level management down to administration of sub-sites.

How far along are your organisation's SharePoint governance efforts?

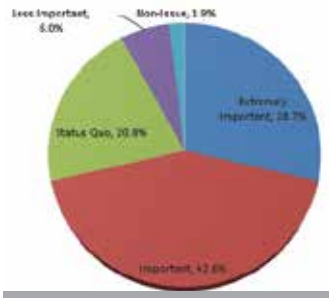


Only 26% of identified as having policies, roles, and plans as being well-defined. Additionally, 51.3% admitted that they had not yet started planning, and were just getting their planning efforts underway when it came to governance. The second part of Axceler's four-part SharePoint governance survey, seeking to understand how companies is now available at https://www.surveymonkey.com/s/govsurvey2.

Fourth, enlist measurement and reporting to gauge the use of SharePoint, and help the organisation to better understand activity and inactivity as a way of improving the other categories.

And fifth, employ an automation strategy as a way to improve efficiencies and increase productivity. There is a global disconnect between governance planning and managerial buy-in to planning activities. Many have difficulty convincing management of the return on investment for making governance a priority, even though history has shown that when environments lack governance standards, costs increase and productivity decreases.

How important is SharePoint governance in your 2012 planning?



A survey commissioned by Axceler found more than two-thirds of the respondents consider SharePoint governance to be extremely or very important to their organisations. Yet nearly half of those same respondents confirmed that SharePoint governance policies do not exist or are undefined.

According to SharePoint expert Paul Culmsee, co-founder of Perth-based Seven Sigma, and co-author of the new book *The Heretics Guide to Best Practices*, governance itself "is a means to an end. Your goal is not to deploy SharePoint, but to use SharePoint to solve a business problem."

With that in mind, proper SharePoint governance can help clarify responsibilities and access levels to various members of an organisation to ensure SharePoint runs smoothly. It may address individual and group roles and responsibilities, as well as policies around hardware, storage, operations, locations, application use, branding, configuration, navigation, training and support.

Building on that definition, SharePoint governance can be described as a set of guidelines for how SharePoint will be used within an organisation. It is a set of rules and procedures to help inform deployment, configuration, and management of SharePoint.

Proper SharePoint governance assigns responsibilities to various members of the organisation to ensure that SharePoint runs smoothly.

In short, SharePoint governance determines how SharePoint will run, who will do it, and what equipment will be used. One of the keys to SharePoint's popularity is its ease of use. After SharePoint is installed, users can create collaborative websites in minutes. But because it is so easy to build new sites, SharePoint environments can grow quickly and become unwieldy. People with very little technical knowledge of the platform can do a lot with it. If administered wisely, SharePoint can be a tremendously powerful resource.

Teams that recognise the importance of early planning (information architecture, policies and procedures, permissions) tend to be much more successful with their deployments – and report much higher end user adoption rates. That is why a SharePoint governance plan is essential.

Rules, technology, responsibilities, policies and protocols need to be written out in advance. A SharePoint governance plan holds the whole operation together, and helps the organisation to measure the success of the environment.

Christian Buckley is a SharePoint MVP and Director of Product Evangelism at Axceler. Contact him via email at cbuck@axceler.com

Social media off the record in NSW

A survey of social media usage at NSW state and local government agencies has found record-keeping practises are not keeping pace with uptake of the Web 2.0 tools. The survey of 59 agencies by NSW State Records found FaceBook leading the way in social media adoption but strategies for recordkeeping are either not in place or rely on simple techniques such as manual screenshots.

More than 60% of agencies are using FaceBook and Twitter, primarily as a way to promote the organisation or publicise events or services.However 30% of agencies are using Yammer for internal collaboration, and most organisations indicated that they are using more than one social media application.

More than a third employ social media as a mechanism for internal advice, discussion and collaboration, while 10% are using it to collaborate with external business partners.

Other key findings included:

- 59% do not capture records of their business conducted via social media, 22% sometimes capture records, 20% capture records;

- Of those surveyed who do not capture social media records, or only sometimes capture these records, the majority report that they do not have the tools to enable them to capture social media records;

- 34% who capture or sometimes capture records use manual screenshots. 29% use a third party tool or service; and

- When asked if they were investigating any methods or tools for capturing records, 34% of those surveyed answered no.

Evidence can't hide in the cloud

The recovery of evidence held in popular cloud storage services Dropbox, Google Docs, Google Drive, Skydrive, and Flickr is now able to be performed by Internet Evidence Finder (IEF) software. IEF v5.5 supports the recovery of cloud-based evidence from computer hard drives and live memory.

"Cloud storage usage has exploded as people want to share & access their files wherever they are around the world. The positive news for investigators is that there is a wealth of evidence left behind on a hard drive and in RAM when using these cloud services.," says Adam Belsher, CEO of JADsoftware, creators of Internet Evidence Finder.

Evidence recovered by IEF varies by cloud service, but can include file names, usernames, user ID, dates, times, and file sizes.

IEF can also recover data left behind within social networking artifacts, instant messaging chat applications, popular webmail application, web browsing history, and peer-to-peer file sharing applications.

IEF v5.5, which includes the new cloud capabilities, will be generally available on June 25, 2012 for the existing IEF price of $US999. Free trials will be available from www.jadsoftware.com

Wizards work magic at Standard Chartered

Continued from page 27)

With SharePoint they can easily track and collaborate on shared documents, compared to having to rely on emails. Also, having it in SharePoint provides "the one version of the truth" for a particular document.

Standard Chartered deployed the SharePoint 2007 intrant via its own internal technical team after engaging consultants to help on the taxonomy, design and usability.

"It's a combination of corporate taxonomy fixed at a higher level, and user determined taxonomy underneath that. This could be complicated at times and we're looking for ways to improve it," said Gupta.

Content migration

Content was migrated from an earlier CMS by having various business units move their documents over manually.

"The governance took a lot of thought and was a long process," said Gupta.

"For starters, we have groups of designated publishers, authors, and approvers for Intranet news publishing. Subsequently, we also set up a super-user group with governance responsibility for the respective business functions."

An Archiving and Storage Optimisation strategy was introduced in 2011 after it was found that content was not being removed after its useful life had passed.

"The cost and performance implications were snowballing with the growth in SharePoint adoption. Hence we undertook a rule based Storage Optimisation and Archival Strategy, which has also been endorsed by our Compliance team," said Gupta..

One of the governance issues that is hoped to be addressed in a future upfgrade to SharePoint 2010 is inconsistent application of metadata when content is published to self-service Team Sites.

"Enforcing metadata discipline has been, admittedly, inconsistent. We are exploring how we can address that with the metadata capability of SharePoint 2010," said Gupta.

ERP'S missing piece

Why don't vendors of ERP or financials software include invoice automation as a native feature of their products? The task and procedure of getting invoices and information into an ERP system or financials software is a manual process in many organisations that creates additional headaches and costs that negatively impact the bottom line profitability.

There is a wide variety of different ERP applications for medium to large businesses. SAP, Oracle and Microsoft Dynamics lead the way but there are a vast number of alternative ERP platforms from vendors such as Epicor, IBS, Sage, QAD, NetSuite and TechnologyOne.

For SAP, Oracle & Microsoft there are a host of invoice automation offerings (*see the Invoice Processing Enterprise Guide on Page 36-37 of this edition for a comprehensive list of solutions*)

There are thousands of different invoice processing applications in the world, and many different workflow platforms to route the invoice once it has been scanned and captured or deal with a PDF or image attachment that arrives by email.

Despite a lot of claims for EDI overtaking paper invoicing in the 90s, the revolution has not been widely adopted.

Organisation such as Basware and Ariba (just acquired by SAP) are attempting to establish payment networks that link suppliers and customers to provide end to end purchasing and invoicing, but the vast majority of organisations treat their financial processes as islands.

SAP & OpenText

SAP has developed a close relationship with OpenText and offers OpenText Invoice Capture Center for SAP Solutions (ICC) as an option for SAP Invoice Management by OpenText.

Mark Frear, head of solution management, SAP ANZ reports that local success is gathering momentum since its introduction in early 2010 .

"These joint solutions go through our internal testing and roadmap planning resulting in a best-in-class solution, where to the customer, there is no distinction between these solutions and core SAP products. The product is so well integrated that Invoice Management uses the native ERP configuration, security, user, role and workflow capabilities, and the OCR can be validated against all the important reference data to ensure maximum read rates, which in Australia is exceeding 95% accuracy for header data, driving huge efficiency gains.

"Partnering with OpenText included access to OCR algorithms (one of a limited number in the world) and the opportunity to integrate those technologies into SAP products." - Mark Frear, head of solution management, SAP ANZ.

"In our experience the resolution of errors arising from mismatches between ordering, invoice and goods receipt is where the most time is consumed. A system delivering the user an automatic notification informing them of what is actually incorrect, giving all the details on one screen (including the scanned image), allowing one click resolution in a familiar screen will deliver the best business productivity.

SAP has recognised that while automated interfaces and EDI have gone so far to alleviate data input it has had limited success where smaller trading partners were involved, as the cost of "on boarding" became prohibitive. "

Recently SAP acquired Crossgate's cloud service which allows trading partners to submit, to a central hub, invoices in the manner most convenient to them (fax, email attachments, EDI, etc.) which are converted automatically to the EDI format for the recipient. The cloud service performs the on boarding process and provides the translation technology. This provides an inexpensive way to achieve EDI like commerce and can extend beyond invoices, to the whole cycle of purchase orders, advanced shipping notices, remittances etc. There are 30,000 companies connected into the Crossgate cloud hub.

"This eliminates paperwork and allows transparency e.g. around shipment and payment statuses," said Frear.

"However EDI only deals with the "data capture." Business rules around mismatches and missing/invalid data still need to be applied and "work flowed" around the organisation, and as such, SAP & OpenText's solution supports 'any channel' input."

"In reality the business process should be designed to capture some information, process the next task then add some further information. Thus the input of an invoice can be accelerated if the operator references to the Purchase Order and only makes changes to that based on what was actually invoiced. OCR will improve efficiency in this area but it is not the major area for business improvement – process visibility & governance is the key." said Frear.

"In our experience the resolution of errors arising from mismatches between ordering, invoice and goods receipt is where the most time is consumed.

"A system delivering the user an automatic notification informing them of what is actually incorrect, giving all the details on one screen (including the scanned image), allowing one click resolution in a familiar screen will deliver the best business productivity," he said

ReadSoft

Jeff Leibovici, Director of Sales - SAP at ReadSoft Oceania, said, "The core of any ERP package is supply chain, its finance, its HR and payroll, that's the heart of their business. ERP vendors provide the basics if you will, and companies like ours extend the functionality of the core offerings. "

ReadSoft offer a scan, match and workflow solution for P2P automation that is highly specialised for SAP and Oracle ERP.

