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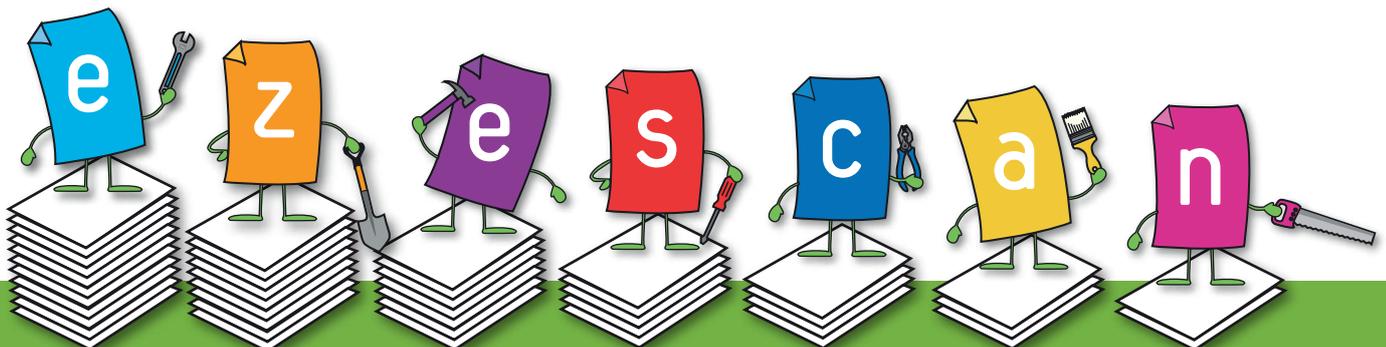
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## OBS jumps onboard with RecordPoint

Australian IT services company OBS has announced it is adopting the RecordPoint records management platform for SharePoint in place of its in-house i5 solution, which is being discontinued. OBS will provide RecordPoint with business consulting, implementation and support services through its national network of offices.

While the i5 solution will no longer be marketed, OBS says it will continue to support existing customers to remain VERS compliant, or provide the necessary consulting needed to migrate their SharePoint records management processes onto the RecordPoint platform.

Des Russell, National IM Practice lead at OBS said: "Companies implement records management initiatives to comply with regulations or business strategy, but users don't always embrace the new solutions. A growing number of organisations are looking at integrating existing SharePoint environments with records management solutions.

"Because SharePoint is often already in use it is easier to engage staff and drive records management adoption when it is accessed via a familiar interface like Microsoft office and SharePoint. These interfaces provide tools that are familiar to end users whilst ensuring that records management controls are being systematically applied.

"This new approach is likely to make it easier for companies to achieve their compliance goals as staff fully embrace new records management initiatives with far less resistance than traditional records management initiatives.

Elon Aizenstros, CEO of RecordPoint said: "It is great that OBS has come on board as a strategic partner. OBS's impressive credentials and experience as a Microsoft partner and its specific electronic document and records management system (eDRMS) expertise adds significant value to Australian customers that are looking to implement a RecordPoint solution. The partnership enhances our collective capability to enable records compliance in Australia. It offers added value to customer investments in SharePoint as a platform."

## APVMA Selects Objective ECM

The Australian Pesticides and Veterinary Medicines Authority (APVMA) has selected Objective ECM 8 as the winning tender for its next generation enterprise content management (ECM) platform.

Objective ECM 8 will manage the large amounts of scientific and product information that all APVMA staff rely on to make sound regulatory decisions. These decisions impact the registration and on-going management of over 10,200 pesticides and veterinary medicines that are approved to enter the Australian marketplace.

Tony Walls, CEO, Objective Corporation said, "Objective has a proven ability to deliver strategic solutions that meet the requirements of Australian public sector organisations. We are pleased that after an extensive process, the APVMA selected Objective ECM 8 to consolidate their information and manage their processes that support their regulatory decision making."

The APVMA was seeking a solution to manage existing digital documents stored in separate repositories and existing physical records. The organisation wishes to move progressively toward the minimisation of paper records and documents in favour of fully managed electronic documents. The APVMA also wants a greater capacity to share information and to support collaboration, both internally and externally, through electronic channels.

According to tender documents, "The solution should have strong digital and physical records management and hybrid records management functionality to manage both digital and non-digital records elements, and strong Workflow or business process functionality. The APVMA has approximately 172,000 paper records. Of these about 110,000 are located offsite, either with our offsite storage provider, or with the National Archives of Australia."

The current records management system is RecFind, which manages all administrative records and scientific data in paper from creation, and product related files when they are archived to offsite storage. Product related files are tracked via an internal system called iEARS.

The complex IT environment at APVMA includes in excess of 94 separate repositories, and multiple in-house systems built on various platforms including Ingres RDBMS, SQL Server and Access db. The current environment also has a number of disparate record repositories, such as shared directories and specialised third party business systems.

## Fuji Xerox dives into the cloud

Fuji Xerox Australia aims to bridge the gap between personal cloud storage and enterprise-grade EDRMS with its new hosted document management offering, known as Working Folder.

Aimed at small to medium-sized enterprises (SMEs), Working Folder is a hosted offering able to be accessed directly from the control panel of the company's multi-function devices (MFDs)

It also integrates with SharePoint and the company's proprietary content management system DocuShare, to provide a pain-free way for larger organisations to allow for external collaboration and add extranet functionality.

Fuji Xerox Australia segment lead for software, Peter Brittliff, said that Working Folders will deliver a business-grade platform as it is hosted in a local Tier 4 data centre, with military-grade encryption of data and IP address filtering capabilities.

"Employees regularly on the road, such as salespeople, will enjoy ready access to documents anytime, anywhere. Professional services in finance and accounting, legal, construction, real estate and property, retail, hospitality and healthcare are just some of the fields that will find Working Folder a boon in streamlining their operations," he said.

Brittliff also sees opportunities at many of the enterprise customers for DocuShare, who are reluctant to provide external access to their EDRMS.

"Working Folder can synchronise content on DocuShare or in SharePoint and allow specific collections to be published for collaboration with parties outside the organisation. This includes the ability to provide audit trails so organisations can track who has shared what and who they have shared it with."

Working Folder utilises simple drag and drop operations and compatible Fuji Xerox multi-function devices will allow for direct scanning to and printing from the Working Folder Cloud without any additional configuration.

Fuji-Xerox MFDS are able to integrate with other network and cloud document management platforms however this requires the implementation of additional server solutions.

"SharePoint is a great platform for collaboration in tandem with DocuShare, and Working Folder will provide an additional layer of robust content management with version tracking and the ability to send links externally via email, for example," said Brittliff.

<http://www.fujixerox.com.au/productDetail.do?code=WFOLD>

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## GIS on tap from Amazon cloud

A pay-by-the-month cloud Geographical Information System offering has been launched in Australia by leading GIS vendor ESRI.

Available on the Amazon Cloud platform, the hosted GIS service approach was first trialled with Brisbane City Council (BCC) during the 2011 flood crisis, when Esri Australia built, deployed and hosted the BCC Flood Map.

"At the height of the crisis, more than three million members of the public accessed the map," said Jeff Robinson, Esri Australia's Executive Manager.

"Esri Australia was responsible for managing the entire process – from initial development through to ensuring the application experienced zero down time – taking the pressure off BCC so they could focus their attention elsewhere.

"This hosted service approach to GIS proved incredibly valuable – so making the service available to all Australian organisations has been a priority for us."

The company says the solution – which provides GIS capabilities to organisations on a month-by-month basis – has already been deployed across the financial services, government and emergency services sectors.

Mr Robinson said the applications of the solution are broad ranging – from a simple web map relating to a specific topic or initiative; to an advanced enterprise-wide deployment.

"For a retailer, this could mean providing their analysts with a visualisation tool to monitor shoppers' in-store behaviour; for an engineering firm it could serve as a core asset management system; or for a state government body, it could be a public information map for a major event," said Mr Robinson.

"As the GIS solution is hosted on the Amazon Cloud, it can be scaled up and down instantly to meet demand – whether it's one user or one million users accessing the system."

For more information on Esri Australia's hosted GIS solutions, visit [esriaustralia.com.au/hostedGIS](http://esriaustralia.com.au/hostedGIS)

## Quantum leap needed to store our digital lives

Thinking beyond your corporate network, how much online storage is required to hold all of the data associated with your digital life?

According to US academic Professor Vladimir Shalaev of Purdue University, that figure has grown astronomically in recent decades. In a presentation at the International Conference for Quantum Technologies in Moscow, Professor Shalaev estimated that in 1986, the average person had just 500 megabytes to his or her name. By 2007, this number ballooned to 44.5 gigabytes, an 8,800% increase over 21 years.

This might seem an outlandish figure but when you add up all the email in the cloud, online photo libraries and Youtube home videos the figure does not seem so high.

Professor Shalaev presented addressed what he describes as the "evolution of an information society," which is necessitating a staggering amount of storage when you multiply that 44.5GB by more than 2.8 billion Internet users worldwide (Source: International Telecommunications Union)

More than 150 of the world's top physicists attended the International Conference for Quantum Technologies last month.

According the conference web site "Quantum Physics will have an enormous influence on humanity's future development. The world is on the threshold of a quantum revolution, in which the fundamental discoveries of physics will be actively used to create materials with entirely novel, unprecedented characteristics as well as ultrafast quantum computers.

"Quantum technologies promise fundamental changes in many



The hosted GIS service approach was first trialled with the Brisbane City Council Flood Map during the 2011 floods.

aspects of society, from Information Technology and Energy to Medicine and Transportation. Discoveries in these fields will have the same influence on civilization, as, for instance, the invention of computers in the middle of the last century."

## Typing out an analogue future?

The cool kids these days are spinning vinyl discs on antique record players, and the analogue fightback may have made its way to the very top, according to a report that says the Kremlin is returning to typewriters in an attempt to avoid damaging leaks from computer hardware.

*The Telegraph* newspaper reports that an order has been placed for German-made Triumph Adler Twen 180 typewriters, models that were popular in the late '80s and early '90s

It claims a source at Russia's Federal Guard Service (FSO), which is in charge of safeguarding Kremlin communications and protecting President Vladimir Putin, claimed that the return to typewriters has been prompted by the publication of secret documents by WikiLeaks, the whistle-blowing website, as well as Edward Snowden, the fugitive US intelligence contractor.

The FSO is looking to spend 486,000 roubles – around \$A16,000 – on manual typewriters

*The Izvestiya* newspaper reports: "After scandals with the distribution of secret documents by WikiLeaks, the exposes by Edward Snowden, reports about Dmitry Medvedev being listened in on during his visit to the G20 summit in London, it has been decided to expand the practice of creating paper documents."

Unlike printers, every typewriter has its own individual pattern of type so it is possible to link every document to a machine used to type it.

## TIS patents Google Glass Capture app

Top Image Systems (TIS) has filed a patent to the US Patents Office for a new capture product for Google Glass, known as GlassCapture. The new product will enable users to capture documents by means of snapping images of the documents using a wearable computer such as Google Glass and then recognising and processing the documents.

GlassCapture will aid users to make decisions based on the captured documents and related information retrieved during document processing.

"GlassCapture will bring about a paradigm change in how people interact with documents. With this product, the market trend towards empowering the remote workforce will progress dramatically," said Isaac Rome, Vice President Global Banking and Mobile, Top Image Systems.

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# SharePoint puts Queensland Parliament's house in order

**The Queensland Parliament has deployed a new publication system using Microsoft SharePoint Server 2013 to publish the Parliament's record of Proceedings (Hansard) (transcripts of parliamentary proceedings). The success of the project, together with the need to create a SharePoint environment, has seen use of SharePoint extended to handle intranet and collaboration and it is now being considered for a range of other content management applications.**

Clerk of the Parliament Neil Laurie said, "We are also looking at utilising SharePoint for a range of other uses including contact databases, accommodation management systems, and records management.

"We use a variety of content management systems and many things are stored electronically using .net, access, Word or Excel documents stored in network folders. Parliamentary administrations are traditionally classic "silo organisations" so we have a lot of different systems used by different organisational areas. SharePoint offers us the opportunity to transform these disparate systems into a more corporate base."

"Once you get the environment in place it opens up a world of possibilities."

After a review in 2012 the SharePoint platform was designed by solution provider Dialog to replace an ageing publication system built on Adobe FrameMaker. This system was over 10 years old and had been heavily modified for use in Hansard. The total spend for the project was around \$A300,000.

"We suffered from issues with the previous system because the software was not able to keep up with the more modern software which supported it, so we had to change replace the previous system in Hansard. We went out into the market and looked at various options," said Laurie

"Most of the people that tendered pretty well all used, to some degree or other, SharePoint as a base platform. It is the new Microsoft collaborative workflow product. Essentially, we ended up tacking on SharePoint to do the Parliamentary Reporting Services project. We were impressed internally by the SharePoint product and the power that it actually gives us to do other things.

"We are particularly impressed with its ability to be able to be used for multiple different databases and processes. Going forward, we see a lot of our older systems being translated into the new SharePoint platform.

"We like it. We think it has a lot of good utility. We are using it for a whole range of things now. My people the other day in the Table Office from their own initiative have started putting precedents of the House on to the SharePoint platform and creating its own database. It is so easy to use. The IT people only have to be there for a little time as compared to what it would be under some of the older software products."

The complete Hansard transcript is created by assembling the multiple segments supplied by the individual reporters in a Word template created in SharePoint after which further editing takes place before publishing online and in hard copy.

All proceedings from 1992 onwards were initially captured and available in digital form. A project is underway to digitise earlier proceedings from the Queensland Parliament's opening in 1860.

There were two different projects in relation to the digitisation of Hansard: The first part completed in 2011 was to make search-



A Hansard reporter at a Parliamentary committee estimate's meeting. Hansard transcription is undertaken by a team of high speed reporters able to enter up to 240 words per minute using special phonetic keyboards in a Computer Aided Transcription (CAT) system. The reporters work in 10 minute shifts when Parliament is in session to keep up with debate on the floor of the Legislative and Senate chambers.

able and available Hansard between 1860-1863. As bound hardcopy Hansard is only available from 1864, the Parliamentary Service accessed back issues of the Moreton Bay Courier from its microfilm collection, printed these off and then had them rekeyed by Parliament's Hansard staff into a word document which was then turned into a PDF and OCR'd using Adobe software and then uploaded to the Parliament's Web site.

A second project is currently underway to make Hansard from 1860-1980 available online. This commenced in March 2013

The hard copy of transcript is scanned using Konica Minolta bizhub363 MFD (using general scanning software). Feeders were slightly modified to handle varying paper qualities. (B&W, 300dpi, B5, image adjustment: to remove paper discolouration, density: increased to compensate for image adjustment. Material scanned as a searchable PDF.)

The Software used for OCR & processing is Adobe Pro X. The process is to de-bind and trim all volumes, scan volumes (check & make sure all pages have been scanned), then split volumes into sitting days. A cover page is added (with disclaimer) along with minimal metadata, then final adjustments made.

After OCR and file size reduction, XML files are created (for later use) and uploaded to the Parliament's Sitecore internet.

The Queensland Parliament Record is unique among Australian parliaments in having a linked database of tabled documents.

"If a Member tables a document during the course of a speech, that tabling is now linked in Hansard to our tabled papers database, so every document that is presented in Parliament is digitally captured and available online through our Web site as well," said Laurie

Another digitisation project is now underway to make all documents tabled in Parliament since 1860 available online.