There are more than 30 SAP sites in Australia and New Zealand that have adopted ReadSoft solutions for AP automation, including Rio Tinto, Orica, Fortescue Metals, Incitec Pivot, Caltex, Goodman Fielder, Coca Cola, NSW Police, NSW Roads & Traffic Authority, Monash University. Service First, NSW BusinessLink.

"Our AP (P2P) solution for SAP adds additional functionality within SAP in a simple and cost effective way.." - Jeff Leibovici, Director of Sales - SAP at ReadSoft Oceania

ReadSoft also powers AP automation at a number of Oracle sites include Queensland University of Technology (QUT), Boral and Leighton .

Automated Invoice Processing is offered as an optional line item for Oracle's next generation Fusion Applications. There is one organisation in the region based in Singapore which is currently implementing Fusion Financials.

Oracle says it intends to offer the same internal AP automation capacity for its Oracle E-Business Suite, PeopleSoft, Siebel and JD Edwards software but has not indicated when it expects this will be available. Most organisations will turn to a third party systems integrator or solutions providers to provide them with the ability to extract information from paper or PDF invoices and interface to their financials/ERP.

Lee Fisher, Chief Executive Officer of solutions provider Efficiency Leaders, said, "Whilst organisations are becoming increasingly aware of the burden of manual processing of documents, it is always going to be challenging for ERP/finance system vendors to provide the level of personalised automation intelligence to answer the very specific business rules/processes of each end user customer.

"The level of research and development that has evolved over many decades is a discipline in its own right and while, on the surface, it may seem attractive for some ERP vendors to incorporate capture into their offering, capture alone is only a small piece of the puzzle. I believe that organisations are looking for enterprise ready technologies that can address all business unit concerns, within the one processing platform.

"Implementing capture at the front end is a critical step to answering all information processing procedures. However, the benefit of partnering with a specialist integrator, like Efficiency Leaders, is the unique specialist knowledge and experience within our team that can turn creative innovation into meaningful business logic, eliminate the data entry effort and minimise human validation/rework, not just for the Accounts Payable function but across the entire enterprise."

"Far too often we see organisations crying out for help because they have two, three, four or more silo systems in place to answer different business unit issues.

"It's inevitable that the majority of organisations have more than one back end system and therefore the significant effort and costs associated with any capture solution provided by each vendor of back end systems would be duplicated, leading to inefficiencies and ROI concerns.

International Business Systems (IBS), a global integrated ERP and supply chain provider with a customer base in Australia, has recently dropped development of its own Accounts Payable Workflow platform, instead choosing to partner with Medius to offer its workflow tools to IBS enterprise customers.

Lars Mellergaard, Managing director of Australian Mediusflow reseller Sigel said the business challenge of AP automation was not a main priority for ERP vendors.

"They have other priorities such as improving functionality to lower inventories, management of storage and workforce efficiency in the warehouse, lean manufacturing, order management, electronic trading, etc."

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EzeScan adds Line Item capture

Outback Imaging has enhanced its EzeScan invoice data capture solution with the addition of a Line Items Capture Module.

Mike Kirkby, managing director of Outback Imaging, said, "We are proud to release our new Line Items Capture Module which will further reduce the valuable time and money our customers are spending on manual data entry."

Both the Line Items Capture Module and EzeScan's Discovery module utilise EzeScan's 'Smart Template' technology to automatically search and capture key information on documents such as invoices on the fly.

Output scanned images can be automatically uploaded to supported EDRMS/ECM systems. The captured invoice metadata can be output for upload to finance and other line of business applications.

Development of the Line Items Capture Module was enabled by the recent introduction of a second generation optical character recognition (OCR) engine into the EzeScan product.

EzeScan now includes an additional algorithm to search for invoice values like Net, Gross and Tax total. This will result in higher accuracy in looking up these totals on supplier invoices.

KFI Exception processing now allows an operator to route a document to an exception queue and include an exception definition.

EzeScan appends the exception definition to the exception file name. When the operator is processing the exception queue they can now easily identify the document and the reason for the exception

Converga delivers APAC e-Invoicing platform

A new business e-invoicing platform is being launched by automation and BPO company, Converga and enterprise purchase-to-pay specialist Palette Group, aimed at companies in Australia and the Asia-Pacific region.

Converga eInvoice is a platform powered by PaletteConnectivity Services (PCS), part of the PaletteArena accounts payable suite, designed to help companies cut their transaction costs, speed up invoice processing times, and enhance supplier relationships.

The platform provides transaction brokering between buyers and suppliers, enabling invoices to be delivered, received and processed electronically as easily as an email.

This streamlines accounting processes by cutting out paper documents.

Converga eInvoice enables both suppliers and customers to choose their preferred formats for invoices and enables easy integration with ERP and other business systems.

Paul Bellette, Converga's General Manager Sales and Marketing said: "The Converga eInvoice enabled by PCS gives users the functionality and flexibility they need to quickly migrate their processes and start realising the benefits.

"We're already seeing strong interest from our customers: at launch we expect to be handling over 60,000 invoices per month, and this is likely to double by the end of 2012."

UnitingCare adopts $400K Basware P2P solution

Basware will deliver a Purchase to Pay (P2P) solutions to Australian not-for-profit, community services provider UnitingCare NSW. ACT in a deal that exceeds AUD$400,000.

The solutions will be implemented across UnitingCare NSW. ACT's services across the state of New South Wales and the Australian Capital Territory.

UnitingCare offers aged care and disability programs, services for vulnerable families, children and young people and quality early childhood education and care.

"Secure administrative and financial processes are vital to providing high quality care services to the community," said Rev. Harry Herbert, Executive Director of UnitingCare NSW.ACT.

"Working with Basware to streamline these aspects of our business, allows us to dedicate further resources to providing frontline services."

Europe wastes billions on paper invoicing

Ricoh UK is urging public sector bodies across Europe to adopt electronic invoicing, with new research revealing that European governments could save at least 40 billion euro annually, by further embracing the digital economy and moving to electronic invoicing.

In the UK alone the saving is 4,400 million euro. The figures are included in a new report from Billentis and sponsored by Ricoh, which identifies the public sector as one of the largest sectors in terms of invoice volume, estimating that 45-65 per cent of all companies supply goods or services to the sector.

The report also states that while the proportion of business and government invoices sent electronically this year is predicted to be around 30 per cent higher than in 2011, penetration is still low, with only around 18 per cent of all invoices in Europe likely to be sent in this way. This is despite the European Commission's aim for e-invoicing to be the predominant method of invoicing by 2020 and actions being implemented through the European Union's Digital Agenda to remove the barriers to widespread adoption of electronic invoicing.

"With the European economy still in recovery mode, and governments constantly looking for new ways to make savings, adopting electronic invoicing is an obvious choice," said Chas Moloney, Director, Ricoh UK.

Other key findings from the report include:

- Globally, only five per cent of invoices are sent electronically;
- The larger the organisation is, the less likely it is to know its actual invoice volumes;
- 10-15 per cent of invoices require a reminder, adding to the overall time and cost of the invoicing process; and
- 10 per cent of manually entered data contains an error.

Brickworks builds a digital future with Efficiency Leaders

Australia's leading building products manufacturer, Brickworks Limited has gone live with accounts payable (AP) automation including complex routing for review/approval and receipting for processing invoices in Australia. It intends to roll the system out across New Zealand in late June.

The platform was implemented by Australian and New Zealand solutions provider Efficiency Leaders, utilising Kofax scanning software with workflow implemented on the Efficiency Leaders Automation Platform (ELAP).

Listed on the Australian Stock Exchange since 1962, Brickworks Limited is comprised of three divisions - Building Products, Land and Development and Investments. Brickworks Building Products has a long history as a supplier of building materials dating back as far as 1908. The company has a portfolio of well known brands such as Austral Bricks, Austral Masonry, Austral Precast, Bristile Roofing and Auswest Timber.

Brickworks employs over 1200 staff and has operations at over 65 different locations across Australia and New Zealand as well as a distributor network that supports export sales to countries such as Japan, Taiwan, Korea and the Middle East

General Manager Finance, Damien Frost, arrived at the company in 2007 to find a paper-based workflow in place to deal with around 10,000 invoices a month.

"Invoices getting lost was quite common and they bounced around different locations trying to find the right person to approve them," said Frost.

The typical flow of invoice processing was to create a manual purchase order, then upon receipt of the goods the invoice would be stamped, reviewed and approved by a manager who would sign it and then send it to accounts payable with the purchase order attached. The data would be keyed into the ERP system, generate a batch that would be reviewed by a manager who would manually review the invoices again before the batch was released for payment.

"THERE'RE A LOT OF SOLUTIONS OUT THERE FOR AP SCANNING BUT WE CAN SEE OTHER OPPORTUNITIES IN CUSTOMER ORDERING, HR AND PAYROLL AND SO ON." - GENERAL MANAGER FINANCE, DAMIEN FROST,

"We did a process flow analysis and found that an invoice was generally touched eight times by our staff. We had over a dozen staff doing data entry in accounts payable alone, our processes were 10 years behind where we needed to be ," said Frost.

The large number of suppliers, over 11,000 individual firms, meant a wide variety of invoice formats are received and thus any automation project would have to address the requirement of extracting the invoice data without the use of templates, before entry into Brickworks Maximize ERP software. Additional complexities facing AP automation included multiple currencies, multiple versions of the ERP system and more than 20 company entities that would need to reference the different versions depending on the recipient company that was invoiced.

However the implementation of Accounts Payable automation would have to wait until the completion of a major overhaul of Brickworks' IT infrastructure which took two years to complete.

(Continued page 35)

NSW automates AP from the forest to the sea

Helping meet the NSW Government's 30 Days to Pay policy is among a number of benefits flowing to state government agencies implementing invoice processing. Two recent implementations have occurred at Forests NSW, which has implemented an ABBYY FlexiCapture solution, while Sydney Ferries has appointed independent bureau Speedscan.

In 2011 new state premier Barry O'Farrell announced that the incoming Liberal/National coalition would require that NSW Government agencies pay their bills in 30 days or face being hit with penalty interest.

Marios Michael, Business Manager Shared Services at Forests NSW, said an AP automation solution completed in December 2011 has helped the state-owned forests body to meet its obligations to small business while delivering significant cost savings. The 30 Days to Pay Policy wasn't the only trigger to automate processing of over 50,000 invoices per year.

"The cost per transaction was high and we looked for a solution that would make sure we can process things faster, more effectively and with less errors," said Michael

The solution incorporates ABBYY FlexiCapture software and a dedicated Kodak i2600 scanner. When the scanning solution was introduced, Forests NSW also invited suppliers to submit invoices by email. The split is now around 75% paper and 25% that arrive electronically as PDF.

FlexiCapture accepts both modes and after scanning it checks for matches on ABN number, invoice number, invoice date, customer name, account number, invoice amount, GST and Purchase Order number. FlexiCapture can also recognise table-formatted data on any document, including invoice line items.

Around 85% of invoices that match exactly are able to pass straight through to Forests NSW's TechnologyOne FinanceOne financials package for payment with no manual intervention.

"We are very pleased with our solution which achieved payback in less than six months," said Michael. "FlexiCapture is a very cost-effective solution and the business case was compelling."

There are a range of different accounts payable automation platforms used across the NSW government

"As a public trading enterprise our financials are very different to other state departments , we have a profit and loss account, earnings and cash flow targets, so we would not fit naturally into a shared services environment used by the large state organisations running to a cost budget," said Michael.

Sydney Ferries

Sydney Ferries have recently embarked on a five-year strategic program to improve efficiency, workforce safety and service reliability. Procurement was identified as a key process area where improved efficiency and cost savings could be achieved. A key change driver was the need to conform to NSW Government legislative requirements where all small business suppliers needed to be paid within 30 days.

The solution was to completely digitise the end-to-end procurement cycle. This included replacing manually printed purchase orders and digitising all invoices received for whether remitted online, email, fax or paper/post.

Following the appointment of Speedscan in late 2011 the final part of the process to completely digitise this process was achieved.

"Now, there is not a single piece of paper that leaves the business, or comes back through the front door, from the moment someone orders something", said Steege Matthews, Program Manager at Sydney Ferries.

"Suppliers are being encouraged to go paperless" - Marios Michael, Business Manager Shared Services, Forests NSW

The solution chosen from Speedscan was for invoice scanning and electronic receipting for Sydney Ferries' 3,600+ smaller suppliers. The system automatically matches invoices to the original PO, manages exceptions and then places the invoice in a 'Goods Receipting' queue. The person who requisitioned the order is then automatically sent an alert and link to login to complete the receipting process.

Speedscan combines its technology and business process experience to deliver this solution. Using advanced OCR technology, Speedscan extracts the data required on each invoice, validates and manages exceptions through its integration with Sydney Ferries systems and provides an automated workflow platform and self-service portal for the management of exceptions and goods receipting.

"Speedscan was chosen to provide this outsourced service because of their proven expertise and capability to integrate with other Sydney Ferries systems. The automated alerts and management of exceptions has been well received within the business' said Steege Matthews.

The result, apart from taking all paper out of the process, has been to significantly reduce data entry and the manual tracking of received goods and services.

The solution has also enabled Sydney Ferries to reorganise its procurement division and enforce new policies providing an end-to-end audit trail of every single transaction. The cost of purchasing has been reduced by eliminating handling and data entry, reduced invoice errors and improved financial control.

Brickworks builds digital future

(Continued from page 33)

This included the introduction of server virtualisation at two new data centres in Sydney and Perth, as well as an upgrade of telecommunications and deployment of a Citrix environment.

The overhaul also included an upgrade to Windows Server 2008 and Office 2007, with Exchange replacing MailDaemon as the company email platform. SharePoint was also introduced.

The IT upgrade completed, in mid-2010 Frost revisited the plan to implement document scanning and OCR.

Efficiency Leaders was eventually selected as the implementation partner and board approval obtained for the project, which Frost considers will have significant savings across the business as a whole.

"I talked to a few vendors but I really wanted someone we could partner with. The ELAP software looked to be more user friendly.

"There're a lot of solutions out there for AP scanning but we can see other opportunities in customer ordering, HR and payroll and so on.

"AP was an easy win but working on the next stage was key to us.

"We did look at outsourcing it but decided it was not for us. We see massive benefits in things outside of AP and to a large degree we like to control our own destiny."

Brickworks worked closely with its ERP supplier to enable it to raise and approve purchase orders on line rather than manually, so that these would be able to be automatically matched with scanned invoices.

After a series of initial tests at one location, Brickworks invested in Fujitsu desktop scanners and is in the process of redirecting more than 11,000 suppliers invoices to a centralised Locked Bag postal address.

An email inbox was also established for electronic delivery of PDF invoices, although the nature of the construction industry means paper transactions still dominate.

The solution includes Kofax Capture and Kofax Transformation Modules integrating with Maximise Financials. The solution has been built with Microsoft SharePoint 2010 at the core, providing user interaction for both workflow and image and data storage.

Skelta BPM.NET is used to workflow invoices for approval. The solution delivers automatic classification and separation of documents, without the use of separator sheets, barcodes, labels etc. It handles single page, multi-page and 2-sided invoices within one batch and intelligently separates the invoices automatically. The solution also caters for supporting documents which are combined with the invoice and stored as one file linked to the finance system, enabling easy retrieval when the need arises.

Lee Fisher, CEO of Efficiency Leaders, said, "Brickworks wanted Kofax, SharePoint and Workflow to all use the same business logic with minimal replication of rules/effort. We created our own .NET

web service and all logic is being called from the various applications, meaning one source of truth for business process rules and that we could deploy the solution without customised DLLs to each Kofax client. This is very innovative.

*SharePoint 2010 had never been used at this level of integration. Making the user experience as seamless as possible required all products and parties to work closely together."

After scanning, all invoices are still checked by an operator for accuracy, and then if the scanned invoice is matched with a purchase order it will go straight through to the ERP platform for payment.

Otherwise it is delivered in an ELAP workflow so that the PO raiser can action any unresolved items and in the case of non PO invoice, the appropriate manager receives an email with a digital copy of the invoice for approval. Once they submit it for payment it will check the manager has the right authority as set out in the ERP system.

Frost has been impressed with the Kofax OCR software.

"The scanning is quite accurate, and the software learns so the amount of physical intervention from AP staff is reducing," he said.

In our test locations we have had around a third of invoices going straight through with a match to a PO. If I am able to replicate that across the business our savings will be significant and our ultimate target is even higher than that.

"We wanted to have the image of the invoice available from within our ERP system and one of the factors that weighed in Efficiency Leaders favour was the fact that they specialise in integration to SharePoint, which we had, and configuration for storage.

"We can now go into our ERP software and click on a link to view the associated paperwork relating to the transactional information, which across 65 sites has been magic and saved a lot of phone calls and emails."

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Automatic invoice processing is a complicated data capture task as the position of text strings to be extracted varies greatly from one invoice to another. Useful data may be positioned anywhere on the page, and in the case of multi-page invoices, even on different pages. Therefore, simply specifying the coordinates of the data fields is not an option. Invoice processing solutions are usually much more complex and as a result have traditionally been quite expensive. ABBYY FlexiCapture offers cost-effective and reliable invoice processing featuring seamless integration with any back-end systems. FlexiCapture imitates human reasoning when looking up data contained within the invoice, removing the need to create a new template for each new type of invoice that may be received. Versatile definitions used by the ABBYY FlexiCapture Invoice Processing Solution cover the vast majority of all possible invoice layouts thus enabling the system to successfully handle invoice layouts which it has never seen before.

Kofax

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Kofax's invoice processing and AP automation solutions streamline the process of capturing invoices to increase processing speed and reduce data entry costs. Our tools enable you to leverage best practice workflows to expedite invoice review, coding and the approval processes for fast return on investment. Your underlying AP processes and ERP system will help drive your selection of a financial process automation solution. If your goal is SAP AP Automation or Oracle AP Automation, then we have dozens of active installations for your reference. If you run Great Plains, JD Edwards, Lawson Software, Microsoft, a home-grown, or other ERP system, we can point you to dozens of customers of the Kofax solution for invoice processing, including capture of invoices in all formats – paper and electronic – and the extraction, validation, and delivery of the information required by your financial system.

Converga

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Web: www.converga.com.au

Converga is a leader in Business Process Outsourcing, delivering strategic advantages and cost savings through our range of innovative outsourced solutions. Converga's Paperless Accounts Payable solution is a technologically advanced workflow solution for paper and electronic invoices incorporating them into an instantly accessible system. Converga Connect is a low-cost subscription solution ready in 3 easy steps. Both solutions allow for scanning in-house, Converga invoice handling or both. Add-on modules compliment the suite to enable you to fully automate and there is no software or hardware to buy or license fees. Converga also offer Outsourced Mailroom, Operations, HR and Legal Solutions.

OpenText

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Processing paper invoices represents a major challenge for customers who need to manage the volume of invoices, ensure timely payment and keep costs under control. Large corporations process millions of invoices per year, of which usually more than 80% are still paper-based. Although invoice exceptions represent a small percentage of this volume, they account for the majority of processing time. With 45 global best practice invoice exception workflows already pre-configured, SAP Invoice Management by OpenText, a prepackaged SAP application that is completely integrated with SAP ERP to streamline Accounts Payable (AP) operations, enables all industries and organisations interested in increased control and efficiency of their invoice-to-pay cycle. Benefits include: improved visibility through a single, central view of all invoices and their status; initiating reminders, and shorten the payment cycle; manage invoice volume increase while avoiding headcount growth; and automate invoice data entry with OCR.

Decipha

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Decipha offers your organisation a range of tailored invoice processing solutions to meet your business requirements. This includes the capability to enable straight through processing of your incoming invoice data (with exceptions managed via workflow); saving time and cost. Where required, we can also offer certified integration with your major ERP systems including Oracle and SAP via our software partners. As experts in inbound information management, our invoice processing solutions are backed by a broad range of complementary imaging, data capture and hosted online storage services to enable your accounts team to receive comprehensive support for their inbound processing.

Readsoft Australia

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ReadSoft is the largest global provider of On-Premise and Cloud software solutions specialising in the automation of Accounts Payable and all paper-driven, customer-facing processes, including applications, claims, surveys, registries, timesheets and sales orders. Our leading Optical Character Recognition (OCR) capture technology and workflow applications simplify these business processes by automating data entry, classification, matching, approval and routing - all resulting in improved productivity, compliance and cost control. Our solution for Business Process Outsourcers (BPO) offers a highly scalable platform with real-time monitoring of the entire capture process to enable optimised automation at competitive rates for BPO customers. ReadSoft's leading edge automation solutions have been selected by an impressive range of multi-nationals seeking best practice process techniques along with an attractive ROI. Our customer list includes: Orica, Coca-Cola, Caltex, Monash University, Village Roadshow, Rio Tinto, NSW Businesslink, Services First, HCF, Decipha and Computershare, to name but a few.