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## CyanLine exposes critical data

A breakthrough from US Forensic Imaging company CyanLine has allowed investigators to reveal the true number of times a hard disk has been in active use and when it was first activated.

CyanLine's Fast Disk Acquisition System (FDAS) exposes vital metadata from the disk controller that reveals information previously thought unavailable.

"The discovery of this new information can be utilised in nearly every case that uses computer forensic imaging as evidence," said Steven Branigan, founder of CyanLine and forensic scientist. "The information from FDAS can be used to confirm or overturn cases, if the metadata aligns with their claims."

Cybercrime suspects can buy brand new drives and copy only the 'evidence' they want investigators to see, according to Branigan.

"Forensic investigators can search a suspect's metadata, and if they find that the drive was in use for just 20 hours, but the computer is three years old, it shows that evidence was not only tampered with, but it was also hidden elsewhere," he added.

Branigan states that the biggest problem in digital forensics cases are that lawyers and investigators have not known to look for metadata, nor realise that suspects can and will replace their disk drives to hide evidence.

"FDAS not only provides a faithful copy of the evidence disk, but it also provides information about the disk drive itself. It is this data can be used to determine age and usage of the disk," Branigan said.

Lawyers and investigators can now use FDAS to confirm that the data under review is, in fact, the right data. CyanLine says that FDAS is the only forensic imaging system that reports on this key metadata, which not only adds value, but also offers evidence that can crack and close a case.

[www.cyanline.com](http://www.cyanline.com)

## Esperance goes live on Civica cloud

The Shire of Esperance in Western Australia has gone live on the new Civica cloud platform launched last month.

The Civica cloud platform, located in the Sydney Equinix data centre, delivers all of the Shire's IT strategic applications, including the Civica Authority Enterprise Suite which enables users to share and update data on a real time basis, eliminating redundant data and the need to manage integration of components and batch processing of updates.

The Shire of Esperance is one of Civica's largest and most sophisticated cloud customers with over 180 active users. Civica hosts and manages 15 council applications for the Shire including Authority Enterprise Suite, HP TRIM, Cadcorp, Amlib, Infocouncil, Microsoft Office & Exchange, and Symantec Enterprise Vault. The company also manages a fleet of 44 printers and 3.5TBs of data, including 400GB of email.

The Civica cloud platform is based on Citrix technology and the FlexPod infrastructure which is powered by Cisco, NetApp and VMware technology. This infrastructure provides a highly scalable, highly virtualised, secure multi-tenanted delivery platform for all business critical IT needs.

Sean Kenny, Shire of Esperance IT Manager, said, "Since moving to the new Civica cloud we have noticed a major improvement to the user and performance experience. This is a major step forward in our ability to better service the community while the Civica team were also very responsive to our requirements which helped result in a smooth migration."

The Shire of Esperance cloud migration project was staged during the course of a weekend enabling Civica and the council's IT team to test and verify the applications with no disruption to Council business.

Michael Preedy, Managing Director – Local Government Solutions, Civica, said, "Local government organisations today are under increasing pressure to improve service delivery whilst keeping costs down.

"Senior management and ICT professionals recognise the crucial role technology can play to support everything from streamlining back office to improving community services for ratepayers.

"Our new cloud offering will provide local government with all the benefits of an integrated, enterprise solution capable of providing consistent, accurate data to all parts of the organisation while at the same time mitigating risk by utilising the latest technology data centre infrastructure backed by Equinix."

## Seagate claims hard drive speed record

It is generally acknowledged that solid state hard drives offer a performance boost to computing speed, but the additional cost and limited capacity has prevented widespread uptake. Seagate says a new hybrid drive technology it has developed offers a solution that provides a 3X increase in random performance over existing solutions

The Seagate Enterprise Turbo SSHD is described as solid state hybrid drive (SSHD), combining the capacity of a hard drive with solid-state flash. Seagate says it provides up to a 3X increase in random performance over existing 15K-RPM drives and is available with up to 600GB of capacity.

The first enterprise SSHD has been introduced as an option for the IBM System x servers.

Based on preliminary performance testing using standard system benchmarking tools, Seagate says a 10K-RPM version of enterprise SSHD boasts IOPS over 2X better than a standard 600GB 10K-RPM hard disk drive.

## YouSendIt relaunched as Hightail

YouSendIt, the popular email alternative for sending large files, is no more, instead the service has been relaunched under the brand name Hightail, as in let's hightail it out of town.

Still seeking to associate itself with a speedy method of sending large documents and other files, Hightail is also planning to offer better integration with Found Software, the cross-cloud-service file search service YouSendIt acquired earlier this year.

"People like you and I, we have Gmail, Evernote, maybe Dropbox, YouSendIt, Box. All of a sudden, I can't remember -- where is that thing you sent me? Found lets users search all those cloud services, as well as local drives," said Founder and CEO Brad Garlinghouse.

He explained the choice of the name Hightail thus:

"With a name that strides like a giant across a landscape of Boxes, Syncs and Shares alongside an audaciously elegant look that contrasts with the endless dreary blues of the cloud space, Hightail leads by example. It is the standard bearer that will help transform steady growth into true evolution and take our business to the next level.

"What has not changed is our core offering, the reason why professionals from architects to attorneys, salespeople to singers choose us to share ideas and work together.

"Hightail remains an easy and secure way to access and share files and folders on any device, anywhere, while fitting in with how you already work and giving you complete control of your valuable information.

And that's just what we currently do. We've got big plans to truly transform the world of digital sharing with ideas so exciting and innovative they needed a brand to match."

Hightail is now offering unlimited storage to users for \$US15.99 per month. Dropbox offers 2 gigabytes of storage for free, but charges \$US9.99 and up for 100GB or more. For \$US15 per month, Box offers 1 terabyte (1000 GBs).

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# 2015 Digital Transition on track says NAA ...

**Anne Lyons, Assistant Director-General, Government Information Assurance and Policy at the National Archives of Australia, has responded to an article in the May-June 2013 edition of *Image & Data Manager*, questioning whether the 2015 timetable is realistic and able to be achieved**

## To the Editor, IDM

I refer to the article by Stephen Bounds, Director, knowquestion, regarding the Australian Government's Digital Transition Policy published in *Image and Data Management* on 4 June.

To avoid confusion and unnecessary concern for your readers in Commonwealth agencies, I would like to clarify some policy areas that the author appears to have misunderstood.

Firstly, it is a government, not an Archives policy but the Archives is leading the implementation. The Archives' 2015 target requires that records created digitally after 2015 will be managed digitally. This has no impact on the transfer of records that already exist and there is no requirement to 'backscan' records. Rather, the Archives advises back-scanning only when there is a valid business reason to do so. The Archives has made these requirements very clear in all its communications with agencies and on its website.

Check-up 2.0 helps agencies assess their information and records management capability, plan improvements and monitor progress. It is not a compliance measure, and there is no 'mostly compliant' rating. Agencies have found Check-up 2.0 very useful, and as a result it was included in the Government's Digital Transition Policy. Rather than CEO's being 'blissfully unaware', there has been a considerable increase in engagement by agency heads and other senior managers since the policy announcement in 2011. We know this from our frequent contact with people at all levels in agencies, the many business process improvement initiatives underway, some of which are being documented in case studies by the Archives, and the Check-up 2.0 submissions themselves.

As the primary purpose of Check-up 2.0 is for agencies to assess and monitor their own capability and plan improvements, there is nothing to gain by putting a positive spin on their own assessments.

The Archives does not agree that 'the separation of record-keeping systems from business systems is substantially increasing the risk of records remaining uncaptured or uncontrolled'. It is only when records are not adequately managed in business systems that they need to be integrated with a dedicated records management system. The international standard ISO 16175, endorsed by the Archives for use across the Australian Government and largely based on our foundation work, addresses the effective management of records in business systems.

The author suggests that 'integrating record-keeping ... with process management ... is a partial solution at best'. Integration is the Archives' preferred solution – when records management is embedded into workflows and business systems, it reduces duplication, makes business more efficient and truly digital.

The National Archives offers free advice to agencies through its Agency Service Centre on 02 6212 3610 and runs training programs and workshops that provide targeted and accurate information for agencies.

**Anne Lyons**

**Assistant Director-General,  
Government Information Assurance and Policy  
National Archives of Australia**

# And in response ...

Firstly, I would like to thank Ms Lyons for her detailed response to my article and welcome the chance to continue the discussion.

I acknowledge that only records created after 2015 will need to be in electronic format to be accepted by the National Archives of Australia (NAA). My article was referring to back-scanning requirements that would arise for agencies that do not complete the transition to a digital recordkeeping environment by 1 January 2015.

For example, if their transition completed in June 2016, there would be 18 months of records that would need to be sourced in their original electronic format or back-scanned before they would be accepted by the NAA. I agree that this could have been worded less ambiguously in the original article.

However, I do dispute the current status of Check-up 2.0 use within agencies. Check-up is now a mandatory assessment tool which needs to be signed off by the agency/department head, with a resulting report that ranks agencies by their Check-up score. This leaves little wiggle room for interpretation: higher numbers indicate the NAA's belief that the organisation is doing a better job managing records. Whether you call this score "compliance", "performance", or something else seems a little semantic. To suggest that staff have no incentive to present the work they are responsible for in the best possible light to their superiors seems rather naïve.

To take just one example, question 16 of Check-up scores the statement "some records are managed digitally" as a 3 while "most records are managed digitally" scores a 5. This is very open to interpretation! In my view, making Check-Up assessments mandatory has reduced the tool's usefulness overall since the capacity for honest assessment by system owners is compromised.

Ms Lyons comments that "It is only when records are not adequately managed in business systems that they need to be integrated with a dedicated records management system." This is quite true, but that "only" is precisely where the gaps lie, and where mandatory Check-Up submissions are most likely to gloss over problems. The Australian National Audit Office (ANAO) released a report in June 2012 titled *Records Management in the Australian Public Service* which was quite clear: Every audited agency had numerous systems containing records which weren't being appropriately managed. These systems could be the ubiquitous Microsoft Outlook (probably the single software product which has most damaged the quality of recordkeeping in government over the last decade), shared drives, or other ad hoc business systems. In fact, I would be surprised to find a single government organisation that was fully compliant with its record-keeping obligations.

The same ANAO report also highlights the inability of most agencies to "access complete and comprehensive information when it is required for business or legal purposes". This is most often a problem for FOI requests, but also arises in the context of legal discovery. Far from simplifying records management, as more of our records become digital the speed and ease of their creation makes any manual interactions with recordkeeping systems a proportionately greater burden.

I do believe that integrating recordkeeping with business systems is a superior technological solution. However, my point was that the ultimate solution is one that lies with people, not systems. I stand by my previous assertion that the effectiveness of government recordkeeping, regardless of any "digital transition", requires more than anything "a senior management culture in government that prioritises correct and efficient recordkeeping as a KPI worthy of tracking at the same priority as other business processes".

**Stephen Bounds**

**Director, knowquestion**

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# How not to succeed in setting an information management strategy

by Stephen Bounds



**This is Technology Tracey. Today, Tracey has decided she needs a new car. After driving to the nearest car yard (she is personal friends with one of the sales-people), she buys a nifty two-door coupe with canary yellow paint, leopard print seats, keyless entry and an eight speaker, top of the line stereo. Tracey drives home feeling very happy. But then her significant other asks: “How will I drive our three kids to soccer practice?”**

Or consider Shopping List Sam. Sam has spent six months drawing up the dream specifications for his car: Rugged off road capability, roof rack for the skiing and surfing holidays, and 8 seater capacity with towbar attachment for the caravan. Yet despite the \$75,000 price tag, Sam hasn't driven beyond the city limits in 5 years, can't ski, gets seasick at the sight of a seagull, and lives by himself.

Lastly, we turn to Focused Fred. Fred has purchased an electric car because he works just 15 minutes down the road from his house. But in four months' time, he and his family are going on a 3000km trek to Far North Queensland. That electrical car isn't going to be practical without either installing some very expensive battery packs, or starting over with a system that has better long-distance travel range.

All of these scenarios may seem quite ridiculous. Yet I have witnessed organisations that approached the purchase of significant information platforms in just the same way as Tracey, Sam, and Fred.

By an information platform I mean a commercial-off-the-shelf (COTS) software product. These products are typically sold

on the basis that they can be “configured” – as compared to “customised” through programming – to be useful in executing a variety of business processes. Examples of information platforms include electronic document and records management systems (EDRMS), customer relationship management (CRM) systems, case management tools, workflow processing engines, or an amalgam of these.

These flawed purchase decisions stem from two causes: a lack of balance in the requirements gathering process, and/or a lack of understanding of how a “platform” differs from an “application”.

“Tracey companies” are heavily technology-focused. They often buy software on the basis of little more than a sparkly ‘tech demo’, or a close relationship with an existing vendor. When it turns out that critical features are missing or don't live up to the hype, there's a panicked search for add-ons or a fall-back to programming the missing features.

Lesson: Always ensure the business is involved in any decision to acquire a COTS product. While they may need to compromise due to long-term design requirements and technical limitations, if you can't convince them that the recommended approach is useful and viable, rethink your purchase.

“Sam companies” let the business owners specify exactly what they want. This approach to defining functional requirements is typically adapted from designing systems that are coded from scratch. However, this “blank check” method can be disastrous when working with COTS products.

Focusing on delivering features exactly as requested by the business, instead of working collaboratively to work within the strengths of the COTS product, leads to complex workarounds, hacks, or code that compromises the upgrade path of the software. This rarely works out well for the vendor or customer, leading to delayed delivery, substantial cost-blowouts and buggy functionality.

Lesson: Effective deployment of COTS products requires a strong internal technical expert who understands both business needs and the product architecture. Between purchase and deployment, these experts should review and adapt functional requirements to be more “natural” to the product design approach while minimising functional loss.

“Fred” companies have given project teams the whip hand. By remaining focused purely on keeping costs down and meeting the immediate needs of the first business users of the system, design choices may be made which are difficult or impossible to undo. This can lead to massive re-engineering bills as subsequent projects attempt to enhance the original platform design to meet more complex needs.

Lesson: Always establish and adhere to clear principles for the overall COTS implementation. Having these will minimise the risk of short-sighted design decisions being made which will be costly to reverse.

Ordinarily, line area systems are designed to fix a specific problem, and are used mainly by one business area. These can be tactical solutions, in which case the flaws of the approaches of Tracey, Sam and Fred above are less critical.

On the other hand information platforms, by their very nature need to be adapted and enhanced over time. This long-term investment makes information platforms a strategic purchase rather than a tactical one. This in turn makes it critical for infor-



Working with a commercial-off-the-shelf (COTS) software product, does not give the business carte blanche to request any feature it wants.

Information platforms to have a defined and viable strategic framework which is understood, accepted, and promoted from the top.

All strategic frameworks need to answer seven key questions:

Objectives – Why does it matter that this project goes ahead?

Goals – What does success look like when everything is done?

Benefits – How can we measure success?

Principles – Can we arrive at a consensus on what values matter?

Strategies – Can we arrive at a consensus on where our change efforts should be focused?

Norms – Does the new system match “how things are done” around the organisation? If not, what’s our plan to deal with that?

Roles & Responsibilities – Will jobs change after implementation and if so, how?

In some cases, the answers to these questions are easy and straightforward, but in many cases they are not.

Technology may have been put forward as “the answer” to problems that instead are rooted in far more complex, people-oriented issues such as fear of change, morale or management deficiencies, lack of knowledge, lack of skills, or lack of trust. If an implementation doesn’t tackle these issues head-on, failure is far more likely.