Speedscan

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Speedscan brings together a combination of experience, leading edge technologies and robust processing services to deliver world class outsourced solutions for inbound and outbound document processes. These solutions are delivered from locations across Australia and New Zealand. We drive efficiency, productivity and profitability for major banks, insurers, government departments and more than 500 companies, processing and managing more than one billion pages. Major Business Processes include: Invoice processing, claims processing, mortgage applications, docket processing, application forms, digital mailrooms, property files and invoice/statement delivery. We are experts in: Inbound Document Processing; Document Scanning; Data Capture; Forms Processing; Workflow/Routing; Invoice/Statement Delivery and Presentment; and Secure Hosting.

Efficiency Leaders

Australia Phone: 1800 BE EFFICIENT (1800 233 334) New Zealand Phone: 0800 834 111

Email: info@efficiencyleaders.com Web: www.efficiencyleaders.com

Efficiency Leaders' vision is to be the leading provider of business process automation solutions, delivering enterprise efficiency in its chosen markets. This vision is being realised through passionate people inspiring others to achieve success! Our focus is on business analysis, re-engineering and process automation, to eliminate data entry inaccuracies and reduce processing costs by up to 80%. The Efficiency Leaders Automation Platform (ELAP™) helps organisations to become more efficient throughout all business units by providing a single, intelligent, capture enabled business process automation platform for complete automation - organisation wide! We also offer custom development to help clients get the most out of their existing investments in IT infrastructure and business systems. Efficiency Leaders specialise in: Mailroom Automation, Accounts Payable Automation, Data Entry Automation, Workflow, Business Process Management, SharePoint Solutions, Scan to Archive, and Business Case Support. Efficiency Leaders is GITC Accredited and is a valued partner of Local Buy!.

Esker Australia & New Zealand

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Esker, a leader in document process automation solutions, provides best-in-class accounts payable automation solutions:

•'Cloud' AP automation solutions for SAP and other ERPs - http://au.apondemand.com/

•On Premise AP automation solutions for SAP www.esker.com.au/solutions/dpa-accounts_payable_automation_sap.asp

•On Premise AP automation solutions for ERPs www.esker.com.au/solutions/dpa-accounts_payable_automation.asp

The Esker CLOUD AP automation solution for SAP provides full integration with SAP for automated 3-way matching without fussy data replication between Esker and SAP.

Esker clients include successful Australian and multinational companies such as BHP Billiton, Orica, PaperlinX, James Hardie, NEC, Johnson & Johnson, Siemens, Samsung, SONY, Sharp, Sanofi-Aventis, etc. Over 1,700 companies in Australia run their business on Esker solutions today. With its comprehensive document process automation platform, Esker helps companies QUIT PAPER. Solutions for procure-to-pay and order-to-cash business processes include sales order management, e-invoicing, e-purchasing as well as Accounts Payable.

Fort Knox Records Management

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Fort Knox Records Management provides customised scanning and imaging services to transfer your physical paper documents and files to electronic records — ensuring that you can significantly minimise the amount of time and resources spent organising, searching and managing vital information. Fort Knox Records Management scanning and imaging services include: Conversion of documents, manuals, plans and drawings to digital images; Transfer of images to accessible media like CD-ROM, DVD, USB or external hard drives; Indexing and storage of digital images on hosted servers for secure online access; Scan-on-Demand — electronic delivery of paper documents on an as needed basis, which can be especially useful for access to files stored at a distance; Accounts Payable — providing invoice processing services and streamlined audit processes; and Proof of Delivery — daily, weekly or monthly scanning of consignment notices, manifests, work orders or signed invoices.

Realise the benefits of digital technology without the large and ever-changing investment in hardware, software, and technical staff.

Redmap Networks

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Email: sales@redmap.com Web: www.redmap.com

Redmap's powerful and simple automation solutions for Accounts Payable departments ensure that businesses receive a solution with a Return on Investment of less than 12 months. Its OEM technology has been rebadged by some of the largest technology organisations in the world, including Toshiba and Sharp. Redmap has solidified its position as a document automation provider within the market with solution implementations in AP departments of some of the Australia's leading brands. Redmap has recently expanded its product suite to include a hosted offering which offers an even greater Return on Investment with no need for on-site hardware.

Pentair keeps POs, supplier invoices and sales orders flowing paper-free

The Australian operations of global industrial giant Pentair have joined in implementing Esker DeliveryWare to remove the inefficiency of paper from accounts payable and sales order processing.

Pentair is a diversified industrial group that makes products essential to water management in industrial and domestic settings, from pumps and irrigation equipment to leading brands of swimming pool, spa and aquatic equipment. With 2010 revenues of $US3 billion, Pentair employs over 14,000 people worldwide.

Pentair first implemented Esker DeliveryWare to address recurring problems with the aging TOPCALL fax server it was using to deliver purchase orders and other documents out of its SAP system.

Later, when Pentair was looking to remove the inefficiency of paper from accounts payable and sales order processing, the company again leveraged Esker DeliveryWare to automate those documents into the SAP system — improving productivity and gaining visibility.

Accounts payable

Pentair introduced a shared services model for accounts payable and had invoices coming into the centre via email, paper mail and fax. As invoice volume increased, supplier payment times got pushed back and suppliers called to ask about their invoices.

"We had a lot of paper getting pushed around for approvals," said Dan Hughes, Manager of Business Technology – Financial Applications at Pentair.

"All the time and effort of that paper workflow was the key driver for us to automate and gain visibility into the process."

Sales order processing

With sales orders coming into eight fax machines from 20 different fax numbers, about one-quarter of the order entry team had to walk around and find orders to answer customer inquiries.

"We wanted to get rid of the paper and improve the process," said John Bartleson, Director of Customer Advocacy at Pentair. Converting hard-copy documents into scanned images for archiving was another element of the process.

"We had a separate data storage of the documents, so there was a fair amount of scanning required every day," said Bartleson

Converting hard-copy documents into scanned images for archiving was another element of the process.

In the solution architecture, Pentair's on-premise Esker DeliveryWare feeds the Fax on Demand server at an Esker production facility, where the actual delivery of faxes takes place. With its SAP-certified fax connection, Esker DeliveryWare can automatically process documents directly from Pentair's SAP application as well as the desktop.

A key objective of Pentair's business case for the project was -reduction of TCO associated with running and managing assets to support faxing. The on-demand fax delivery service offered by Esker was appealing to Pentair for scalability to support the company's growth, and to eliminate burdens of managing fax telephony and telecom charges.

As a result, Pentair no longer deals with the time and expense of buying and maintaining fax lines, fax boards and servers.

On the AP side, Esker DeliveryWare has positioned Pentair to meet its objectives for shared services.

"The automated workflow that Esker has brought means we don't have all that manual communication and paper flow. We've seen reduced processing time with invoices that go through the electronic workflow versus moving paper, and the queue has given us real insight into how to improve the AP process," said Hughes.

"There's also a lot of value in the time savings when vendors have inquiries about invoices that have gone right into SAP."

In Pentair's automated sales order process, the incoming fax numbers are mapped to individual queues, so orders can be segregated and are easy to find. The Esker solution also has helped with Pentair's move to a single order entry team by improving the flexibility to share workload.

"For me a real unexpected victory was not only the fact that orders are attached immediately at the SAP level, but also that they are accessible as soon as 24 hours before they would have been available in the scanned archives in our previous process," said Bartle son.

A by-product of the Esker solution is that users are now attaching more emails and other supporting documents to the SAP record, so all relevant information about a transaction can be found in one place. In addition, the Esker solution enabled Pentair to implement in phases and get quick, tangible wins for the business.

"Our approach is to move quickly and add value incrementally, and that's what we did with the Esker solution," said Bartleson.

Pentair supplied essential technology for the $1.86 billion Sydney Desalination Project completed in 2010 and designed to provide an additional 15% capacity to Sydney's supply network. Pentair's CodeLine membrane housings are used in many of the world's major desalination projects. Desalination works by treating seawater through reverse osmosis. As the water is pushed through the CodeLine membranes, salt and other impurities are removed, producing potable water.

With the Esker solution, Pentair has seen:
- Fewer help desk requests related to faxing
- Faster delivery of POs to vendors to help meet customer fulfilment requirements
- Document images go into the SAP system 24 hours faster than before
- Elimination of at least 2 hours of scanning per day
- Better visibility to find orders in the electronic queue
- Reduced invoice processing time
- No need to add headcount for document processing

Laserfiche

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Since 1987, Laserfiche has used its Run Smarter philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 30,000 organisations worldwide—including Fortune 1000 companies and numerous federal, provincial and municipal government agencies—use Laserfiche software to streamline document, records and business process management.
The Laserfiche ECM system is designed to give IT managers central control over their information infrastructure, while still offering business units the flexibility to react quickly to changing conditions.
The Laserfiche product suite is built on top of Microsoft technologies to simplify system administration, supports Microsoft SQL and Oracle platforms and features a seamless integration with Microsoft Office applications and a two-way integration with SharePoint.
Laserfiche and Run Smarter are registered trademarks of Compulink Management Center, Inc.

FileOptics International

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FileOptics International provides an Electronic Content Management system (ECM) which is applicable to a wide range of industries including all levels of Government, Banking & Finance, Utilities, Construction, Health and Insurance.
A fully integrated content management suite that comprises the following modules: Capture, Index, Archive, Retrieve and Workflow.
FileOptics' open architecture offers well documented interfaces to third party systems including CRMs, HR and payroll systems, operational systems, internet banking portals and more. FileOptics ECM system sets the standard in providing a single integrated product architecture to support mission critical electronic content across an enterprise.

Objective Corporation

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Objective Corporation is an established leader and specialist provider of proven content, collaboration and process management solutions for the public sector. Our solutions empower public sector effectiveness; efficiency and transparency helping governments deliver better services to the community at a lower cost. Through direct customer engagement, Objective is committed to delivering outcomes that have a positive effect on the public sector, its citizens and the community.
Objective is an established solution provider. Since 1987, we have been trusted by Government and Top 1000 corporations to deliver long-term valued business outcomes.
The Objective solution has been meticulously engineered to meet the complex and stringent requirements of Government organisations and large Corporations with high volumes of unstructured information, often complex business requirements and flexible deployment characteristics.