High-level strategic planning and knowledge management skills are generally required to effectively navigate and design around these uncomfortable conversations.

Robust and well-governed information platforms can be transformational in unlocking business productivity.

But equally, they are one of the hardest projects to successfully execute. You should never treat the implementation of an information platform as a trivial task. But at a minimum, please try to avoid being another Tracey, Sam, or Fred.



Stephen Bounds is an Information and Knowledge Management Specialist with a wide gamut of experience across the government and private sectors. As founding director of Knowquestion Pty Ltd, Stephen provides strategic thought leadership in the development and implementation of modern information systems. Contact him at [sb@knowquestion.com.au](mailto:sb@knowquestion.com.au)

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## Ray Kurzweil Keynotes Kodak Global Directions 2013

**Renowned author, inventor and futurist Ray Kurzweil will keynote Kodak's Global Directions 2013 conference - an annual technology and educational event sponsored by the company's document capture and enterprise software business unit.**

The conference, scheduled for September 22-25 at the Gaylord National Resort and Convention Center in Washington, D.C., USA, will explore "Intelligent Information Management" and how its deployment provides businesses with a competitive advantage.

This year's theme includes topics on the importance of collaboration platforms for enterprise-wide information management, managing social media as a vital information stream, and the next generation of software that not only manipulates and stores vast amounts of data but can also intelligently process the valuable information contained within it.

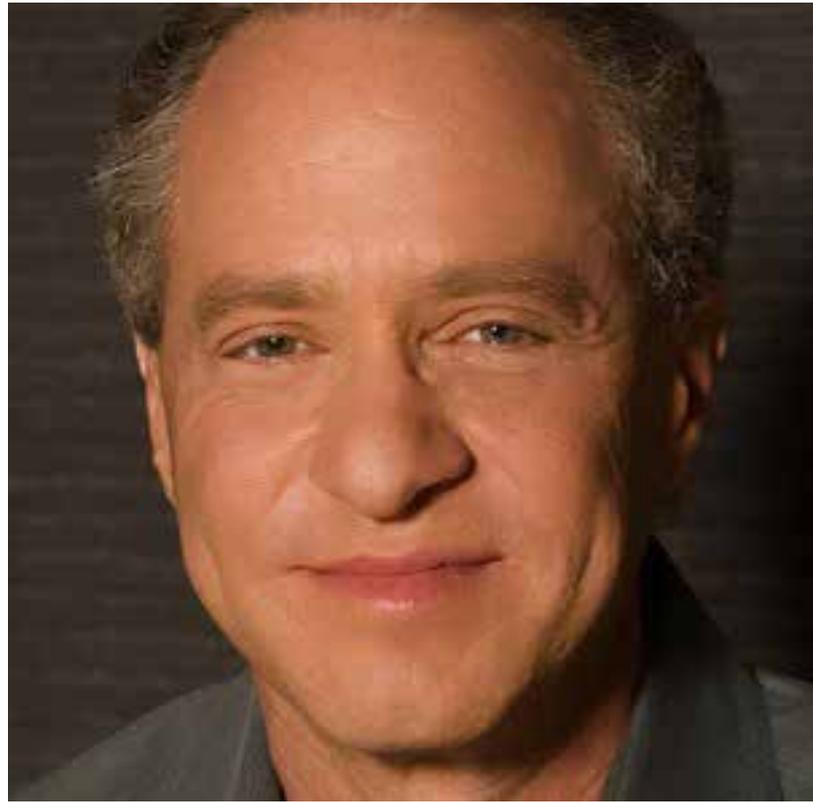
Kurzweil is uniquely qualified to discuss new approaches to information management. He was recently named Director of Engineering at Google and is widely regarded as one of the greatest inventors of our time. He was the principal developer of the first omni-font optical character recognition (OCR), the first print-to-speech reading machine for the blind, and the first CCD flat-bed scanner. PBS honoured Kurzweil as one of "16 Revolutionaries Who Made America"; Forbes magazine has referred to him as "the ultimate thinking machine" and Inc. magazine described him as "the rightful heir to Thomas Edison."

"Ray Kurzweil is a pioneer of our industry," said Dolores Kruchten, President, Document Imaging and Vice President, Eastman Kodak Company.

"Without his contributions, we might not be having this conference. Ray is the perfect headliner for a blockbuster lineup of speakers and exhibitors."

Business leaders attend Global Directions to examine solutions to critical issues affecting their organizations. The conference agenda features cutting-edge case studies, end user presentations and technology demonstrations. Notable attendees include some of the most renowned thought leaders, analysts and journalists in the information management industry.

The event is designed to advance education, knowledge and actionable business strategies in the application of information management to meet the future needs of the global business community.



Ray Kurzweil, Director of Engineering at Google.

Topics range from extracting business content from scanned paper documents, to document processing workflows for enterprise platforms such as Microsoft SharePoint, to high performance software that can understand, classify, extract and automate data flows from a variety of input sources such as documents, voice mail and social media.

Steve Fox, Microsoft Director, author and Azure Evangelist, Microsoft will outline Microsoft's moves to place every tool that you're using into the "sky" to drive greater collaboration.

Steve is the author of several books about SharePoint and Windows Azure. As the Director of Microsoft's Azure business unit, he leads a team of cloud architects and developers to help drive enterprise solution development and migration into the cloud.

To learn more about the Global Directions 2013 conference agenda and registration, visit [www.globaldirections2013.com](http://www.globaldirections2013.com).

## Tablet boom continues in ANZ Market

The ANZ tablet market continued to register phenomenal growth of 147% year-on-year in 2013 Q1 according to research by analyst firm IDC, bringing the total market size up to 1.14 million units. This tremendous growth was contributed by a jump in demand of smaller, cheaper Android tablets, as well as Windows tablets.

"Users now have better access to a wide range of low to high-end tablets as well as different operating systems compared to last year. In 2012, an user would usually choose between an Apple iPad or a Samsung Galaxy Tab but now, a year later, brands like ASUS, Acer, and Microsoft would also appear on the user's radar," says Suzanne Tai, Associate Market Analyst of IDC's ANZ Infrastructure Research Group.

"Whitebox tablets have picked up significantly as well, driven with heavy promotions by retailers such as Aldi, Harvey Norman, K-Mart and Warehouse Stationary."

"Android is growing its foothold in the marketplace, thanks to Samsung's aggressiveness with promotions and channel strategies, as well as the influx of whitebox tablets. Additionally, Windows tablets are also gaining traction with entry of new models, pilot rollouts and implementations in commercial sector especially in education."

The ANZ tablets market is expected to grow 46% in 2013 over 2012 due to the introduction of new tablets, increasing commercial uptake of tablets, increasing demand as a result of price drops and lastly, PC cannibalisation. In 2013, IDC expects to see increasing uptake of Windows and Android tablets stealing market share from iOS tablets.

For 2013 Q1 IDC found the following tablet market share: Android 36%, iOS 56%, Windows 8%.2013/2026

# Cloud beckons for business

it4 Group Australia has developed a cloud-based information management solution to meet the document management, processing, collaboration, compliance and security needs of small to medium business in Australia and New Zealand. The suite of cloud-based offerings include document capture, document management, invoice processing, workflow and erp integration.

Trends like the cloud, BYOD, and flexible working mean that the business landscape is rapidly changing. Organisations are at once keen to embrace recent evolutions and wary of radically departing from the status quo. It's a fine line to be walked by the 21st century business and one that requires a balanced perspective to negotiate.

Aaron Belton, a principal founder of it4Group, explained the offering was initially developed for a range of clients in the hospitality industry as on-premise solutions to deal with the challenge of reducing paperwork, improving productivity and reducing expenditure on print related overheads.

An initial implementation at Sydney's Four Points Hotel in Darling Harbour was successful in reducing by almost 75% the print related overheads for the hotel, and the success saw the same solution adopted by the flagship Sheraton on the Park hotel in Sydney. The initial solution was based on an on-premise client-server document management implementation, with traditional upfront costs for design, implementation, support and hardware supply.

"We identified the burden of realising these costs for a lot of businesses and have since developed a cloud based system called DocMatrix, which can be structured as an ongoing operational expense for most businesses. The system has been designed to meet the demand for intelligent document processing such as invoice processing, AR, AP and HR related requirements, centralising information from various systems into a single interface be it paper, emails, PDFs or even output from virtually any 3rd party system.

"iT4 work in partnership with ABBYY to provide leading edge capture technology at significantly reduced up-front cost compared to traditional commitments that are associated with technology of this nature" said Belton.

"The DocMatrix platform was developed entirely in Australia to provide a solution for small to medium businesses and departments of large organisations. The system has been designed around a wide range of verticals, from hospitality to retail, accounting, distribution, recruitment and many more."

Flagship partners of iT4 include Starwood Hotels & Resorts, Harvey Norman, Fitness Australia, Intercontinental Hotel Group, Spar Australia, Workpac, Hilton Hotel Group and major supplier to the aviation industry Pacific Turbines.

"ABBYY have provided us with the flexibility to utilise their technology for capture, OCR, classification and workflow routing on a pay per use basis," said Belton. "DocMatrix integrates with any brand of MFD or scanner so that users are able to scan or even print documents directly to the cloud based system and onto workflows ready for processing, thus being totally independent of any hardware manufacturer"

The cloud allows employees working in a branch office, remotely from home or on-the-go, to feed information into business processes directly at the point of customer contact or data creation. This streamlines business workflows significantly and provides people with immediate access to information where necessary, from PCs, tablets or mobile phones. Centralisation of business services is high on many organisations' wish lists. The goal is to increase the efficiency of business resources by reducing the time, cost and hassle of capturing, managing and securing documents with fast, efficient document capture.

In the small to medium business sector there is a wide array of erp and financials packages employed and many business are reluctant to interrupt their business to undertake complex process re-engineering projects.

"Most companies nowadays are using an on-premise finance system and prefer to provide us with a supplier and GL code tables that we can load into the cloud invoice processing platform for data lookups. As long as people have an easy means of updating those tables they are happy," said Belton.

"At the backend we will output data in a format compatible with your internal systems, a format that they can be imported into almost all financials package. This provides a much simpler solution to implement than attempting real-time integration.

[www.it4group.com.au](http://www.it4group.com.au)



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# ANZ bank looks to SharePoint future



**One of Australia & New Zealand's Big Four banks is steering a path to a SharePoint 2013 future although keeping its role limited to its perceived strengths in intranet and document collaboration.**

The bank has been using SharePoint for project and team collaboration for almost 10 years, while conventional ECM heavyweights such as Documentum, FileNet and Oracle UCM still handle the heavy lifting of document and records management.

Standard network file shares are also still employed although SharePoint has replaced their use in many instances.

The bank is presently using SharePoint 2007 but a migration to 2010 will take place later this year at which time the bank is planning to upgrade to a SharePoint intranet from an in-house developed platform.

A future upgrade to SharePoint 2013 is also on the roadmap although the bank intends to retain IBM WebSphere Content Manager for its public facing web site

The present intranet platform is 10-15 years old and holds a lot of redundant and duplicated content so as part of the SharePoint 2010 migration the bank is cleaning this up as well as simplifying and consolidating the publishing function which will be centralised and placed under the control of the corporate communications team.

There are a number of concerns that would prevent the bank considering SharePoint as a replacement for its existing ECM systems. It does not perceive SharePoint as a strategic choice for enterprise scale document & records management, focusing on its role in departmental or divisional document storage.

According to one of the bank's Enterprise Architects, "We do have some business processes implemented in SharePoint utilising

some rudimentary workflow functionality as well as the Nintex workflow add-on, but we wouldn't be considering implementing business process applications on the ECM platform anyway "We allow users to use SharePoint as a document-centric collaboration tool and utility. This gives our users more flexibility but IT is still in control of provisioning project, team and collaboration sites."

There is no portal integration between SharePoint and any other repositories and documents are manually uploaded into SharePoint.

"We never intended to use SharePoint to store restricted or classified information or use it to build complex applications," he said.

"Many organisations that don't have an existing ECM solution could consider SharePoint for that purpose. The bank has made a decision that we are not going to use SharePoint for customer related documents.

"We have existing platforms for workflow processes which includes business process management (BPM), ECM and document generation and we don't consider SharePoint in that context."

"This will be integrated with SharePoint but used in a more robust and controlled manner."

The bank has been scanning documents for some time, and is focused on transitioning to strategic enterprise components that employ Kofax scanning and OCR, Pegasystems BPM and EMC xPression Enterprise Edition for document generation with FileNet as the EDRMS.

"There is some work to do but we have put all the building blocks in place to support digitisation which is part of our strategic roadmap," said a spokesman.

# Cloudy ECM on tap for Australian government

A new cloud ECM offering for Australian government agencies has been announced by Objective, following the launch by HP of a TRIM and SharePoint platform delivered as a cloud service. Targeted at around 250 small federal and state government agencies of less than 100 users, Objective ECM for Small Agencies promises an “instant-on” Information Management solution. It will be offered alongside the cloud document sharing application Objective Connect.

Local government is not yet on the radar but the company says “Watch this space” for an offering tailored to this sector.

The “instant-on” promise is for many agencies in this category that are simply using Microsoft Outlook, Word and Excel and do not require complex integration with CRM or ERP applications. The company says business process analysis, redesign, implementation and training are often the greatest impediment to accessibility for small agencies to best practice information management.

Tony Walls, CEO of Objective said, “Objective ECM for Small Agencies is the only offering of its kind. It embeds 25 years of experience in solving content, collaboration and process management challenges for government. We’ve made ECM accessible for small agencies by translating the information management standards into a compliant and easily deployed solution by preconfiguring the system for information management best practice.

“The result is an innovative solution engineered to solve the specific requirements of small public sector agencies, typically saving them up to six months of planning, design and deployment time, essentially it’s an instant-on solution.”

“Delivered from the cloud as a managed service this new offering removes the traditional barrier to entry of the capital budget allocation and also ensures predictability of operational expenses for the life of the solution. It’s cost effective, cost predictable and perfectly matched to governments published Cloud First strategies.”

Developed with significant guidance and input from national and state government regulators, Objective ECM for Small Agencies comes preconfigured to meet federal and state public sector requirements, including the National Archives’ Digital Transition Policy. The preconfigured busi-

ness classification scheme, security model, functional terms and disposal schedules ensure compliance but are pragmatic and manageable. The focus is on usability and practicality with compliance as an outcome, not as a hindrance to good business practice.

Data sovereignty is assured through use of an Australian domiciled cloud and it is managed and monitored by Objective Managed Services, which allows small agencies to focus their resources on their core business rather than on managing their IT applications and infrastructure.

Adrian Rudman, General Manager Sales - Asia Pacific at Objective Corporation, said, “Many of these agencies are moving to capture to deal with information that arrives on paper, but more and more we’re finding that email integration is the real key piece.

“If staff can record an email as a record including its attachments and deal with it electronically then we’ve taken paper out of the process. They don’t have to print something to put it on record.

“Typically things are produced on paper for the process of approval and review and those workflows are native parts of Objective ECM for Small Agencies.”

“We believe that we can get these agencies up and running with very minimal business process reengineering for those who want to achieve compliance and get rid of the pain of paper records.”

HP has launched what it dubs the HP Next Generation Information Worker (NGIW), a new solution that combines an information management (IM) system with enterprise communication and collaboration tools.

“For many government organisations, there are challenges in managing complexities around enterprise information management,” said Alan Bennett, vice president, Enterprise Services, HP South Pacific.

“In developing NGIW, we took quite a different approach by analysing the information worker and work performed, rather than the software tools being used.

“Our consultations with government enabled a unique co-design to address the needs of government departments today and into the future.”



The advertisement banner features a blue background with white clouds and various icons representing cloud services and records management. On the left, there is a yellow speech bubble containing the text "100% SHAREPOINT OFFICE 365 READY". To the right, a white speech bubble contains the text "...making records management possible". The RecordPoint logo is positioned in the bottom right corner. At the bottom of the banner, the text "We've been managing the cloud for ages. recordpoint.com.au" is displayed in white and yellow.

# Wanganui District Council commits to SharePoint 2010 EDRMS

With a population of around 43,000 to serve, New Zealand's Wanganui District Council (the Council) has the information management and recordkeeping requirements of a large corporation. As the main repository of both active and historic civic information, the Council needed a document and records management system that would surface information from existing line of business systems, provide easier access to public information, and the ability to share information across multiple parts of the Council while ensuring that it was compliant with the New Zealand Public Records Act 2005 (PRA).

Following a number of IT systems upgrades, including Windows 7 and Office 2010 for 300 users, the Council needed to replace its legacy TRIM Enterprise Document and Records Management System (EDRMS) with a solution that could work more effectively with the Council's new operating systems.

With years of experience working with Councils on record keeping and information management solutions, Information Leadership was engaged to tailor a solution to its requirements.

## Solution Overview

The Council wanted to replace its existing TRIM EDRMS system with SharePoint 2010.

The Council was also motivated to transition to SharePoint 2010 because, as a Government department, it has access to Government-wide Microsoft licensing conditions, meaning that the existing system was costing it much more than if it were using a Microsoft-based solution.

Being a first in New Zealand, transitioning to SharePoint 2010 from the existing TRIM EDRMS carried a certain amount of risk.

"From their architects to their testers and consultants, Information Leadership showed great technical and, importantly, people skills from the get go," said Information Services Manager Jason Simons.

As a Microsoft Gold Partner for Content and Collaboration and with over 50 SharePoint implementations under its belt, Information Leadership has developed its own iWorkplace product, which incorporates the company's methodology and products for extending SharePoint to fit the New Zealand environment. This includes PRA compliance, productivity enhancements, advanced record keeping and cost savings for organisations.

## Pairing files with their metadata

It was essential that all records retained all their metadata after the transition to SharePoint. This posed a technical challenge as the metadata for each record was stored in multiple tables within TRIM. The file itself was stored in a separate filing system, with a seemingly random filename.

To overcome the challenge a series of SQL queries were run on the SQL database to match records with their metadata. The results were collated in a single SQL table. Each row contained a link to a file together with all its metadata. This table formed the basis for the migration from TRIM to SharePoint.

Council's business requirements meant that the cut over from TRIM to SharePoint had to happen in one weekend. Accordingly, an iterative approach to migrating the Council's 1.3 million records has been adopted.

The first migration of files was completed in January 2013 using a PowerShell script. A series of iterative migrations took place



"The existing solution was acting as a roadblock, and we needed to update our EDRMS to ensure that it fitted with our roadmap for IT," Wanganui District Council Information Services Manager Jason Simons.

over the following months to capture (and migrate) files from TRIM that had been created or modified in the intervening period.

Robust testing practices confirmed all files were being transferred and the correct metadata was attached. The final migration of active files took place the weekend before the go live. The iterative migration of archived files is on-going.

## New approach for property files

Historically, Councils have historically maintained a hard copy property file for each property. This poses a number of challenges, especially in an electronic environment:

Documents that relate to multiple properties need to be copied and placed (or linked) on each property file. Where does the original electronic document get stored? If a document gets updated, do all the copies get updated?

Only one person can effectively work with the property file at a time.

Business activities often maintain their own 'convenience' copies of records that relate to properties. Not surprisingly, sometimes these documents get out of sync or do not make it to the property file at all.

There are a high number of properties and potentially a high volume of records for some properties.

This meant the information architecture within SharePoint had to:

- ensure users' needs were met;
- technical boundaries within SharePoint were not exceeded; and
- simple interfacing with other business systems could all be achieved.

To overcome this challenge, Information Leadership developed a SharePoint extension product that allows single documents to be linked to multiple properties listed in the Council's property and ratings system/database - iWorkplace Smart Entity. The product is configured through the SharePoint site settings, so the Council does not need to access Central Admin or SharePoint Designer.

## LOB and GIS Integration

As mentioned above, integrating SharePoint with other line of business systems was essential, especially the Council's property and rating system, TechnologyOne. The following functionality was required:

- information from the property and rating system displayed in SharePoint; and
- documents created within the property and rating system automatically saved directly into SharePoint.

A different extension product, iWorkplace Smart Folders was installed so that when staff create a new application in the property and rating area, such as a building consent or liquor license, it interfaces directly with SharePoint, creating a folder for that application and saving the associated document(s).

This means that Council staff can identify a property within the property and rating system, click on a link and see any document tagged with that property identifier across the Council's business activities – from building consents to liquor licensing to animal control.

The Council's Promapp GIS mapping system is connected with SharePoint in a similar way. It has two way links between information held in each system ensuring that users have access to all relevant information, regardless of where they are working in the system.

Using the SharePoint extended by iWorkplace products as a base, Information Leadership tailored the Council's solution to make sure that it met their unique requirements. One of the requirements was managing information from multiple sources. The Council for example, carries out an annual planning review with submissions from the public.

Hundreds of submissions generally come through the Council's website, but they also come from emails and occasionally, through the post. Previously, these submissions were processed manually by up to eight people, taking a number of weeks.

But through the iWorkplace product, the Council is able to streamline this process and have just one repository of informa-

**Being a first in New Zealand, transitioning to SharePoint 2010 from the existing TRIM EDRMS carried a certain amount of risk.**

tion that can be easily managed by just one person, bringing efficiencies and savings to the Council.

Another benefit of the new system is collaboration. The existing TRIM system meant that only one Council person could work on a document at one time, which meant that processes were slow with information duplication common.

Given that the Council is relied upon as the official source of a city's and citizens' information, the need for a more robust document management system was apparent. The new solution means that multiple people can work on property documentation at the same time. It also brings the benefit of having one true source of information rather than multiple documents and masses of information to manage.

The ability to surface information from other line of business systems within SharePoint and link multiple business activities to one property file or one client file has delivered enormous business benefit to the Council.

Improved usefulness and usability, by maintaining a user's sense of place and drawing all relevant information together, is a significant benefit. Any organisation that needs to manage case files could realise similar benefits through a similar solution.

Drawing on its 50-plus PRA compliance-grade implementations, Information Leadership has also ensured that the Council remains compliant with its PRA requirements through a retention and disposal module, iWorkplace Records Manager, saving time and resources for the Council.

Traditional EDRMS products have struggled to give staff easy ways of filing and finding information – this is something that SharePoint/iWorkplace excels in. This lowers change management costs, raises efficiency and gives Council the definitive source of information that they need.

All incoming correspondence is now being scanned and details of more than 240,000 physical records and the box they are contained in is held within SharePoint.

Staff apply minimal metadata when placing records in SharePoint to help provide context along with inherited metadata based on the location selected. A 3rd Party product from Colligo was acquired to provide drag and drop functionality and auto metadata population when filing email from Outlook.

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# NSW Education learns how to get smart with ECM

**When it comes to Electronic Document and Records Management for the Australian Government, it does not get any bigger than this. The NSW Department of Education and Communities is underway with a mammoth task to switch what is the largest single organisation in Australia (public or private) over from paper to digital recordkeeping.**

The project commenced after DEC senior management decided that the current internal practices in information management are unsustainable given the volume of information being managed both physical and digital.

Digital storage has grown from 22 Terabytes in 2006, to 75 Terabytes in 2007, and is expected to reach 1500 Terabytes (1.5 Petabytes) by 2012

The EDRMS adoption also aimed to secure substantial cost savings for storing paper records off-site and on-site. This included some 22km of off-site storage at the Government Records Repository (GRR) and other commercial storage providers, costing over \$800,000 per year. DEC's on-site storage was estimated in 2009 to cost \$6M a year.

If the current status quo was to continue, DEC identified the

major potential risks as loss of corporate knowledge, loss of accountability, loss of management control, increased productivity costs, including re-creation costs, service inefficiencies, even a risk of loss of client confidence (public, business & students).

Implementation of the EDRMS began by focussing on high-risk business areas, namely Human Resources, Legal Directorate and Student Services.

As of June 2013 these high risk business areas in which digital records must be captured are in digital recordkeeping systems that comply with NSW Govt standard on digital recordkeeping .

An EDRMS Centre of Excellence (CoE) was established to advise and assists DEC business units on how to adopt to EDRMS, achieving records compliance and best practice.

An EDRMS Community of Practice (CoP) encourages collaboration and sharing of knowledge while marketing materials were developed to help communicate the plan.

## Pilot project

The EDRMS rollout commenced in 2009 with a pilot deployment of HP TRIM to 600 staff members representing business areas across regions, institutes, metropolitan different size and in various locations in the former Department of Education. It is now

scheduled to reach over 15,000 staff across the state by 2014.

The NSW Government combined the Department of Education and Training with Children's Services and Communities NSW to create the Department of Education and Communities in 2011.

Abdalla Eissa, Leader Information and Records Management, at the Department of Education and Communities, said the pilot deployment had been useful in identifying the need for a training strategy, change management strategy, infrastructure study and also heightened the need for business information mapping.

"We also discovered some areas where staff were placing email in TRIM but then also printing the email and filing it as a paper document. Habits are hard to change, but eliminating just that duplication is in itself a major efficiency gain," said Eissa.

"Human Resources in Education is so hungry for paper with the large volume of forms that must be submitted by staff along with so many forms from students.

"We now find that 80% of the records managed in TRIM are digital. It has been a major transition from paper and shared drives"

## Scanning and capture

The Department is migrating many forms from paper to Smart PDFs, but there is still a large requirement for document capture.

To handle this workload for DEC HR communities a centralised scanning facility was established at the Department's Blacktown headquarters with 10 large production scanners in 2010.

Production scanners have also been deployed at four other locations: Wollongong, Bathurst, Newcastle and Blacktown.

CVISION Trapeze software is utilized for automatic data capture and forms recognition and processing with intelligent OCR and ICR. DEC uses SAP along with many other line of business applications, some of which are already integrated to TRIM and use OCR. .

"When we started to apply our Maturity module, we found many business areas with low knowledge of records management and limited use of TRIM. Training and change management for EDRMS played a major part in bringing them up to speed and improving their records management and business practices overall," said Eissa.

"Many business areas had concerns before they started using EDRMS , eg.

- what will happen when the system goes down?
- will they be able to find what they are looking for?
- will EDRMS make their work easier or more difficult?

"But their response to EDRMS once they have got used to it has been universally positive.

"Some local offices lack the same infrastructure as the corporate offices of DEC which can make managing change more difficult



"We now find that 80% of the records managed in TRIM are digital. It has been a major transition from paper and shared drives"  
- Abdalla Eissa, Leader Information and Records Management, at the Department of Education and Communities,

"As we are moving away gradually from the print & file model to full digital environment of recordkeeping, we advised business units that paper records already captured will remain in paper format until the life cycle of these records come to an end and gets destroyed.

"More than 80% of records are now stored digitally in TRIM and new paper records are kept for a maximum of six months and then destroyed.

"We are preaching that the authoritative documents should always be captured and maintained in TRIM and it represents the only source of truth."

Aging electronic records are one of the major challenges for DEC's IT department, by introducing EDRMS it is hoped these digital records will be migrated to the recordkeeping system where retention and classification will be applied, and the application of the life cycle of will lead to their eventual disposal.

Traffic of large documents across the network is being reduced as TRIM usage grows and links are being sent instead of attachments.

*Abdalla Eissa will be presenting a Progress report on the switch over from paper to digital record-keeping at the EDRMS for the Australian Government forum on August 21 2013 at Rydges Hotel, Canberra. [www.arkgroupaustralia.com.au](http://www.arkgroupaustralia.com.au)*

A blue banner for RecordPoint. On the left, there is a yellow speech bubble containing the text "100% SHAREPOINT". The background is filled with various social media icons in white and yellow, including Facebook 'f' logos, Twitter birds, and thumbs-up icons. In the center-right, the text "...making records management possible" is written in white. At the bottom right, the RecordPoint logo is displayed in white. At the bottom center, the text "World's first in social records. [recordpoint.com.au](http://recordpoint.com.au)" is written in white and yellow.

## Document Management market still growing says analyst

The global market for document management systems is on track to grow at an annual rate of almost 14% until 2016 according to a new report from analyst firm Research and Markets.

One of the key factors contributing to this market growth is the need for effective corporate information management, the report says. The market has also been witnessing increased adoption of document management systems in small and medium-sized enterprises. However, data security concerns could pose a challenge to the growth of this market.

The key vendors dominating this space include EMC, IBM, Microsoft, and OpenText, while other vendors mentioned in the report are Alfresco, HP, Hyland Software and Oracle.

Commenting on the report, an analyst from the team said: "Earlier, SMEs had limited options when adopting a system that would ensure optimal business performance. This was mainly because they did not require, or could not afford, all the features of enterprise-class software systems.

"Their options were limited to freeware and low-end or open-source solutions that mainly focused on server or network monitoring. In the last few years, SMEs have become increasingly aware of the significance of complete visibility of their operational performance and its impact on their businesses. This trend has created an opportunity for DMS software vendors to develop new versions of their products and attract SMEs, thus improving their presence in this market.

"Also, with growing operations, SMEs need to find a solution for their document management, storage, and other features. These needs are leading SMEs to shift toward DMS solutions."

According to the report, one of the major drivers of the market is the need for effective management of corporate information. DMS enables the storage of business documents and is continually transforming to streamline the business process and to meet the demands of a growing number of enterprises for which the management of documents is becoming a complex and a difficult task.

For more information visit [http://www.researchandmarkets.com/research/ccs5p6/global\\_document](http://www.researchandmarkets.com/research/ccs5p6/global_document)

## The rights and wrongs of KM

According to a new report by University of Greenwich Professor Colin Coulson-Thomas organisations are capturing and sharing the wrong sort of knowledge. Based upon a five-year investigation, the report *Transforming Knowledge Management* sets out a more affordable route to high performance organisations.

"Knowledge management initiatives have been excessively general and overly complex, and they have not delivered hoped for results," claims Coulson-Thomas.

He continues "A more focused and flexible approach is required that can quickly impact upon performance, achieve multiple objectives and provide clear benefits to both people and organisations."

According to Coulson-Thomas ([www.coulson-thomas.com](http://www.coulson-thomas.com)), "Many organisations just load material onto a corporate intranet. What is captured and shared is often 'commodity knowledge' that is available to others. It does not differentiate or represent a source of competitive advantage."

Coulson-Thomas argues we need to distinguish between 'knowledge about things' and 'knowledge of how best to do things'. He explains: "There are people who know a great deal about the theory of accounting who I would not ask to prepare a set of accounts."

The new report questions 'traditional' approaches to knowledge management and sets out a more affordable route to greater re-

turns on investment and achieving multiple objectives.

Coulson-Thomas believes "We need to step up from information management to knowledge-based performance support that helps key work groups to excel.