RecordPoint Software

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RecordPoint was created to cost effectively fill the gaps in SharePoint that prevent it being used as a standards compliant, enterprise grade record keeping solution.
RecordPoint addresses the local compliance challenge by leveraging and extending the native document and records management capabilities in Microsoft SharePoint to provide a 100% SharePoint solution that is built to meet global and local record keeping standards that were previously cost prohibitive or technically unfeasible.
By adding capability to the Microsoft SharePoint platform, RecordPoint:

- Reduces the cost and complexity of electronic and physical record keeping;
- Increases the adoption of record keeping processes by end users;
- Results in ISO 15489 and ISO16175 compliant document and records management;
- Increases information worker productivity and reduces business risk;
- Enables It platform consolidation, saving cost and simplifying operations; and
- Improves SharePoint scalability, manageability and performance

Kodak

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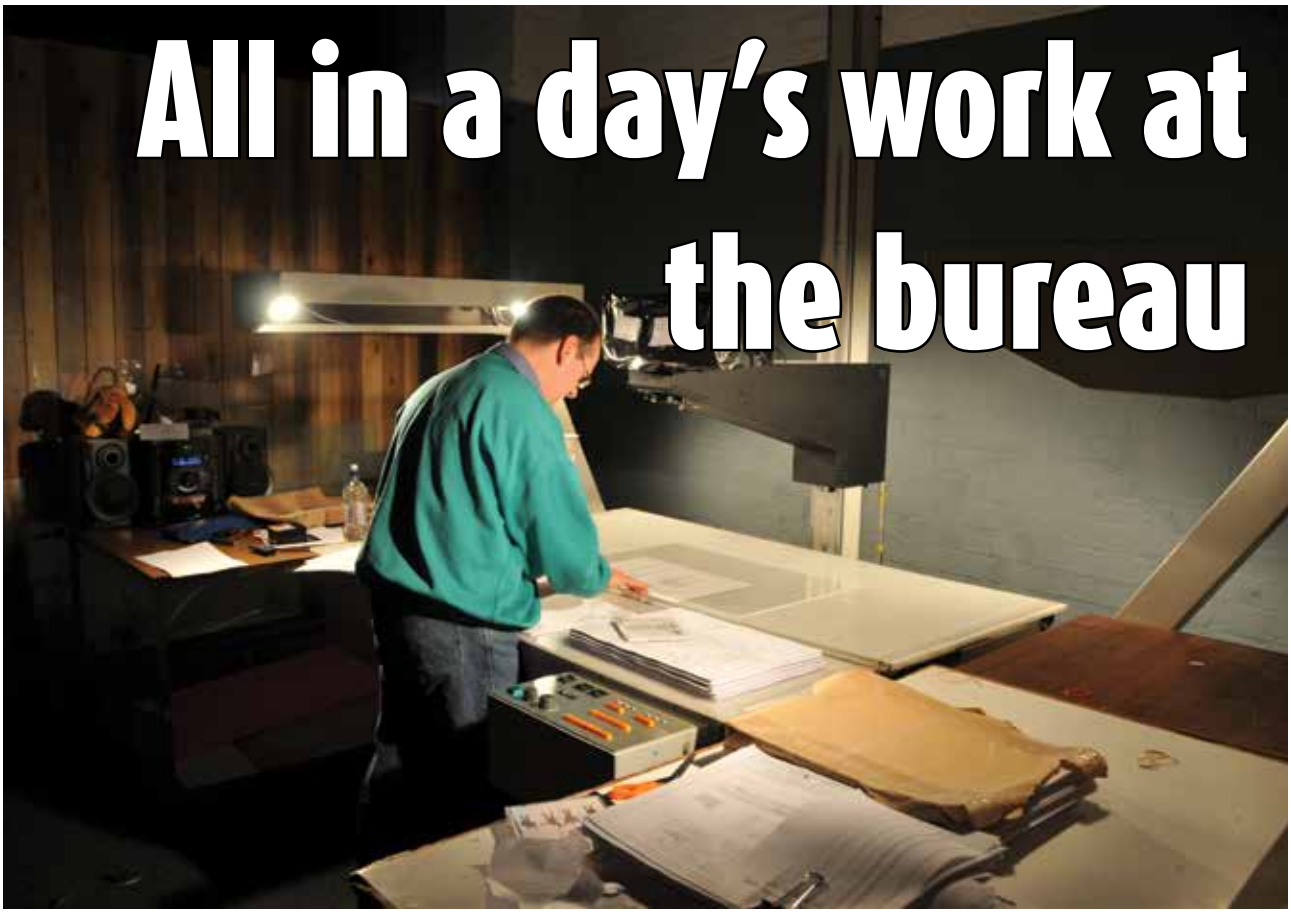
KODAK Document Imaging has redefined document scanning with a host of built-in innovations applied throughout the imaging chain. We call it Perfect Page Scanning. It is a perfect example of how we apply Kodak's imaging resources and experience to a whole new application, leading the industry in innovative solutions for digital document preservation. With one of the largest, most experienced service organizations in the industry, our products are rivalled only by our award-winning service and support. Around the world, our customers and business partners depend on KODAK Service & Support to protect their document management solutions and keep their equipment operating at peak performance.

All in a day's work at the bureau



What does the typical week at an imaging service bureau look like? IDM clocked in with David Western, a director at Melbourne's AMS Imaging at 9.00am on Monday to find out.

Most offices have a scanner or MFD these days so why would anyone use an external service bureau? Many times it's because the job is too big or too fiddly or has too short a timeframe for the client to do it themselves. When many companies jump into digitisation and purchase their first small scanner, a service bureau may still be needed to capture the paper backlog.

The drive towards paperless operation is very common, but many organisations do not have the necessary skill sets to handle the project themselves. Some start the project only to find the task is too far removed from their key business activities or they have insufficient resources and the project stalls or does not proceed at the required rate.

Service bureaux also boast exotic equipment like Microform Imagers and large format scanners that are too expensive or too rarely used to justify the purchase.

A typical week at AMS Imaging in Melbourne starts off with the arrival of paperwork or microfilm via courier or express delivery. The various items are logged into the tracking system and given a unique number so management can monitor work progress and ensure key performance indicators (KPIs) are met.

Production staff sort the work into priorities based on the turnaround requirements and equipment needed to do the work. There will be the usual emergency jobs and small client work that usually comes in all at the same time. These usually contain boxes or bundles of Invoices, Proof of Deliveries (PODS) or correspondence that will need to be prepared before going to the imaging process.

Preparation

The greatest time is spent in getting the documents ready before and after Imaging (Preparation). Once scanned, files must be manually indexed with meaningful metadata (Indexing) so that they can be found afterwards.

AMS has a core group of staff to handle the Preparation process plus a pool of casual resources when a big project is underway. Preparation involves removing the staples, unfolding documents, fixing tears or rips, flattening "dog ears" and quite often inserting barcodes, patch codes or other document dividers.

Imaging

Once prepared the source material of all types will move to Imaging. This may include the high speed scanning of daily invoices, book or flatbed scanning of manuals, heritage material or rate books, through to microfilm aperture card scanning and 35mm slides.

Scanning microfilm is still a big part of our business. We have up to four staff working primarily in microfilm production using cameras in 16mm or 35mm format.

These are mostly to digitise newspapers, large format books and plans.

Many organisations still choose to use microfilm as their long term storage format, but rather than make multiple copies of the microfilm they will scan a digital copy that also provides easier access to information.

We actually make more microfilm now that when we were purely a Microfilm Bureau but the majority of images are created after the digital process using the Archive Writers.

Clients with long retention periods or high risk of litigation still have microfilm produced as a backup or long term safeguard. Typically this is done on 16mm roll-film to keep costs down.

The Imaging process completes once the source images have been checked and the reworks done, the images then move onto Indexing or data entry.

Indexing

Because we handle a wide variety of source material in a typical week there are several methods used to create a useful Index for the file. If someone wants to digitise a backlog of personnel files on paper, we may use a barcode system where each record has a separator and the barcode provides the staff member's name, reference number and date of birth for the index for the historical or legacy information.

More effort goes to their new staff or files where they may have a more detailed index, still using barcodes. These new items may include new applications, induction, leave requests, staff revues and general correspondence which can be output into the correct format for their preferred document management system.

There are still items where an operator will need to inspect the scanned image and manually key in the indexing information. This occurs when some fields are captured using drop down lists or data verification from a database lookup.

Database lookups are an extremely useful way of capturing linked fields with little operator input and therefore reduced client costs. A key field or fields can be entered or even captured via OCR, then the associated metadata for that record can be read in from a database, spreadsheet or text file.

The automatically captured fields are displayed to the operator to allow for verification or rejection if there is a mismatch. Rejected fields can be because of mis-spelt items such as names or date of births from health records. Sometimes there may be duplication of a key field such as in a drawing number or building application. Rejected items go through to the supervisor to query with the client or handle to established protocols.

Scanned handwriting still needs to be manually inspected although we can extract data via Optical Character Recognition (OCR) for documents such as Invoices or Proof of Deliveries. Forms data like surveys is still manually checked even though we use Image Mark Recognition (IMR) to capture the majority of the fields.

The data entry/Indexing process can take some time especially if done manually. The data quite often needs to be verified which is a second process that confirms or queries what was captured in the first pass of the Indexing process.

The preparation team need to be able to handle a variety of document types and each has its own particular requirements. These can range from general office documents or invoices to a 200 year old book that requires the "white glove" treatment. Microfiche, microfilm or half-plates and negatives also come into the mix. Large format 35mm microfilm is still relied on for the archival copy.

Completion

Once the data capture has been completed the job will move to OCR Capture or Completion.

A searchable file is becoming a more common requirement from our clients, so the renamed files then go through the appropriate programs to output as a searchable PDF or, with some additional processing, as HTML or XML files.

Once this stage has been completed the final data is formatted and presented to the client's requirements. It is also at this time that final logs, reports and statistics are tabulated and entered into the tracking system.

We can host client information via a Web Portal but the majority of clients will take data back on disc or portable media for later upload into their image repository. The Index data created will be in the format required for their particular need.

Customers doing an archive project will receive the data in a variety of formats and on differing media. For example RAW TIFF or PDF/A format images will go on portable drives to the archive section, but the compressed PDF files will go to the library for ease of access.

In some cases the digital file is all that is returned. We will then hold the source material for the standard retention period then arrange for secure destruction.

Hardware and software

At AMS we have a diverse range of Imaging devices to cater to the variety of items we get sent to image.

Concentrating on the high-speed areas we mainly use Kodak & Fujitsu equipment with the Fujitsu being mainly used for flatbed or semi-auto feed work and reworks that need page by page attention.