"Personalised help relevant to a particular job, issue or situation should be accessible 24/7 wherever people are, including when on the move."

He continues: "Knowledge management needs to re-focus upon helping key work groups to adopt the superior approaches of high performers. Re-focused it can enable us to create high performance organisations and teams that remain current, competitive and vital."

Many corporate initiatives promise jam tomorrow rather than measurable impact today. Coulson-Thomas believes "We need to shift the emphasis from 'knowing' to 'doing'. Performance support can have a quick and direct impact on performance by focusing on knowledge of how to do things and - in particular - how to excel at difficult jobs."

*Transforming Knowledge Management*, published by Policy Publications in association with Adaptation, is available from: <http://www.policypublications.com>

## Clustify 3.2 adds new view of ediscovery

Hot Neuron's Clustify is software that is used in litigation to make the document review phase of e-discovery more efficient and consistent. The latest update to Clustify, version 3.2, adds interactive graphical visualisation of keyword and cluster relationships.

Clustify groups related documents into labelled clusters, providing an overview of the document set and improving the efficiency and consistency of the review phase of e-discovery by allowing the user to review and categorise related documents together.

The user chooses whether to group documents that are conceptually similar, near-duplicates, or elements of an email thread. Version 3.2 adds a graphical visualisation tool to supplement Clustify's list-based views for browsing clusters.

The graphical visualisation makes it easier to see the relationships between keywords and clusters, helping the user to navigate the document set and identify useful keywords for selecting relevant documents.

Clustify produces a self-contained SVG file to display the interactive graphical visualisation in a web browser. It works with recent versions of all major web browsers, including Chrome, Firefox, Internet Explorer, Opera, and Safari.

This allows the graphical visualisation to be used with many browser-based review platforms.

Version 3.2 also adds the ability to export tag data into virtually any database that has an ODBC driver, so documents can be tagged or categorised efficiently in Clustify and that tag data can be exported to many review platforms.

"We continue to add functionality that makes it easier for users to browse and analyse their document sets with Clustify," says Bill Dimm, the CEO of Hot Neuron. Our decision to output the graphical visualization in standard SVG makes it very flexible and easy to integrate with other systems."

[www.cluster-text.com](http://www.cluster-text.com)



"It may be possible to simultaneously improve quality, cut costs and save time. Crucially we can do all this with existing people, cultures and structures." - Professor Colin Coulson-Thomas.

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**Shakil Ahmed,**  
Manager of Information Technology  
Qatar Shipping Company

# Defining document management with SharePoint

There are many challenges for businesses to navigate when looking at the information management lifecycle to ensure effective document and records management, and secure knowledge sharing throughout an organisation. Top of these challenges include change in user behaviour, the masses of data trapped on personal desktops and email accounts, ineffective user tools to securely share content and the cost of delivering integrated solutions.

The SharePoint platform is helping businesses to meet these challenges by providing an environment where users can easily store, share and find information. But to get the most out of SharePoint, users have to mitigate the software's inherent limitations such as the inability to capture email content, and the inability to take advantage of the rich SharePoint platform capabilities from familiar desktop applications such as Outlook and Microsoft Office, Word, Excel and PowerPoint.

Australian owned and operated software engineering company Definiti has been designing and deploying solutions for Microsoft technologies since 1986.

Definiti's SharePoint Product Manager, Mr. Sean van Zyl, said, "One of the things most critical to the success of a business is the efficient management of information assets."

"Our customers often come to us for assistance in improving their document management systems and more often than not that means helping them integrate SharePoint so they can get the most out of their Microsoft Office investment. We searched for a software solution to help us deliver a better SharePoint experience for our customers and the best on the market was OnePlaceMail. In fact, there's really nothing else in the market like it."

Definiti has developed a business partnership with Scinaptic to develop unique solutions for its customers utilising the OnePlaceMail software development kit (SDK). This allows Definiti to extend the OnePlaceMail core solution.

"We started using OnePlaceMail soon after Scinaptic had released the SDK, to create a plug-in for extracting information out of our line-of-business applications. The reason we did this is because we have a number of custom built applications including an engineering management tool and a quoting system with information such as customer account codes, customer names, opportunity numbers and project numbers that we wanted to extract as metadata," said van Zyl.

"OnePlaceMail automatically extracts and provides both 'to' and 'from' email addresses along with many other email attributes when saving emails and email attachments to SharePoint. We use the 'to' and 'from' information to locate customer details in our various custom-built applications and it brings back a list of opportunities or projects for that customer. All we have to do is select the information we want to keep for our customers with a few quick clicks."

"Being able to work with Scinaptic and customise OnePlaceMail the way we have has been incredibly beneficial for our customers," said Mr. van Zyl.

"We have an interface now that gives our end-user customers the ability to capture extensive metadata about their own clients. Our OnePlaceMail plug-in prepopulates all the necessary data and the end-users simply need to click a selection when it pops up to add it to the rest of the email metadata automatically captured by OnePlaceMail. It means they don't need to change what they are doing at all in order to capture, classify and effectively manage the content within SharePoint."

Mr. van Zyl added, "For the most part, users don't understand the importance of metadata. And while we do spend quite a bit of time educating customers about benefits of metadata to make it easier to find the information they are looking for, working with OnePlaceMail has meant that we can educate without forcing new processes on our customers. Now, they are able to quickly find information in massive document libraries and be compliant against document management legislature. Being able to work so closely with Scinaptic to create a solution from OnePlaceMail has really given our business a point of difference and this is reflected in our customers' satisfaction with the product."

## Enterprise search goes Open Source

The Searchdaimon enterprise search product is now available as open source software. The company says it is the only enterprise-grade alternative to Solr available at <http://www.searchdaimon.com>. The source code itself has been made publicly available at GitHub: <https://github.com/searchdaimon/enterprise-search>. Organisations can use it directly or build search-based applications on top of it, using widely supported programming languages and APIs.

A recent series of studies by Stephen E. Arnold, managing director of ArnoldIT and expert in online search systems, identified dozens of open source content processing systems. The problem is, Arnold said, "Organizations looking for an alternative to Lucene/Solr or a widely supported SQL (structured query language) solution have to trade off performance and complexity to obtain the benefits of open source software."

"Solr has some performance and usability issues. Searchdaimon has engineered a solution that processes content and delivers query response times superior to other open source search solutions," said Runar Buvik, Searchdaimon's chief technical officer.

Buvik also administers a website where prospective users of an enterprise search system can run a query across nine different systems. <http://www.opentestsearch.com/>.

Arnold said, "Traditional approaches to enterprise search and content processing put most organisations in handcuffs. The licenses and the proprietary software limit the customers' ability to tailor a solution to meet specific needs."

"Together with the open source community, we hope we can build one of the best solutions for enterprise search yet. We will also be much freer to incorporate other GPL-licensed code into our system and make it easier for the community to contribute code. This will let more connectors be made, and better interoperability with third party software," Buvik said.

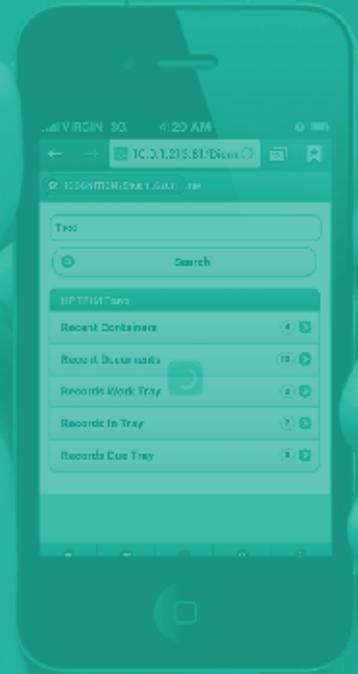
"The Searchdaimon approach provides organisations with freedom to enhance the system and allows developers to contribute code which will greatly extend the capabilities of the Searchdaimon high-speed system," Arnold said.

Searchdaimon is the result of an evolution of academic research at the same university that developed the original Fast Search & Transfer search system.

The Searchdaimon system offers filtering, sorting, content federation, search suggestions, spell checking of user queries, stemming and lemmatization, a graphic interface for the administrative services, logs, statistics, and other components of a modern enterprise information retrieval system.

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# Baker & McKenzie Jumps to Office 2010 and Embraces Templates

By Stuart Kay

**Baker & McKenzie is by some measures the world's largest law firm. Currently it has approximately 10,000 lawyers and support staff in 73 offices in 46 countries. The geographic distribution, and cultural and language differences, make any global system project challenging. But replacing a core system can be especially harrowing.**

Fortunately, our story has a happy ending, as we successfully developed and deployed Microsoft Corp.'s Office 2010, including new templates. We were able to upgrade our software with minimal impact on our personnel, with the end result of creating new, effective systems, with lower maintenance costs, that also achieved long-desired global standards for document production. Like many law firms, we bypassed Vista and Office 2007. The upgrade path for those technologies was not compelling from either cost or function perspectives. But when we looked at Office 2010 we realized that it offered many functional advantages over Office 2003, so we started planning our upgrade shortly after it was released by Microsoft.

Planning kicked into high gear when the first of our clients began talking about also upgrading to Office 2010. While we have completed our project, for firms that have not yet upgraded from Windows XP, this process is now becoming pressing as Microsoft will terminate its support for XP in April 2014.

We realized that our objective was not just to roll out Office 2010 across all our offices, but also to roll out a global set of Office 2010 templates. Templates are automated documents that enable our lawyers and support staff to quickly and easily create new documents that comply with our global branding and font and paragraph styles.

They relieve people of having to manually format documents, and allow efficient re-use of both content and variables. For example, once a letter is generated to a client group of litigants, the client contact and matter details can be pre-filled when subsequent correspondence is created.

By introducing a new global set of templates we could minimize the impact on staff productivity during the switch to Office 2010 by automating basic document production and creating an intuitive interface to minimize the time that our lawyers and staff needed to spend on document layout and formatting — as well as generally adapting to the changes in Microsoft Office.

We estimated that by adopting the templates and training our personnel to use them we would see a 6.5% productivity improvement— over a bare rollout of Office 2010 — and it required an investment of less than 0.1% of our global revenue for the same period.

Although it is impossible to measure accurately, by spot testing during the launch, it appears our estimate was reasonable and affirmed our investment. Some of our partners have since confirmed that productivity in their offices has noticeably improved with the new system.

Importantly the firm had recently completed an exercise to refresh our global brand, including the presentation of our stationery and logos. The new templates enabled us to electronically embed these standards in nearly all documents produced in all our offices.

In addition to the overall brand recognition advantages, this eliminated the need for any office to reprint stationery when, for example, a new office is opened. The templates have also reduced global technology maintenance costs by standardising our document production by using a single shared technology.



## The Challenges

Of course, even as we articulated all the potential benefits, we were all too aware that this was a project that would face many challenges. Among them:

**Technical:** There were obvious and considerable technical issues. Not only did we need to roll out Windows 7 (64-bit) and Office 2010 (32-bit) to more than 10,000 desktops in a brand new standard workstation image, but there were also mandatory server and client upgrades to our document management system, OpenText eDocs, and in some cases, we needed upgrades to desktop hardware to enable a 64 bit operating system.

**Multiple languages:** Languages are a key challenge that has multiple ramifications. All systems had to be able to cope with Unicode/double byte characters. Many of our offices are multilingual, thus requiring multiple language variations of templates in each of those locations, and in some offices multiple languages had to be supported in a single template document. In turn, this required us to gather translations of everything from field names to disclaimers, and find a simple way of incorporating these into a centralised system without creating bespoke templates for each language in each office. Templates had to work with many different Microsoft Office language packs, and our training materials needed to be translated into multiple languages.



Stuart Kay is director, global business systems, with Baker & McKenzie, based in San Francisco. Previously, as Head of Knowledge for the Australian offices of Baker & McKenzie he was part of a team delivering global knowledge management solutions to the firm. Email: [Stuart.Kay@bakermckenzie.com](mailto:Stuart.Kay@bakermckenzie.com).

**Paper sizes:** Most locations use A4 paper, but many key offices use "U.S. Letter," and a few offices use both. Changing between paper sizes needed to be as easy as possible, without significantly affecting formatting.

**Bar requirements:** Bar requirements in some jurisdictions result in, among other things, restrictions on how firms can be represented locally in marketing materials, or require certain information (e.g. disclaimers, lists of office addresses, or partners) to be included or presented in certain ways.

Consequently we had to enable different uses of logos, footers, and address blocks, again without creating bespoke templates for each different scenario.

**Information layout:** It is surprising how many different ways local customs dictate the order and style of things like addressee, date, subject, author and signature in a letter!

**Styles:** Text and formatting styles could have posed insurmountable obstacles, or at least obstacles that could have resulted in significant delays. Fortunately the firm's recent global brand initiative had already determined standards, though they were yet to be embedded in core systems.

## Change Management

We realised that the greatest challenge that we faced was change management — and this was huge. Our lawyers and support staff would be required to adopt an entire suite of new technologies. While the templates might reduce the impact of the change to Office 2010, there would be a learning curve associated with the new templates themselves.

If those templates were designed to handle a world of different languages, layouts, bar requirements, etc, there was a real risk that users in any one office or practice group would find them over-complicated and clumsy to use, so they had to be as intuitive as possible.

We had to secure local management buy-in to replace local templates systems with a global system, and local IT buy-in to deploy and support the global system. And we needed to get busy partners and lawyers to attend training. This required extensive communication throughout the course of the project.

In view of all the above challenges, and knowing the complexity of our environment, the program we embarked upon could have taken over two years. But we gave ourselves only nine months to get to deployment readiness, with additional time for office-wide installations in accordance with the individual scheduling requirements of each office. And we achieved this goal! How did we do it?

As any good project manager knows, when you are faced with a tough project you need to be sure to narrow down the deliverables as much as possible. Anticipating the potential complexity of automating compliance with our global brand standards, we defined the scope to be a core set of simple templates: blank, letter, memo, and fax.

Barely out of the gate, we rapidly had to extend the scope to include some marketing and due diligence templates, and even agreement templates! If you've ever tried to reconcile U.S., British, European, Australian, and Asian agreement styles, you will know that this was not minor scope creep!

## Key Design Principle #1: User Experience

Where the rubber hits the road in any technology project is, of course, in the user experience. Assuming baseline functions and performance expectations would be met, we considered that adoption of the technology would succeed or fail based on the user interface and how easy and intuitive it would be for our personnel to adapt to the new systems.

To this end, the global templates system we had proposed had  
(Continued over)

# Document and Knowledge Management for SharePoint

*"MacroView was our primary partner for a project where we successfully developed and deployed Microsoft Office 2010, including new templates, with minimal impact on our personnel, lower maintenance costs and achieved long-desired global standards for document production."*

**Stuart Key**  
Director, Global Business Systems  
**Baker & McKenzie**

**MacroView**

[www.macroview.com.au](http://www.macroview.com.au)

the potential to make or break the project. If it worked well, it would make the transition from XP/Office 2003 to Windows 7/Office 2010 that much easier, and if it didn't work well, it had the potential to create a backlash that could have resulted in a complete failure of adoption.

We sought to standardise the look and feel of all aspects of the user interface wherever a high degree of consensus was possible. And where consensus was not possible, we relied on our second principle:

### **Key Design Principle #2: Standard Central Core with Customisable Local Components**

The global templates system had to have a very flexible design that enabled core components to be standardised at a central level, while permitting easy updating of variable components at both central and local levels.

Easy to say, but wickedly difficult in practice! Across Baker & McKenzie's global enterprise there are many small differences that directly affected both Office 2010 configurations and, with more direct impact on lawyers and staff, the templates. In aggregate they posed great logistical and system challenges.

### **Key Design Principle #3: Launch Applications "Out of the Box" Whenever Possible**

While it might seem that we needed to build a highly customized system, in fact our third key design principle was to use out of the box functions for all core systems whenever possible. Because of the complexity of our environment we need to do this to minimise the cost and impact of future upgrade paths. Clearly the templates themselves are bespoke, but their integration with other systems has been designed for minimal impact on core systems.

## **The Technology**

After reviewing the template tools already available in many of our offices, we decided to work with MacroView to develop our system. MacroView is an Australian technology company that specialises in document management and automation systems. It had already successfully deployed Office 2003 templates to all our offices in the Asia Pacific region.

Technical aspects include:

**Integrations:** We needed to integrate the template with a range of different systems that varied by location and included Active Directory, OpenText eDocs document management, Outlook contacts and InterAction client relationship management, comparison, and metadata systems and applications, as well as code control and deployment systems.

**Dynamic Ribbon:** The Office 2010 ribbon is constructed in real time, based on the template selected.

**Dynamic Dialogs:** The screen dialogs that prompt for variable input into each template are constructed in real time, based on settings specific to each template and location. The enhanced Word 2010 ribbon spotlights key desired functions as well as making the global templates intuitive to use.

**Brand libraries:** A common store of the various logos, brand elements, legal disclaimers — often translated into multiple languages in single locations — and other bar requirements pertinent to specific locations.

**.Net class libraries and resource files:** We needed to enable a common menu interface across Word, Excel, and PowerPoint, and support multiple languages.

Common styles were needed to implement Baker & McKenzie's standard text and numbering styles.

### **The Experience**

But what does all this mean? It means that a lawyer or secretary can very intuitively and quickly create and style a document,

and have key details automatically added from other existing systems without manual data entry.

Those documents can quickly be edited or re-styled, and the content or variables (addressees, etc.) in the document can quickly and easily be used to create new documents. These basic features are very intuitive and require almost no training and are consistent across Word, Excel, and PowerPoint.

Careful planning was critical. But equally important was agility, and the ability to quickly adapt to rapidly changing feedback and requirements. We used a highly iterative method, with daily scrums for core team members, weekly meetings for extended team members, and a SharePoint based collaboration site on our global intranet for broader communication, feedback, and contributions.

The project required a high degree of communication and coordination across several internal business and technology teams including: Business Systems, Marketing, Workstation, Document Management, Security, Messaging, Network, Quality Assurance, and Knowledge Management.

It also required coordination with or management of key vendors including MacroView, OpenText, PayneGroup, Microsystems, and Microsoft.

Strong leadership was essential, as was a willingness to take calculated risks in decision making to enable rapid progress to be made.

This was only possible because the core team included lawyers who had transitioned into technology, who could make accurate assessments of usability and business acceptability of key processes, features and interfaces.

I led the project, which involved many people from our offices around the world.

## **Overall Result**

Preliminary planning began in late 2010, the project commenced in July 2011. We were ready for deployment by March 2012. Within one year — by March 2013 — 71 of our then 72 offices had completed the installations (including training lawyers and staff).

The last office was in progress. Perhaps most gratifyingly, most lawyers and support staff throughout our global firm have adopted the templates, largely without complaint, and with more than a few notes of thanks.

As offices have become more aware of the power and flexibility of the system, local staff have started creating templates of their own using the global templates (including their automation) as a baseline.

Shortly after we went live, the firm opened offices in two new locations — Istanbul and Lima. Previously individual offices using pre-printed letterhead stationery would have had to either discard existing stationery and reprint their letterhead stationery, or use inaccurate letterhead until their stationery supplies were exhausted.

With short notice, we were able to change the letterhead of all offices on the day before the new offices officially opened. Not only has our global templates system saved the firm money, and increased productivity, it has helped us respond agilely to the changing face of our world market.

Finally, while there are no doubt more important factors that go into brand recognition, consistent quality in document production across all locations certainly contributes to brand recognition. In 2012 Acritas — which provides legal market research — reported that Baker & McKenzie is the most recognised law firm brand in the world, and had improved from seventh place to third among firms in the United States.

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# 10 Must-Have Features for an Enterprise Content Management Solution



By Jonathan Lincoln, etfile

**So, your organisation has decided to invest in an (ECM) solution, but before you make a rash decision and sign a contract with the first ECM provider you find on your Internet search, consider these 10 “must-have” features that your selected ECM should provide:**

- 1. Central Repository:** Accessible through robust content management software, the central repository can help drastically simplify your file sharing by handling multiple file formats coming from multiple locations—whether paper or electronic content.
- 2. Document Scanning:** Eases file sharing and retrieval with various methods of scanning documents. Make sure the solution offers barcoding, zonal optical character recognition and front-end methods.
- 3. Secure Email Files:** Can help put an end to lost emails by storing incoming and outgoing emails in a system that connects them to clients, vendors and contractors—and most importantly, ensure it can easily integrate into popular email applications already in use by your organisation.
- 4. Client Portal:** Customer accessibility to a self-service portal can take your customer service efficiency to the next level—make sure it can be easily integrated with your website so you can personalize your brand.
- 5. Document Retrieval:** Easy retrieval of all documents should be searchable by contacts, advanced filters and keywords to speed the process.

**6. Mobile Accessibility:** Anytime, anywhere accessibility on iPhone, iPad, Android smartphones, tablets and other popular mobile devices will allow increased productivity and help efficient operations.

**7. Easy Integration:** Should be easily integrated with Salesforce, Microsoft Office or any other popular business application seamlessly—without a total overhaul of your current system.

**8. Automated Workflow Manager:** Without shifting current workflow, you should visually track straight-line processes, analyse project progress with business intelligence and determine individual users’ productivity, workflow gaps, bottlenecks and more.

**9. Advanced Analytics:** For transparency on vital business processes, the advanced business analytics can be easily customized for reports as needed.

**10. Cloud-based Accessibility:** Safe, secure cloud storage offers the most cost-effective storage and accessibility from anywhere—and in today’s business environment, lack of accessibility and connectivity can put a major dent on your bottom line.

Finally, take time to review different options available in the market. Make sure that the ECM solution you choose is scalable for future growth and expansion. After all, you don’t want to haul everything over to another solution when your business grows too big for the solution you’ve already deployed.

*Jonathan Lincoln is director of business development for etfile, a leading provider of cutting edge enterprise content management and automated workflow technology for the paperless office.*



**ECM IN A BOX**  
In the Cloud or on your server

- Fast time-to-value
- Including Workflow
- Automated Records Declaration
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- Collaborate dynamically using relevant information
- Leverage existing investment in MS Office and CAD

Contact Blumark: [info@blumark.com.au](mailto:info@blumark.com.au)



## Laserfiche

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**Laserfiche**  
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Laserfiche Enterprise Content Management (ECM) maximises the value and utility of structured and unstructured information within an organisation. Our solution gives IT departments centralised control over system infrastructure, while offering business units the flexibility to meet their needs. With document imaging, document management, business process management, records management and mobile applications baked into the core system architecture, Laserfiche makes it possible for organizations to standardize on a single ECM system. Join regular webinars online to learn how 32,000 organisations use Laserfiche to improve customer service and automate business processes to achieve measurable results (Contract Management, Invoice Processing, HR Onboarding, and more). Laserfiche ECM solution meets the global standard of VERS (Victorian Electronic Records Strategy), and supports Microsoft SQL and Oracle platforms, featuring seamless four-way integration with SharePoint. Contact Laserfiche to tell us your needs, we will be sure to guide you to a team of local experts most suitable for you.

## EzeScan

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**ezescan**  
transforming paper into knowledge™

EzeScan is Australia's most popular production document scanning software solution and product of choice for many Records and Information Managers. This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002. With more than 750 installations world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for documents of all types.

With "out of the box" seamless integration with many industry standard EDRMS and/or ECM systems including SharePoint, EzeScan saves both time, money and lowers the risks associated with developing and integrating third party scripting or custom programming. EzeScan solutions range from basic batch scanning with manual data entry to highly automated data capture, forms and invoice processing. EzeScan benefits include; initiate intelligent automated processes; accelerate document delivery; minimise manual document handling; capture critical information on-the-fly; and ensure regulatory and digitisation standards compliance

## ABBYY

Phone: (02) 9004 7401  
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**ABBYY**®

ABBYY Recognition Server is a high performance OCR conversion solution, providing seamless integration with Microsoft SharePoint and Exchange Server. The integration allows direct document import and export of converted documents, including specified metadata, in any configuration into the aforementioned systems. ABBYY Recognition Server runs as a centrally managed OCR service with optional concurrent operator workstations for scanning, verification and indexing (metadata capturing).

The indexing includes a fully automated barcode capture, document separation and file naming capabilities, as well as zonal and runner-band OCR indexing.

With full support of all popular input and output file types, the widest range of languages and the ability to utilise many different workflows (that can be prioritised) this product is able to cater to all OCR needs of a vast majority of organisations. Designed for large volumes of processing, ABBYY Recognition Server easily scales by addition of CPU cores and can utilise the processing power of any available computers on the network.

ABBYY Recognition Server | filter connector "unlocks" the content of scanned and unsearchable documents and makes them accessible for indexing by MS SharePoint Server Search and MS Windows Search.

## Kofax

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**KOFAX**

Kofax is a leading provider of innovative smart capture and process automation software and solutions for the business critical First Mile of customer interactions.

These begin with an organization's Systems of Engagement, which generate real time, information intensive communications from customers, and provide a fluid bridge to their Systems of Record, which are typically large scale, rigid enterprise applications and repositories not easily adapted to more contemporary technology.

Success in the First Mile can dramatically improve an organization's customer experience and greatly reduce operating costs, thus driving increased competitiveness, growth and profitability. Kofax software and solutions provide a rapid return on investment to more than 20,000 customers in banking, insurance, government, healthcare, business process outsourcing and other markets.

Kofax delivers these through its own sales and service organization, and a global network of more than 800 authorized partners in more than 75 countries throughout the Americas, EMEA and Asia Pacific. For more information, visit [kofax.com](http://kofax.com).

## MacroView

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Web: [www.macroview.com.au](http://www.macroview.com.au)

**MacroView**

MacroView Document Management Framework (MacroView DMF) extends and enhances the document management capabilities of Microsoft SharePoint, making SharePoint an attractive replacement for file shares and Exchange Public Folders and a viable alternative to traditional document management systems for managing documents, emails and other files.

MacroView Message, a subset of DMF that runs in Outlook, has been used by organisations around the world as the basis for email recording and email retention solutions in Microsoft SharePoint.

Both MacroView DMF and MacroView Message feature excellent integration with Microsoft Outlook. The DMF tree-view enables intuitive viewing and navigation of a SharePoint document store, so that managing documents in SharePoint is as easy and familiar as using Windows Explorer.

MacroView DMF streamlines saving PDFs to SharePoint from Adobe Reader or Acrobat and is designed to provide good performance even when working with very large SharePoint document stores.

## Professional Advantage

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**professional advantage**

Professional Advantage is one of Australia's most awarded solutions providers and is a Microsoft Gold Certified Partner for Collaboration and Content. Specialising in Microsoft SharePoint, specifically intranet development and design, document management, records management, and content management, our consultants' experience spans a wide range of projects and organisations across many industries.

Providing industry-leading expertise, Professional Advantage can help your organisation in a number of ways, including; defining your business case & priorities, design and layout creation, governance & information architecture planning, project delivery, optimising existing intranet projects and user training and support. With over 25 years' experience, Professional Advantage assists organisations improve their business systems through industry leading software solutions, including SharePoint as well as ERP systems, Microsoft Dynamics CRM, business intelligence, cloud solutions and business process management solutions.

## eCopy

Contact: John Broughton  
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Using eCopy, organizations can integrate all of their paper documents into their electronic workflow for easy filing and distribution in the time it takes to push the copy button.

Security – Increase security with encryption, secure storage, user authentication and redaction.

Disaster Recovery - Ensure all documents are digitized and archived off-site in the event of a disaster.

Compliance – Store and link documents and transaction records. Maintain archive integrity and prevent unauthorized access.

Lean and Green - Reduce your environmental footprint by cutting paper usage.

## RecordPoint Software

Phone: (02) 8005 8200  
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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.

## Blumark

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Blumark are experts in Enterprise Content Management and process improvement, assisting organisations with the difficult task of managing business processes and content in an efficient and cost effective manner. Blumark becomes the organisation's trusted partner as an advisor, implementer, trainer and support provider. Blumark specialise in the content lifecycle and provide a 'cradle to grave' approach for the diverse electronic and physical content types which organisations work with today. Leveraging the IBM FileNet P8 platform Blumark focus on delivering a Records Management solution which supports the way that organisations do business minimising change management, enabling users, ensuring compliance and empowering records specialists. Blumark consultants can assist your organisation by working with the key stakeholders to understand the requirements, develop a solution for your needs and ensuring you derive all of the agreed business benefits.

## Objective Corporation

Phone: 1800 065 640  
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The Objective ECM solution has been engineered to meet the complex and stringent requirements of Government and highly regulated organisations, which have high volumes of unstructured information, complex business requirements and require flexible deployment requirements. Objective ECM is a comprehensive suite of modules that connects content to people and the business systems they work with on a daily basis. Designed to maximise user adoption with zero training interface options, Objective ECM delivers a simple, fast and personal experience

that can be shared on a vast scale. 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 government 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.

## Iron Mountain

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Iron Mountain is a global provider of electronic and physical information management services for complete information lifecycle management. To make it easy and reduce costs, we provide an affordable, hosted document management platform that will suit a business' tactical needs, provide scalable low cost of entry that will grow to become your full enterprise document management platform. Our hosted, subscription-based EDRMS can be configured to suit your needs, growth strategies or specific requirements, to provide: Full EDRMS and search functionality in a PCI compliant environment; Access through integrated Office desktop, browser or mobile apps; Hybrid, VERS compliant, records management for digital and physical documents; Email management and scanned image processing; Document-centric workflow for approval, review or routing; Manage HR Files, Legal Files, Accounts Payable, Contracts Management, etc. If you need to always keep it in safe hands, keep it easy; think outside the box – Iron Mountain.

## OnePlaceMail

Phone: (02) 9977 1312  
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OnePlaceMail streamlines the capture and classification of content from desktop applications such as Microsoft Outlook, File Explorer, Word, Excel and PowerPoint into SharePoint and Office 365. Corporate information assets, once trapped in personal inboxes are now better utilised and managed according to information and records management policies defined within SharePoint. OnePlaceMail drives the adoption of solutions built on the SharePoint platform by providing the user with:

1. The full power of SharePoint within Microsoft Outlook, including the rich SharePoint search capabilities.
2. A natural extension to existing desktop applications and therefore minimal change in behaviour

Getting started - OnePlaceMail is available in two editions:  
Express Edition - 100% free edition - download now; Enterprise Edition - 30 day trial – start trial from our website.

## iCognition

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iCognition website: www.icognition.com.au



Diem Enterprise Solutions: www.diemsolutions.com  
iCognition is an Australian company delivering specialist consultancy, implementation and managed services centred on Information Management and Governance. The company provides consulting, strategy development, innovative solutions, systems integration, product development, implementation and managed services that cover strategic and project level services. iCognition is a HP Preferred Partner and Alliance One Partner, Microsoft Silver Partner and Intelledox Partner. iCognition is also the developer of Diem Enterprise Solutions that provides value-added products for HP TRIM. Our flagship products, Diem Portal and Diem Broker, are designed to maximise the efficiency, effectiveness and satisfaction in capturing, discovering, managing and collaborating around corporate information.