Our Kodak equipment includes the older i840 which is still great for same sized documents through to i600, i700 and the i5000 which is their current model. The i5600 being LED-based is great for colour work and fast enough to handle any volumes. The image quality is very good and has surpassed our previous favourite the i780.

We use the i600 for work that can go through an autofeed scanner but may be of lightweight material like some PODs so it is better to be safe with the document at the cost of a bit of throughput.

Software used is determined by the job type. We have our own internal suite of AMS Software utilities plus Kodak Capture Pro and Kofax Capture. We find the Kodak Capture Pro meets most requirements and is quick for operators to learn. Where we need to do additional cleanup, post processing, OCR Zoning and complex output scripts we use the Kofax product.

We see the Kodak Pro software development as moving towards a more bureau/production based environment. We expect the new version due out later this year will meet our requirements for a more batch orientated process.

OCR Conversion is done via Adobe Acrobat Pro X and for larger jobs we use ABBYY Recognition Server.

We use ELO Enterprise for hosting of data and capturing of unstructured data for on-line services.

Australian Microfilm Services (AMS) is an imaging services bureau based in South Melbourne, Victoria. www.ams-imaging.com.au

Alchemy adds document capture and workflow tools

OpenText has announced the latest version of its Alchemy document management solution for small-to-medium-sized businesses, providing new tools to capture, store, and access, distribute and archive business and transactional documents.

Among the new features in Alchemy V9.0 is Single Click Entry technology, which allows users to rapidly index a wide variety of documents without pre-defined OCR templates or the need to invest in costly advanced document capture solutions.

Unlike many capture products which focus on where data exists within a document, Single Click Entry users are asked to simply identify the format of the data. Once this occurs, Single Click Entry highlights those values for the user regardless of where the values appear or what kind of document they are found within. The user then simply clicks to confirm, so there is no manual keying, no separator sheets and far fewer errors in the data.

Document workflow allows businesses to easily route documents amongst users, further reducing the cycles associated with repetitive review and approval processes. Documents can also be automatically routed based on their metadata, further reducing process cycles and eliminating user errors.

OpenText Alchemy also now includes document retention, which helps companies with their own internal policies and external regulations by ensuring that company documents are retained or disposed of according to a set of defined business rules. These automated document archiving and destruction schedules help protect organisations against compliance and audit issues surrounding documents.

"Businesses of all sizes are being required to be accountable for an ever increasing number of documents being generated and received within their organisation," said Matthew Brine, General Manager, OpenText Fax and Document Distribution.

"OpenText Alchemy builds on the core tenets of simplicity, usability and reliability to deliver a range of new capabilities in a simple web interface that further streamlines the process of managing the entire data and document lifecycle, from capture to destruction."

Customising a WorkSpace view

A "pseudo-matter-centric" view of clients, matters or other iManage WorkSite WorkSpaces can be created via a new module for the DocAuto Server platform.

The Folder Manager for Exchange Module for DocAuto Server provides views that are relevant to each individual user based on information from WorkSite or other core systems including accounting, time entry, matter management, docketing, matter intake, records management, knowledge management and many others.

"Folder Manager creates native Exchange folders and categories within individual users' mailboxes based on information from any number of existing core systems, allowing for consistent and flexible access to different methods of marking or migrating content from Exchange into WorkSite," said Mark Baker, Director of Software Development for DocAuto.

"These methods leverage native functionality of Exchange, and support users in Outlook, Outlook Web Access (OWA) and on mobile devices and smartphones, including iPhone, iPad, BlackBerry and Android platforms."

The Folder Manager module provides the flexibility to administratively manage Exchange folders and categories by defining the rules and policies centrally as opposed to relying solely on the users manually perform these operations. Folders and categories can be removed as well as created, providing for a continuously optimized conduit into WorkSite from Exchange.

Documentum adds engineering facilities management

EMC has released a new application, Documentum Engineering Plant and Facilities Management (EPFM), which provides secure, efficient access to "as built" engineering drawings and related content that reduces the risk of project shutdown or downtime.

The new application will address the challenges like misplacement or loss of critical project data, lack of collaboration and content sharing, and high risk due to non-compliance faced by energy plants, engineering and construction companies and facilities teams. The new application focuses on project-centric and repeated processes for managing large numbers of documents and validating bulk imports of documents.

The new application was built on top of the EMC Documentum platform and supports collaboration across multiple parties such as employees, clients, partners and regulators.

Documentum EPFM includes configuration options that facilitate users control over content, information governance through role-based security, and simple document lifecycle and access control based on business document type.

EnCase speeds up forensics

Guidance Software's EnCase Forensic version 7.03, the latest version of the computer investigation software, now includes a stand-alone evidence processor that increases forensic processing capacity because it doesn't tie up an EnCase Forensic license. With the separate EnCase processor, organisations can now dedicate a computer (or multiple computers) to processing evidence and can build up a backlog of processed evidence ready and waiting for investigation using their EnCase Forensic licenses. This means less downtime due to processing resulting in increased productivity and efficiency.

Also new in version 7.03 is the EnCase review package, which allows investigators to export evidence to a web-browser viewable document, providing an easy way for forensic examiners to share their findings with detectives, lawyers, or anyone else interested in the case. The review package also allows others who are not forensic specialists to review evidence, tag files and send their review results back to the forensic examiner.

Version 7.03 also includes significant performance improvements including the ability to process new artefacts such as unallocated space, Google Chrome Internet history, USB drive registry information and mapped and shared drive artefacts.

Additional enhancements in version 7.03 include new and updated encryption support, usability enhancements, Google Chrome browser support and system information parser updates.

EnCase Forensic version 7.03 is available now for $US2,995 plus software maintenance.

Free tool scans SharePoint for risky and sensitive content

A free tool that scans SharePoint file repositories for sensitive and compliance-regulated information such as credit card numbers has been launched by CipherPoint. CipherPointCS content scanner allows SharePoint administrators and IT security administrators to scan SharePoint file repositories and find sensitive and compliance regulated information. It also will facilitate sharing of regular expressions for finding other sensitive and regulated information patterns developed by the SharePoint community through the www.sharepointdefenseindepth.com SharePoint community site.

The CipherPointCS utility is available at no-charge to any organisation, and may be downloaded at www.sharepointdefenseindepth.com. CipherPoint offers products for encryption and key management for SharePoint document libraries

Fixing a scan after the fact

NovoDynamics, a developer of optical character recognition (OCR) and pattern recognition technologies, has announced the release of NovoImage+, a device-agnostic, automated image optimisation solution for digitised documents.

The company says that unlike traditional document image processing applications, which are typically bundled with and exclusive to specific devices, NovoImage+ is a post-scan solution that significantly improves the image quality of digitised documents regardless of what device was used and where or when capture occurred.

Targeted to the distributed enterprise, NovoImage+ cleans up images and clarifies text, consistently preparing all incoming content for more efficient and effective downstream document processing. As NovoImage+ optimises the digitised document, file size is reduced, making file transmission faster and reducing the burden on networks and storage space.

In today's distributed organisations, paper-based documents are often digitised at various points of entry using a wide assortment of peripheral devices including fax servers, MFPs and desktop scanners.

Documents may also arrive as email attachments after they have already been digitised. This creates a bottleneck for document automation, as damaged or degraded originals and poorly captured documents make recognising and extracting data challenging.

The effects of image improvement early in the capture process are multiplied as the document progresses through a workflow. Using NovoImage+ to improve optical character recognition (OCR) accuracy by just 5%

can reduce the time spent in data verification by over 50%.

"Image enhancement no longer has to be conducted in series with scanner hardware at the time of scan, and is no longer reliant on the quality and associated level of cost of the device for success," notes NovoDynamics vice president of marketing Tim Dubes.

"This source-agnostic approach enables NovoImage+ to provide consistent, production-level document image quality – at the point of capture or at any point in the workflow. For remote offices or departmental needs, document images can be enhanced centrally before entering a forms processing, content management or other backend business system."

A 64-bit, Windows-based software application, NovoImage+ cleans PDF, TIFF, BMP, GIF, JPG and most standard image file types, producing cleaner documents, clearer characters, smaller image files and better recognition results for OCR, IDR, document classification and other document processing systems.

Pricing for NovoImage+ begins at $US299. A trial version of NovoImage+ is available for download at www.novodynamics.com.

Faster migraition of PST data

C2C has released version 2.2 of its PST Enterprise software tool to manage the elimination and migration of Microsoft Exchange PST data. It has been enhanced with additional PST file move and copy flexibility and end-user self-service.

Dave Hunt, CEO of C2C, said, "Our latest version of PST Enterprise enhances the automation of PST file management processes while offering the dynamic flexibility to support retention policies of every type, without taxing valuable IT staff resources."

Now, if the IT administrator wishes, end users can choose what policy they want applied to any of their PST files. Users can select which files they wish to keep and which files they wish to eliminate before the PST file is migrated to an archive or eliminated. Once PST Enterprise discovers PST files it can automatically move the files to a specified location, such as from a local workstation to a file server, for future management or retention.

Once a PST file has been moved or copied, administrators can select the automated completion options that best meet their retention policies, such as reconnect a PST to its Outlook profile, rename the local PST, or even delete the local PST.

Infragistics unveils SharePlus 3.0

Infragistics has announced a Version 3.0 update to SharePlus Enterprise as well as the SharePlus Pro and SharePlus Lite Apps for iPhone, iPad and iPod touch.

New features in SharePlus Enterprise V3.0 bring the traditional SharePoint desktop search experience to mobile SharePoint. With searches enabled at the list level, across all content of a SharePoint site collection and user profiles, road warriors can quickly and easily locate what they need, when they need it.

SharePlus Enterprise and SharePlus Pro subscribers can now stay productive while operations, such as server synchronisations, occur. Plus, professionals can cancel out any operation with a simple 'tap' on the "Loading" message, instead of waiting for it to time out.

The SharePlus Pro ($19.99) and SharePlus Lite (free) Apps are available from the App Store.

Laserfiche launches iPad app for mobile ECM

Laserfiche has announced the availability of Laserfiche Mobile for iPad, an app to allow mission-critical content to be viewed and acted on from any location while retaining content within an organisation's IT governance structure.

"The iPad is revolutionising the way people interact with business content," said Tom Wayman, Vice President of Product Strategy at Laserfiche.

"The Laserfiche Mobile iPad app enables employees—whether onsite or offsite, executive or field employee—to stay connected to mission-critical content and business processes from anywhere in the world."

Laserfiche Mobile for iPad provides secure access to documents, metadata and audio-visual files stored in the Laserfiche repository.

It enables users to create and upload new electronic documents and tracks and audits all mobile activity occurring in Laserfiche.

It enables people to configure custom views of the Laserfiche repository on their iPads.

Laserfiche Mobile for iPad, which includes a built-in demonstration, is available for free download from the Apple App Store.

Laserfiche Mobile for iPad operates with Laserfiche Web Access as a part of Laserfiche Avante and Laserfiche Rio systems. To accept connections from Laserfiche Mobile for iPad, Laserfiche users can download the free add-on, Laserfiche Mobile for iPad Add-On, from the Laserfiche Support Site.

Mobile Mentor secures corporate content on iPads

Mobile Mentor has launched a Secure Content Locker for the iPad to provide secure access and version-control for corporate documents that are confidential and time-sensitive.

The Secure Content Locker is part of a broader Mobile Device Management service that Mobile Mentor launched last year and which has been deployed to utilities, government entities and professional services firms in Australia and New Zealand.

"The Secure Content Locker deals with two major issues surrounding mobile content," said Denis O'Shea, CEO of Mobile Mentor.

"It creates a secure environment in which users can read sensitive content, offering them a safe alternative to popular consumer apps such as DropBox. At the same time it provides version control and time-stamp functionality, ensuring users access the latest content that is approved for use by their company."

The Secure Content Locker will be invaluable for the distribution of board papers, legal documents and formal procedures that need to be frequently updated. Mobile Mentor expects the accounting, legal, medical, energy and aviation professions to be early adopters of the service.

The Secure Content Locker allows companies to secure document distribution and control access to corporate documents from iPads. Files such as Office, iWork or PDF can be added to, updated or removed from the Secure Locker by an administrator, given an expiry date if necessary and transmitted over-the-air using industry standard 256-bit SSL encrypted connections to company compliant devices.

"As well as providing a secure environment for users to access sensitive content, it controls their ability to edit, share or open files in unauthorised applications," continued Denis O'Shea.

The content management functionality is part of Airwatch's Mobile Device Management platform, which Mobile Mentor's uses to secure and manage its customers' iOS, Android and Windows devices. The Secure Content Locker is currently available for iPad only, with an Android tablet version to be released in the near future.

Metalogix adds Content Manager for SharePoint

A new content management suite for SharePoint 2010, Metalogix Content Manager for SharePoint provides tools for bulk classification and metadata tagging of batches of existing content or files being uploaded via standard SharePoint interfaces.

It takes advantage of SharePoint 2010 features such as taxonomy and term stores. Users are encouraged to add metadata by allowing them to access terms from the Term Store and apply those consistent terms. End users can concurrently upload and tag many items to streamline the process of uploading business-critical content into SharePoint 2010.

New generation of open source enterprise search

Lucid Imagination has announced the 2.1 release of its open source LucidWorks Enterprise product for search of both structured and unstructured data located across an organisation.

Utilising Apache Lucene/Solr as its base, LucidWorks Enterprise 2.1 adds features such as Crawler Configuration, the ability to schedule external data source crawling and new connectors for high-speed Hadoop Distributed File System (HDFS), Twitter and Content Management Interoperability Services (CMIS).

The release offers out-of-the-box integration with Drools Business Rules Management System (BRMS) and a framework for integrating other BRMSs.

The ability to integrate business processes to influence search results and relevancy, modify facets, sort, and filter parameters, and divert search queries to a landing page. Business rules also allow businesses to modify the documents during the indexing process.

LucidWorks Enterprise is available in two configurations: On-premise and Cloud (through LucidWorks Cloud).

"Enterprise search provides one of the most powerful discovery tools available to organizations of any size. Layered on top of Lucene/Solr, LucidWorks adds enterprise-grade security, along with time-saving operational tools that streamline enterprise search configuration, deployment and operations.

"Offering these valuable search capabilities in the cloud increases an organisation's agility while allowing users to leverage untapped information assets in a cost-effective and timely manner. Hundreds of companies worldwide have turned to Lucid to gain these benefits quickly and easily through our unique cloud offering, " said Paul Doscher, CEO, Lucid Imagination.

Nuance PDF Converter for Mac

Nuance promises more accurate PDF-to-Word conversions with the launch of version 3 of its PDF Converter for Mac software.

The latest release also includes direct connections to cloud services, making it possible to access and save PDF documents from the cloud with Nuance PaperPort Anywhere and Evernote.

The new release has built-in optical character recognition (OCR) capabilities to create searchable PDFs. It also connects to the Nuance OmniPage Document Conversion service in the cloud to offer one-click conversion of PDF files into formatted word processing and spreadsheet documents.

Nuance has incorporate its FormTyper feature to automatically convert PDF and scanned paper forms into professional looking electronic forms that can be filled, saved and shared online.

Using FormTyper, a user can take a non-fillable form and convert it into a fillable PDF form that can be completed, saved, and emailed. PDF Converter for Mac also lets users build cross-platform PDF forms by adding text fields, checkboxes and radio buttons.

Confidential information is safeguarded with 128-bit or 256-bit AES encryption and 256-bit AES Unicode passwords.

In addition, Nuance PDF Converter for Mac makes it easier for users to perform PDF-related tasks such as the ability to scan directly to searchable PDF; mark-ups such as highlighting, notes, graphics and Bates stamping; text-editing; PDF document assembly; and Table of Contents creation.

Nuance PDF Converter for Mac is priced at $A99.95 in Australia and requires Mac OS X v 10.6 or higher. For additional information on features or pricing or to download a free evaluation of the software, visit www.australia.nuance.com/products/pdf-converter-mac/index.htm or call 1300 550 716.

Scanning CeBIT 2012

The largest exhibition on the local IT calendar, CeBIT Australia 2012 fills Sydney Convention & Exhibition Centre in Darling Harbour each May with a wide array of technological delights. This year, while wandering the floors of the vast exhibition space you might encounter a Beijing-based manufacturer of oxygen concentrators, a business process outsourcer from Sri Lanka spruiking their wares or a stand displaying the latest consumer gadgets being manufactured in Shenzhen city in Southern China's Guangdong Province. Also on show in 2012 were a host of imaging and workflow solutions from manufacturers and solutions providers servicing the Australian and New Zealand markets.

(l-r) Sushil Gajwani, Sales Manager for ACA Pacific with Francis Yanga, National Account Manager / Channel Manager, Document Imaging, Australia and New Zealand for Kodak and ACA's Kevin Davies.

EzeScan document scanning software from Australia's Outback Imaging. Pictured are (l-r) Managing Director Mike Kirkby with Sales & Channel Manager Demos Gougoulas and Fabian De Angelis, Manager, Support and Services.

Hayley Rasmussen (l) and Rainer Krause, managing director of ELO Digital Office on the large German trade booth at CeBIT 2012

Yuri Koryukin, Managing Director of ABBYY Australia, presenting the Russion multinational's range of document recognition and data capture solutions.

Lee Bourke, CEO of FileBound Australia (l) and Steven Chenery, Managing Director of Upflow, distributor of PSIGEN PSI:Capture document capture and scanning software.

Laurie Varendorff (l) , CEO at Digital Microfilm Equipment (DME) with Ralph Fuchs, President of Germany's SMA eDocument was showcasing a range of book and karge format scanners.

Andrew Wade, director of Australia's i2 Software was demonstarting i2 Conversion Server's new direct connectivity to HP TRIM and SharePoint.

Security fix for government faxing via MFDs

An alliance between Ricoh and Australian software developer BNS Group has developed a solution that allows Government departments to send unclassified faxes from multi-function devices (MFDs). Australian Government IT policy does not allow multifunction devices with fax options to be connected to the network to send or receive unclassified faxes due to potential security breaches, as stipulated in the Australian Government Information Security Manual. Therefore, they required both MFDs for printing and copying, as well as standalone fax machines to meet their document requirements.

This new solution, which utilises Ricoh's MFDs and GlobalScan NX with BNS Group's fax technology, allows departments to consolidate print, copy, scanning and faxing on one device without compromising their IT security.

"Ricoh is the only MFD manufacturer to provide this functionality while meeting the Government IT policy," said Iain Heddle, State Manager, ACT, Ricoh Australia.

"This solution provides increased security, audit accuracy and reduces the need for stand-alone faxes, which can be a source of information leaks (wiki-leaks) and data spillages."

End-users sending from the Ricoh MFDs are identified when sending the fax by their secure network log-in and in conjunction with BNS Group's technology, ensuring that the full audit trail is resident on the fax server.

Email management with Oracle

US software developer TEAM Informatics has launched a new Email Manager for Oracle that enables Oracle users to control their email through Oracle's WebCenter Content Records. It will be available as a licensed software product and through TEAM's Content Cloud.

The product has been developed to tackle the problem of increased email volume and the growing complexity of the regulatory and legal landscape. It is designed to enable the discovery process to become more automated.

Email Manager for Oracle enables a user to automate their record declaration and retain only the important information. This minimises volume and maximises relevancy.

Vern Hanzlik, Vice President of Product Development at TEAM Informatics, said, "Email is an integral part of employees' everyday work life, yet it has remained a difficult organisational problem. With the increasing adoption of Oracle technology, TEAM saw an opportunity to assist customers in managing their email through an innovative approach to this complicated business problem."

Cadac Organice supports Brava

Cadac Organice, a developer of SharePoint-based solutions for Engineering Document Management & Control, now supports the Brava viewer for Microsoft SharePoint. The Brava viewer offers enhanced functionality and capabilities for viewing, comparing and markup of documents and CAD drawings in Microsoft SharePoint.

Brava for Microsoft SharePoint, developed by Informative Graphics Corporation (IGC), is being used by companies worldwide.

Brava supports knowledge workers in retrieving information from SharePoint by offering the possibility to easily view documents and CAD drawings without need for the original application. In addition the viewer supports review and approval processes with functionality for redlining, markup and annotation.

Cadac Organice has integrated Brava for Microsoft SharePoint in its latest build 3600. Brava for Microsoft SharePoint is a central server side solution. Besides enhanced viewing functionality and capabilities, the viewer offers high performance and is available to users working with documents and CAD drawings in SharePoint through Cadac Organice as well as through an internet browser.

Build 3600 also includes general performance improvements and improvements in uploading and importing files. Users are for instance notified when filenames include unsupported characters by SharePoint, and offered the possibility to automatically replace them.

Canon launches imageRUNNER 1700 Series MFDs

Canon has launched a new imageRUNNER 1700 Series of Multi-Function Devices (MFDs) designed for enterprise workgroups.