# What is 'The Cloud'? And Why Should I Care?

By David Jones

**Anyone who has watched the news, read a blog or happened across a computer in the past 12 months or so, should have their own way to define "the cloud." Unfortunately, most of these definitions will be completely different from one another.**

The cloud can be explained as a number of things: a file store in the Internet, the place where you can store your photos and music for free, a distributed computing network with awesome power, or white fluffy things in the sky – all are valid definitions. And that goes a long way to explaining why, to the average consumer, all this talk about "the cloud" is confusing. So let's ask the question and get it over with: What is the correct definition of "the cloud"?

Whether this is the definition is subject to debate, but here is certainly a correct definition: "The cloud" is a term used to describe a wide range of technologies that are accessible through high-speed connections to the Internet and private networks.

Now, before the technically-minded folks among us start gnashing their teeth and tearing out their hair in frustration, exclaiming that this simple definition does not do justice to the amazing technology that makes the cloud possible or even begin to cover the different types of cloud available, please bear with me. In my humble opinion, much akin to electricity, the average consumer does not require a detailed scientific explanation of "how the cloud works" in order to be able to use it or to see what it can do for them.

At the same time, intelligent, curious and savvy consumers deserve a better explanation than simply "The Cloud is the Internet," if for no other reason than "private clouds" can function without any connection to the Internet whatsoever!

But is the above definition all we need? No!

We need to understand the "wide range of technologies" that are available thanks to the cloud, and what this means to our lives. If you are prepared to spend a little time understanding each one, then a reasonable understanding and comfort level with the term is well within your reach.

So, what are these aforementioned "wide range of technologies"? Well, although the Internet has been around for many, many years, only in the very recent past have we had the ability to access it (and private networks) across incredible high speeds from almost anywhere in the world.

The variety and power of the devices available to access and use the Internet – smart phones, tablets, even Internet-enabled cars – have formed a virtuous circle of sorts, with each spurring the other on to even greater things. With this increased availability and accessibility has come a cacophony of things that can be done with such reliable, fast connectivity. Some of these things are (and are not limited to):

- Accessing software applications (cloud applications)
- Storing personal files, photos, music, etc. (cloud storage)
- Getting more computing power (cloud computing)
- Using computer network and iCloud infrastructure

If you're thinking that you've been able to do some of these things for many years, you would be correct. The word "cloud" is slapped on a lot of existing technologies, for right or for wrong. There's even a term to describe this: "Cloud-Washing." Now, if butterflies of enlightenment are not yet flying around your head, stay with me. There is light at the end of the tunnel. We see that vendors are getting wise to this confusion over all things cloud and are starting to classify their offerings.

Cloud-CRM, Cloud-ERP and Cloud-ECM are new and more specific terms, making it at least a little easier to focus on what the cloud is used for. Unfortunately, work is still required to understand whether the vendor is offering cloud storage, cloud processing or a combination of both – but in reality it shouldn't matter. You shouldn't need to worry about it.

Why? Your cloud shouldn't be cloudy – it should be transparent

Any cloud solution you or your organization works with should be completely transparent to users as to where the solution lives or how it operates. This is key. What is most important is that you can access that software and make good use of it from wherever you happen to be. So if you access the software via a web-browser – it may be sitting on a server in the room next to you. Or maybe you access some software via an application on your desktop or a mobile app or a text-only terminal. Data and processing power can sit anywhere.

Yes, the business needs to be sure it knows where its data lives, and that the data is secure, backed-up, and the service is good. But those issues are the same for their internal IT department or for a third-party cloud provider.

So back to the original question: What is "the cloud"? My answer is that the cloud is ubiquitous. Like electricity, it is just there – to be used when necessary, for whatever purpose you as a user or business want to use it for. If that is file storage, hosted ECM, or playing the latest video game, that may or may not be the cloud – who knows and who cares!

Did that help? No? Well, maybe the dictionary can – "Cloud: A dim or obscure area in something otherwise clear or transparent." I couldn't have said it better myself.



David Jones is Cloud & Infrastructure Solution Marketing Manager at Hyland Software

# ECM puts workflow in motion for medical equipment firm

**At the Australian operations of global medical equipment manufacturer ArjoHuntleigh, a Hyland OnBase content management solution has revolutionised the operations of a national workforce of service technicians responsible for maintaining complex medical equipment for hospitals and other healthcare facilities. The Australian subsidiary employs over one hundred people and maintains offices in every state.**

A paper-based workflow for commissioning and logging details of service calls is now managed via Motion F5v rugged Tablet PCs with touchscreen and pen input capabilities.

Shane Bruce, ArjoHuntleigh's IT Officer – Systems Development & Support, explains, "We needed something that could work on a PDA or tablet, that was able to capture a signature and could integrate with our existing ERP. We wanted something that would make putting a new business process into the system easy."

A SharePoint intranet hosts policies and procedures and other corporate documents. Australian business process management specialist CAYLX proposed using the OnBase content management solution developed by Hyland Software.

An automated process has been implemented to funnel all service calls through the company's Customer Care Centre where query and customer data are captured. The information is then passed on to the relevant branch and assigned to an engineer who downloads the electronic service form from OnBase before heading off to the job.

On completion the customer electronically signs the form which is later automatically synchronised with the OnBase system. The accounts department is notified and the completed job is processed for billing. In another time-saving measure, the accounts information is automatically uploaded into the ERP, rather than manually entered as was the case in the past.

"The benefit is that billing is more accurate and occurs much faster. This means we get the money in within a much shorter period. One of the great things about this electronic system is you can impose responsibilities on people and have traceability as well.

"Accounts are over the moon about it, to be honest. They've been waiting for a solution for a long time," said Bruce.

As the potential of service workflow became apparent, ArjoHuntleigh management identified an additional opportunity for OnBase within the accounts receivable department.

"Accounts receivable were using a paper-based process," Bruce notes.

"They would print out invoices, credit notes, statements and most of the time, these would be manually posted off to customers. Occasionally some would be scanned and emailed, but it was still a manual process. The decision was made to take those documents and convert them to an electronic form."

With CAYLX's help, a new workflow was created whereby the different accounts receivable documents are imported directly into OnBase and a document distribution lifecycle automates the task of distribution.

"If we have an email address or fax number for a customer, we can automatically send their invoices or statements electronically. Where that information is missing, we are able to chase up and try to get those details so we can improve and speed communication with our customer," Bruce says.

"Right now we are about to start testing phase two of the service project, which involves the preventative maintenance side of the business.

"This will bring all our asset information into a central database and help us with customer compliance and audits."

The system will enable the service department to easily identify the equipment that each customer has.

It is expected to support more accurate billing and will be used to identify opportunities such as when an upgrade, replacement or warranty extension may be required.



ArjoHuntleigh IT Officer, Shane Bruce.

**As our service business grows, we need tools such as these to help manage the quality side of the business**



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# EMR rollout continues in NSW/Qld

## Long term programs are underway to migrate NSW and Queensland Public Hospitals to an integrated Electronic Medical Record (eMR) based on the Millennium platform from US firm Cerner.

As the cornerstone of Queensland' State eHealth strategy, delivery of an eMR will build on the large number of electronic solutions the department has already delivered in specialty clinical areas including; mental and oral health, patient discharge, endoscopy, intensive care, emergency department, radiology, pathology, anaesthetics and a patient information viewing system.

Following significant involvement from the clinical community during the comprehensive planning and testing process, the first release of the eMR application will be implemented in five Queensland hospitals commencing late this year and will include document scanning and children's growth charts.

The second release of the ieMR, to go to a total of nine hospitals, will build on the first release and deliver pathology and radiology orders and results, alerts and adverse reactions and clinical documentation. Further releases will include the delivery of structured clinical notes.

Ray Brown, Chief Information Officer, Health Services Information Agency, Department of Health, said, "The ieMR is the next step for Queensland's public hospitals in moving from paper-based patient charts toward electronic medical records."

Currently a project is underway within the Department of Health to deliver an electronic Document and Records Management System (eDRMS) platform that can be used by Hospital and Health Services, the department and associated care providers.

The platform will be delivered in two stages with the first stage due to be available in August this year.

The design and build of the eDRMS platform is being undertaken in partnership with Hewlett Packard and will allow for the sharing of corporate documentation across Queensland's public health system to be managed in a highly secured way.

As part of the project, an implementation partner-panel arrangement is being established to give Hospital and Health Services, and prospective users, a level of flexibility in configuring their version of the platform to ensure it suits specific business requirements.

## NSW Health

NSW Health has completed the first phase of a long-running program to migrate public hospitals across the state to an integrated electronic medical record (eMR) system based on the Millennium system.

(The Millennium system currently comprises FirstNet in Emergency, SurgiNet in Operating Theatres and PowerChart in wards).

Currently almost 80 hospitals are using the system. The aim is to eventually replace paper medical records with an electronic record which provides decision support to clinicians and tracks and details a patient's care.

Implementation of the first phase commenced in 2008 with the aim of enabling electronic documentation in emergency departments, a significant amount of electronic documentation in theatres, and some in the wards. This included electronic ordering of imaging and pathology, allergy alerts and a series of reports.

Completed in late 2011, this first phase also provided access to information about a patient's previous visits to hospital since 2007.

The second phase of the eMR Program is now underway and involves significant infrastructure and software upgrades, re-

placing paper-based observation charts with electronic versions, providing additional electronic functionality to wards and delivering an electronic handover process for Junior Medical Officers (JMOs).

It will also see voice recognition implemented in a number of public hospital emergency departments, based on pilot outcomes.

As well as implementing a number of clinical applications on behalf of NSW Health, HealthShare NSW also manages corporate support functions including payroll and accounts payable.

In 2011/2012 HealthShare NSW introduced a new invoice scanning and processing solution which utilises KOFAX scanning software and integrates with NSW Health's Oracle financial management system.

The solution is designed to simplify, streamline and support an automated, paperless accounts payable environment and allows invoices to be easily tracked and managed electronically.

The use of KOFAX scanning software enables the automatic extraction and scanning of documents sent via email and fax with minimal manual intervention, improving the accuracy and efficiency of the invoice payment process.

The invoice scanning and processing solution offers the following features and functionality:

- User visibility of all invoices and associated supporting documents from the time they are scanned. All scanned documents are available to view as an image and are retained with the paid record in the Oracle Financial Management Information System;
- An action history is recorded in the system to provide a record of any action relating to a particular document. Action history for paid invoices is retained in an archive database should there be a need to access this information;
- Electronic workflow is used to progress documents along the approval chain to ensure that approval is provided by the delegated officer with an appropriate level of financial delegation.

## HealthNet

HealthNet is live in Greater Western Sydney and currently provides information sharing across the region's local health districts and primary care providers.

Once HealthNet is connected to the national system it will provide NSW Health clinicians with access to a greater range of clinical information including:

- Electronic discharge summaries from other private hospitals across Australia
- GP and specialist e-referrals
- GP shared health summaries
- Pharmaceutical Benefits Scheme (PBS) information
- Australian Organ Donor Register information
- Australian Childhood Immunisation Register (ACIR) information
- Medicare Benefits Schedules (MBS) procedures
- Medicare /DVA benefits information
- Advanced Care Directive Custodian Record information.

HealthNet will be gradually deployed to other local health districts, with South Eastern Sydney and Illawarra Shoalhaven currently underway.

HealthNet has been implemented as a collaborative consortium consisting of HealthShare NSW, Nepean Blue Mountains Local Health District (LHD), Western Sydney LHD, The Children's Hospital at Westmead, Western Sydney and Nepean Blue Mountains Medicare Locals, Primary Care and Community Network and a range of industry partners.

## OpenText WEM targets global Web

OpenText has unveiled OpenText Web Experience Management (WEM), a new solution aimed at organisations managing global marketing operations via the Web

"Organisations are demanding new and agile solutions to help them differentiate their market presence from competitors by further personalising and improving the overall customer experience on their websites. Success is measured by the ability to strengthen positive relationships with customers before, during and after the interaction," said OpenText President and CEO, Mark J. Barrenechea.

"OpenText Web Experience Management answers these needs by providing a compelling, intuitive and enjoyable interface that helps marketers create and manage their web sites for maximum retention, broadened brand awareness, and improved customer experience for increased revenue potential."

It offers a redesigned interface based on HTML5 that provides non-technical marketers the ability to author from templates with drag and drop in-line editing capabilities and previews to see the website in context as it is seen by visitors using any type of device.

A flexible segmentation and targeting rules engine also helps marketers to incorporate capabilities from social media or integrated applications to deliver a recognisable experience for the end user. It also integrates with OpenText's Digital Asset Management (DAM) solution, OpenText Media Management (formerly known as Artesia). Integration with many social networking sites, such as Facebook, Twitter and LinkedIn, allows in-context viewing prior to publishing.

## Paragon Software introduces PenMetrics

Paragon Software Group has launched PenMetrics – a new graphometry-based technology that measures a wide range of individual handwriting characteristics and parameters. These parameters include letter width, height, inclination, and other measurements, and can be subjected to further analysis for a range of purposes, including determining whether or not a piece of text was written by a particular individual.

Graphometry is the science of determining constants in handwriting. PenMetrics is capable of processing both plain text (e.g., scanned from a paper handwriting sample) and dynamic text (collected using a range of mobile devices or graphics tablets).

Proper handwriting is taught to children from an early age, and our individual style continues to develop over the years. Each person has his or her own unique way of writing, which can be decoded through handwriting analysis. The technology immediately determines constants in handwriting and provides full, detailed data on requested parameters. The collectable characteristics can be customized upon request.

## OmniPage finds voice

Nuance has added the ability to convert paper documents directly to audio files while simultaneously capturing text as part of the latest update to OmniPage Ultimate, its Windows OS document conversion and scanning solution. Nuance's speech recognition technology is used to convert documents to files that are read aloud to users via desktop and mobile devices. Nuance also claims to have engineered a 25 percent increase in character accuracy for conversion of digital camera images.

Featuring an enhanced OCR engine, OmniPage is able to convert paper, PDF files and images into nearly any file type such as Microsoft Word, Excel and PowerPoint 2007, PDF, HTML, Corel WordPerfect, or MP3 audio files that can be listened to with mobile devices. OmniPage loads in less than one second with LaunchPad, a user-friendly, tablet-like interface, which means users can use it to quickly convert any kind of document and send to any destination by clicking on tiled action buttons. Small business features such as OmniPage's DocuDirect allows low-volume scanning devices, including digital copiers and multifunction printers (MFPs), to automatically send converted files to pre-programmed destinations or on-demand to anyone, anywhere including mobile devices.

OmniPage Ultimate now supports the ePub format that is compatible with popular eBook readers. Users can quickly convert documents and take them anywhere to be read with eBook applications on the iPad, Android tablets, Microsoft Surface, Nook Simple Touch, Nook Tablet, Sony Reader PRS-350/PRS-650/PRS-950, Kobo eReader, Kobo Touch and Kobo Arc. Converted documents can be stored in Windows Live SkyDrive, GoogleDocs, Evernote, Box, Dropbox, and many more when integrated with Nuance Cloud Connector. OmniPage connects with Microsoft SharePoint and DMS, and features new support for Open Text Hummingbird Connector, and Autonomy-Interwoven iManage Connector.