The new black and white imageRUNNER 1700 series includes powerful colour scanning/sending technology, adds new speeds and functionality to Canon's A4 range and is compatible with Canon's uniFLOW software and eMaintenance system.

Users can securely access the system over their network and print from and scan to their USB flash drive.

Canon's eMaintenance system sees the device automatically read and report on its own print counters, monitor toner levels and order replacements before they run out which deliver real time savings to the customer, a reduction in print downtime and better control of their printing costs.

The imageRUNNER 1700 series delivers a more interactive customer experience through an advanced touch screen user interface to maintain consistency with other MEAP enabled devices in Canon's portfolio.

The imageRUNNER 1700 series will be available in two configurations (30/50ppm).

Citrix acquires workflow app

Citrix has acquired a privately held company that offers a cloud-based collaborative work platform, Podio.

The company says Podio is a natural extension of the Citrix collaboration business, providing today's mobile and distributed workforce an easy, secure and social way to come together and work as teams. Podio will be part of the GoTo cloud services portfolio, which includes GoToMeeting.

Podio enables small and medium-sized businesses and teams within larger organisations to manage all types of business processes and associated workflows using pre-assembled apps from

PST explosion threatens email management says Gartner

Gartner has found that that the most difficult aspect of email management is establishing and enforcing email retention policies, in new research that looks at the best practices in eliminating local email archives

To underscore its analysis, Gartner cites data on PST inventory volumes in a typical 10,000 person organisation from C2C, a provider of email, file and messaging management solutions.

The C2C data identifies that a typical 10,000-person organisation might have the more than 35TB of PST inventory, comprising:

* 25,000 PSTs for current employees;
* 10,000 PSTs from former employees;
* Average PST size = 1GB;

Of these:

* 11,000 PSTs are on desktops or laptops (total size = 11TB);
* 5,000 PSTs are orphaned and have no apparent owner;
* 20,400 are on intended PST file storage; and
* 3,600 are scattered on other storage.

"Most mail retention guidelines (created a decade ago) were designed to maintain small server-side mailboxes so the IT group could meet backup windows, assure system availability and fast recovery, as well as minimising the need to buy more disk space," said Gartner analyst Matthew W. Cain.

"Consequently, the compromise was to allow users to create personal (not server side) archives stored on their PCs or on network file shares. These small mailbox/personal archive policies were typically put in place when the role of email in litigation was minimal and the application of records management discipline to email was not a consideration.

"The consequences of this approach to email retention have been profound. In 2012, many organisations have large repositories of messages that go back a decade or more in personal archives such as Outlook PSTs."

Podio's free app market. In addition, its technology can be used to create customised workflows and social collaboration activities.

The platform integrates with traditional enterprise or business solutions as well as today's popular cloud-based data storage, online collaboration and content tools including Box, Campaign Monitor, Dropbox, Evernote, FreshBooks, Google Apps, Google Docs, Google Alerts, Instapaper and Zendesk.

"This acquisition represents an exciting new chapter in our collaboration business. Podio extends our ability to provide a simple, secure and 'works for everyone' collaborative work platform in this post-PC era," said Brett Caine, SVP and GM for Citrix Online Services Division.

SharePoint search platform for scientific research

Multinational medical and scientific manufacturer PerkinElmer has announced the launch of its Search Genius application, designed for the SharePoint platform. It aims to provide researchers with a single software system to search, save and share unstructured data stored throughout their organisation, thereby making enterprise-wide knowledge accessible for more productive and effective workflows.

It allows researchers to use both text and structured searches of reports and technical documents stored using the SharePoint framework and E-Notebook system, as well as text searches of the Internet.

Scientists can also save their search results and easily create links and annotations that document their ideas and facilitate collaboration.

"Researchers in life sciences, whether in academia or commercial biopharma, are increasingly finding that simply generating data and analysis are not enough to provide the workflow efficiency and productivity they need to succeed," said Michael Stapleton, General Manager, Informatics, PerkinElmer.

"The ability to find information that correlates with their immediate and long-term requirements, as well as to utilise and share it across their organisation, is becoming a paramount ongoing need. Search Genius provides researchers with access to data that enables them to make decisions faster, based on its ability to collect, consolidate and analyse, so they can act on disparate pieces of information that may otherwise not be thought of or known to be important or relevant."

The Search Genius platform utilises Microsoft's FAST Search Server 2010 to create an out-of-the-box solution for researchers that is not separated and isolated from other applications. Researchers can use the Search Genius platform to carry out text and structure searches from the SharePoint platform as well as from inside PerkinElmer's E-Notebook system, while simultaneously conducting and documenting their research.

The application also allows for the extension of search capabilities to include any data sources that can be indexed by FAST Search Server 2010 for SharePoint, including Electronic Laboratory Notebook (ELN) content from other vendors and from scientific journals. Completely integrated into the FAST Search Server 2010 for SharePoint framework, the Search Genius system requires no additional IT overhead.

The Search Genius platform allows researchers to easily save the hits that result from their searches, something that is difficult to do with most web search engines.

This makes it possible to organise their research ideas within an organisational space that includes text and structure searches from multiple sources. Scientists can also annotate those hits with notes to help them recall the inspiration behind their search - not just where they found the information.

DocuSign and PayPal team up for payments

DocuSign is now accepting payments through PayPal simultaneously with providing electronic signatures on contracts, agreements, and other legally binding documents.

"DocuSign Payment combines two trusted industry standards – DocuSign eSignatures and PayPal Payments – into a single transaction process," said Keith Krach, chairman and CEO of DocuSign.

DocuSign's integration with PayPal allows businesses to collect payments from customers, partners, suppliers, and others as they DocuSign documents – with no additional programming, coding, or IT involvement. Payment processing with PayPal can be quickly setup using DocuSign's web interface or using DocuSign's API.

Users select the "Enable Payment Processing" feature in DocuSign and designate the PayPal account where payments will be transferred.

During the transaction, signers complete the normal DocuSigning steps and are prompted to provide payment. Signers who don't have a PayPal account can quickly set one up within the process, or opt to pay with a credit card, including Visa, Mastercard and American Express.

DocuSign Payment will be available as an optional add-on to DocuSign for Business or DocuSign for Enterprise editions.

Pricing varies based on the capacity of payment transactions required.

Industry Watch

Alfresco, the open platform for content management, has added two partners to its growing Australian channel, **Permeance Technologies** and **Androgogic**. Perth-based Permeance Technologies joins Alfresco as a systems integrator focused on open technologies, boasting a team of experts that span the full lifecycle of all Content Management, Enterprise Portal and Development projects.

Alfresco has also signed **Androgogic**, a Sydney-based provider of educational technology strategy and systems. Androgogic has a long history in educational technology installations, and in implementing the Moodle Learning Management System used widely across Australia and the world.

AvePoint has announced a partnership agreement with **Ignia**, a leading IT solutions provider based in Perth, Australia. Ignia will serve as a reseller of AvePoint technologies, and both companies will offer integrated SharePoint product offerings and services for customers throughout Western Australia. Founded in 2000, Ignia specialises in the delivery of highly innovative, agile working environments to resources, energy, engineering construction and state government clients.

TechnologyOne has appointed **Ken Bartlett** as General Manager for TechnologyOne Cloud. The newly created position follows the unveiling of TechnologyOne Cloud, TechnologyOne's complete enterprise suite now available on the cloud. Prior to his TechnologyOne appointment, Ken Bartlett was the director of sales for NetSuite Incorporated. Mr Bartlett was responsible for designing, implementing and driving a new channel sales business across the Asia Pacific and driving enterprise cloud sales.

Dimension Data Australia, the ICT services and solutions provider, t has appointed **Neil Campbell** as Director of Solutions, Australia. Campbell, who brings more than 20 years' experience to the role, has worked with Dimension Data for ten years. For the past four years, he held the position of General Manager of Security, Global, leading a 600-strong team and holding responsibility for more than 6,000 clients across 51 countries, including many of the world's biggest companies

Kyocera Mita has renamed itself as **Kyocera Document Solutions**, designed to reflect the company's evolution to an organisation that supports hardware, software and services as an integrated package.

EVENT DIARY

Gartner Security & Risk Management Summit
Jul 16 - 17, 2012
Sydney Convention Centre, Darling Harbour
Discover the latest tactics and long-term strategies to protect information resources in the most efficient and effective ways. Governance risk compliance, cloud computing, mobile applications and security, security architecture, threats/vulnerabilities and more.
www.gartner.com/ap/security

KM Australia 2012
July 24-26 2012, Luna Park, Sydney
This year's Congress is putting the pieces together by addressing a range of crucial issues in the evolving discipline of knowledge management. An expert panel of speakers will share successful strategies and initiatives that have actually made a difference in their organisations.
www.kmaustralia.com/

Investigations in eDiscovery
9-10 August 2012 The Sebel Surry Hills, Sydney
A one-day seminar on effective eDiscovery (10 August) will be preceded by to separate one-day workshops on
- Enterprise Document Management and eDiscovery; or
- Information Management and Governance
www.arkgroupaustralia.com.au

Business Process Management Summit
20 - 21 August 2012 Sheraton on the Park, Sydney
Learn how to apply business process management (BPM) techniques to meet and exceed process improvement business targets.
http://www.gartner.com/technology/summits/apac/business-process.

SAP Forum Australia and SAUG Summit 2012
August 21 -23, Melbourne Convention and Exhibition Centre
SAP Forum Australia and the SAP Australian User Group SAUG Summit will be held together in 2012 and offer international keynote speakers, visionary technology and business strategy content, customer presentations and transformation stories.
www.saug.com.au

IT for IM Professionals & IM for IT Professionals
September 20 2012, Rydges Lakeside Canberra'
Workshops from the Institute for Information Management.
http://www.iim.org.au

NZ cricket greats make data powerplay with Pingar

New Zealand cricketers Daniel Vettori and Scott Styris (pictured) have joined with their compatriot, the legendary Sir Richard Hadlee, in investing in NZ software startup Pingar. The pair are pictured at the opening of Pingar's new office in Bangalore, India, to support its expanded presence in the region.

Pingar has developed a technique that uses natural language processing and machine learning to classify unstructured data. It enhances image capture solutions to allow for metadata to be instantly applied to scanned documents.

Peter Wren-Hilton, Pingar CEO, said, "This investment by these great cricketers, known for their shrewd strategy and performance, shows the clear opportunity to meet the simple business need of turning unstructured data into accessible business intelligence," Mr. Wren-Hilton continues.

Pingar is currently expanding its Indian operations to include business development and technical sales-engineering teams.

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