The new release helps users save time by creating searchable PDFs, converting paper forms to fillable forms, and exporting data to spreadsheet-compliant or database-compliant format.

OmniPage Ultimate includes PaperPort Professional 14, desktop document management software and is available for \$A199 RRP for upgrades and \$A499 RRP for new purchases from Nuance's website with volume discounts available.

[www.nuance.com](http://www.nuance.com) or call 1300 550 716.

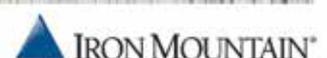


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# Enterprise video is no flash in the pan

**Dr Rainer Zugehör, CEO of Germany's MovingIMAGE24, talks about the challenges for organisations seeking to manage video content in 2013. VideoManager 6 is MovingIMAGE24's cloud-based solution for managing, editing and publishing video files.**

**IDM: Dr Zugehör, how long has the MovingIMAGE24 VideoManager platform been in existence and why was it developed as a cloud-based solution?**

**RZ:** The platform was launched in 2006 and we are working on it continuously. VideoManager Version 6 is our current release. We have devoted a lot of time to this software which began in response to the fact that companies had difficulties hosting all this really big data.

Over time, streaming and managing videos has become more and more complicated because of all of those different devices and formats that are needed. The turning point was the introduction of the iPhone and the iPad where Flash was not allowed. That was the end for most companies and their individual self-made solutions.

**IDM: There are many alternatives to hosting and distributing video online, from YouTube to companies like Brightcove and Ooyala or even Google Video for Business. Where does MovingIMAGE24 fit into this landscape?**

**RZ:** We are focussing on the needs of enterprises, whereas Ooyala and Brightcove are American services that are focused on media companies. Brightcove is a publishing tool, as is YouTube while we are much more a video asset management tool. Most companies have a lot of video material today they need to distribute in many offline and online formats. They don't know how to handle all of that so VideoManager 6 automatically transcodes uploaded videos into 15 different formats.

**IDM: Where is the video hosted in your cloud solution?**

**RZ:** Our system is very modular and flexible. Where it is necessary in Europe the video is hosted locally on our data centres in Germany. But the laws are not the same everywhere in the world, so for example, in the Asia-Pacific region or in the US, we could work together with Amazon while Akamai is our streaming partner to guarantee the best streaming quality worldwide.

**IDM: In 2012 you entered into a partnership with Canto. So users of the Cumulus DAM use it to distribute and manage videos via VideoManager 6. Cumulus has its own transcoding capabilities and also has a sites module for web distribution of content stored in the DAM. What are the advantages to using VideoManager 6 instead?**

**RZ:** The big advantages when Canto Cumulus and VideoManager 6 are combined is that you can work in your Cumulus front end and via our API videos are upload and transcoded automatically into these 15 formats.

In addition, we also offer several embed-codes so you can choose a player and integrate a video right away on your home page. Our player then automatically delivers HTML5 to an iPad or Flash to another device in HD quality or lower quality, depending on the bandwidth of the user.



Dr Rainer Zugehör, CEO of Germany's MovingIMAGE24. The recent launch of Video Manager 6, the latest update to the company's SaaS video management and delivery platform, adds HTML5 technology to allow delivery of video content to iOS devices such as the iPad and iPhone.

**IDM: Do you also offer a similar integration with other DAM systems?**

**RZ:** Yes VideoManager 6 is also integrated in SharePoint as well as other content management systems.

**IDM: You mentioned 15 different formats. With the rise of HTML5 do you see the requirement to encode Flash alongside HTML5 will continue or will it disappear?**

**RZ:** I don't think it will disappear because Flash is very strong on desktops and I think in the future we will have a vast variety of formats. Five years ago, we thought that only one format will be relevant, and this format would be Flash. Today we find about 10 different formats that are relevant: HTML5 with MP4 or HLS, the Apple format, and many more. Flash still has so many advantages on desktops and with interactivity it's much easier than HTML5, so I think for the next three years at least, we will have all these standards and formats.

**IDM: Being focussed on enterprises, where is the growing need for video management solutions, is it training, marketing or sales demonstrations or something else?**

**RZ:** Enterprises are using videos today in every department, for example HR and recruitment and of course, product videos are very important, as is communication with an organisation's own employees on the intranet. That's why you need a secure solution so they are not distributed on the Internet later. For the next version, VideoManager 7, we are working hard on adding more security with metadata and digital rights management, so videos can't be copied. This is becoming a crucial and vital aspect of enterprise video management.

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## Kodak i5800 adds document automation

The KODAK i5800 Scanner is now available with an optional accessory that automatically separates documents based on size, class, or type to boost processing speeds, decrease handling time, and achieve cost savings.

The KODAK Controlled Dual Stacking Accessory outputs separated documents into two exit trays, which makes them more easily accessible for further processing.

“Manual handling can slow down applications that rely on high-volume production capture to rapidly process documents,” said Will Hebert, Product Line Manager for Kodak’s Document Imaging business.

“The Controlled Dual Stacking Accessory helps to alleviate this challenge by automating document separation, which results in fewer errors and greater efficiency.”

The Controlled Dual Stacking Accessory separates mixed batches of documents by specific classes or subsets of documents. Use cases for the accessory include post-scan separating of patch sheets used between different batches or separating mixed-size documents such as checks and invoices.

Additionally, multi-feed documents automatically trigger an alarm and can be directed into the output tray closest to the operator, making identification and resolution of the pages easier (<http://youtu.be/3lwnnOczqGI>).

Part of the KODAK i5000 Scanner Series, the i5800 Scanner features KODAK Dynamic Flow Technology, Kodak’s digital architecture that delivers optimized memory allocation and processing paths.

The i5800 Scanner includes an automatic 750-sheet elevator design with five settings: continuous feed, 100-sheet, 250-sheet, 500-sheet, and full 750-sheet batches. With the standard feeder, the i5800 Scanner is capable of handling various paper types, while an optional ultra-lightweight feeder accessory enables users to handle more delicate type.

Enquiries to [francis.yanga@kodak.com](mailto:francis.yanga@kodak.com)

## NuLegal eTrials powered by EDT

NuLegal has celebrated the commencement of its 10th electronic courtroom project (“eTrial”) in the Australian Courts with a solution powered by EDT.

Mark de Bruyn, co-founder of NuLegal, a specialist legal technology service provider considers eTrials to be a domain in which Australian courts are really leading the way.

“The trend began with some ground breaking eTrials in the mid ‘2000’s that utilised a single database within the courtroom to capture tendered exhibits, pleadings and transcript. The trial documents were shared by all parties via web browsers within the courtroom and were also accessible outside the courtroom via the Internet,” said de Bruyn.

“That was 10 years ago and we’ve come a long way since then with eTrials now generally accepted to be the best practice approach by Australian courts and law firms.”

De Bruyn said his team fully researched available technology before deciding on EDT’s Toolbox as their preferred platform for eTrials.

“We chose EDT’s Toolbox because it has been designed from the ground up by litigators and court technologists to support the entire case lifecycle. So, it particularly meets the needs of courtroom proceedings. It incorporates all the unique functionality that is required in an eTrial ranging from the most complex, high volume, civil case through to class actions involving unrepresented litigants and even criminal trials.”

NuLegal has also leveraged its niche expertise and methodologies to develop some tools of its own that integrate with EDT’s Toolbox within the courtroom to further streamline proceedings.

Jo Sherman, founder and CEO of EDT agrees with de Bruyn. “Australia appears to be at the forefront in the eCourtroom space. I’ve been working with courts and judges around the world for almost 20 years now and I’ve not encountered any other country that has truly embraced what appears to be a uniquely Australian collaborative approach.

“The unique aspect is the fact that the parties and the court meet and confer long before the trial commences to agree on a single technology solution to be used throughout the trial and thereafter even in chambers throughout the judgment preparation phase.”

This approach is more efficient. Not only does it remove the need for trolleys full of documents that have been photocopied multiple times, it avoids the unnecessary expense of separate duplicated systems used by each party and the court.

“The costs of the central solution are shared by everyone and this is far more cost effective than every party wheeling in their own software solution.

“This, in addition to the reduced hearing times (some trial judges have estimated a trial time reduction of as much as 20% when the trial is electronic) results in a dramatic reduction to the litigation costs for all parties.”

“It’s exciting to see the success NuLegal are having and we are delighted that our software has been selected to service this niche market” said Sherman.

Recent NuLegal eTrials powered by EDT Toolbox include: Kilmore East Bushfires Class Action; Great Southern Class Action; GPT Class Action; Storm Financial Class Action; Vioxx Class Action and Centro Class Action.

## Kofax launches Analytics for Capture

Kofax has launched a new application to provide business intelligence and analytics for users of its Capture and Transformation Modules.

Kofax Analytics for Capture offers out-of-the-box dashboards that provide visibility into the performance of Kofax capture solutions. The solution provides near real time reports, metrics and trends related to system performance, accuracy and productivity, enabling administrators and managers to optimise processes and obtain actionable information sooner for better decision making, thereby improving overall system throughput and performance.

“As the information explosion continues, Kofax Analytics for Capture helps organisations keep pace by giving them near real time insight into information that has been captured for optimised decision making and performance,” stated Martyn Christian, Chief Marketing Officer at Kofax.

“It empowers business users to improve operations based on detailed metrics and other insights into process issues, potential bottlenecks and staff productivity concerns.”

## Intelledox adds eSignature partner

Intelledox has partnered with AlphaTrust Corporation to provide eSignature process automation for its Infiti dynamic document generation platform. The partnership will integrate Infiti’s dynamic document generation and Smart eForm capabilities with AlphaTrust’s PRONTO Enterprise Platform eSignature technology to enable straight-through-processing (STP) and business process automation.

“We are extremely pleased to enter into this important global partnership with AlphaTrust,” said Michael Cliff, Intelledox President - North America & Europe.

“By combining Intelledox Infiti with AlphaTrust’s PRONTO Enterprise Platform, we have positioned ourselves as a driving force to bring mission-critical business process automation with secure, enterprise-class eSignature capabilities to create efficient, paperless workflows and enable straight-through-processing.”



# A history lesson

**The Raffles Institution, founded in 1823, is the oldest school and centre for pre-tertiary learning in Singapore. The independent school is now using Canto Cumulus for its Digital Asset Management (DAM) needs. Raffles Institution selected Cumulus to gain tools for organisation, keyword searching, and sharing of its extensive document and image archives.**

Cheryl Yap, a teacher of Raffles Institution and head of the Raffles Archives and Museum, said "We needed a method to manage archival and artefact collection besides the traditional Microsoft Excel or Access.

"My main purpose is to implement an integrated solution which documents visual images of our heritage and 190 years of history for sharing with the current students, stakeholders and the many generations of alumni living and working in many parts of the world."

The history of Singapore and the school's namesake Sir Stamford Raffles are inescapably intertwined. The British statesman founded Raffles College to educate the children of the employees of the then East India Company, the most powerful multinational corporation of the Victorian era, for which he had secured control of the island that was to become modern Singapore.

Since that time it has evolved to become one of the nation's premier educational institutions. RI's alumni body, the Old Rafflesians Association (ORA), includes former Prime Minister Lee Kuan Yew, and three other former presidents of Singapore.

To assist with the establishment of the Raffles Archives and Museum, Canto Cumulus DAM was purchased in March 2013 and the institution is now in the early stages of gaining familiarity with the software.

"We are barely scratching the surface of the powerful capability of Cumulus," said Ms Yap.

"We are currently trying to digitise our school annual magazine 'The Rafflesian'. The earliest two copies are from 1886-1887 and we are still trying to find the many missing issues. Besides the school magazine, there are many other publications that we are trying to locate and digitise. We also have many photos."

To begin managing the images digitally the first step in many

Head of the Raffles Archives and Museum, Cheryl Yap.

cases is to locate the photos that are stored in archive boxes or photo albums and begin the process of digitising them. A worldwide network of Old Rafflesians is also being asked to upload digital images via an online portal.

Currently the scanning of photographs, letters and other documents is being accomplished in-house via an Epson Perfection V700 Photo scanner with the help of an alumni student helper.

"Since mid-March we have scanned more than 5300 photos and documents," said Ms Yap.

"Once we start bringing in historical audio and visual resources, which has not begun yet, that figure could easily pass 100,000 items stored in the DAM.

"Our immediate challenge is accessioning and describing the photos (Accessioning is the formal, legal process of accepting an object into a museum collection). We hope to get alumni from the different decades to return to the school to help us with identifying the photos so that some basic description can be captured."

Cumulus offers a wide range of image processing and conversion as well as the ability for users to find images and download them as PowerPoint slides.

Raffles Institution is using Cumulus Entry with 3 concurrent user licenses. Cumulus Server is running on Windows 2008 R2 server. The system is currently only open to users within the institution campus. However a planned upgrade to Cumulus Sites will provide the ability to publish via the Web.

"I hope to be able to make it available over the Internet so that alumni can have easy access to some of our historical resources. All of our images are being scanned at 300dpi and to manage copyright we will probably upload at low res and place a watermark on our resources," said Ms Yap.

The ability to share and access multimedia content across a distributed network infrastructure can yield tremendous value and utility for organisations of all sizes. The Cumulus DAM will make photos easy to tag, search, share, and download in any format needed for the benefit of all those associated with the Raffles Institution.

## Workflow goes to University



Dhurakij Pundit University (DPU), one of the largest Thai private universities, has deployed K2 and SharePoint to automate business processes, increase efficiency and improve governance.

There are over 20,000 students and 1200 full-time staff at the Bangkok campus of the former college founded in 1968, and upgraded to a university status in 1984. Undergraduate and post-graduate degree programs are offered through the university's 12 faculties.

The DPU International college conducts teaching in English, while the China Asean International college conducts all teaching in Chinese and has just under a thousand Chinese students on campus in 2013. These two international colleges offer Bachelor, Master's and Doctorate programs.

Dr. Darika Lathapipat, DPU Vice President (Finance & Administration), said, "Before implementation of K2 business processes we had many processes that were very inefficient. It was Very difficult to find information and gain visibility into what stage a process was at, or enforce compliance."

The university has deployed SAP across finance, HR and student management. One of its requirements in researching a workflow tool was the ability to integrate with realtime data from its SAP HR system. It also wanted a solution that reduced business costs, improved operational efficiency and increased employee and student satisfaction.

"Important requirements included the ability to authenticate through our Active Directory (AD), being able to integrate with Microsoft SharePoint and support mobile devices.

"K2 answered all these needs and looked as if it would really solve our workflow problems. Other solutions were more focussed on document management," said Dr. Darika.

After choosing K2, DPU began initially with automating three business processes. The first was the budget approval process which was manual and laborious requiring 17 different forms and many sub processes. Another process was employee time and attendance management.

"This involves all staff and was cumbersome with eight separate forms and 15 sub processes," said Dr. Darika.

"We picked this as a way to show staff the efficiency we could achieve with SharePoint and K2."

With a high volume of transactions, using manual, paper-based processes put DPU at risk for bottlenecks and errors. Employees were wasting valuable time working with disparate internal applications, each requiring separate login credentials.

With little coding required, the new automated solution was built staff now simply click a link to start the workflow and input new information into the system, which then populates or modifies the database.

Building on this success, DPU is now moving forward with several additional K2 business applications.

When the University was initially deploying K2 it found there

was a limited supply of qualified professionals in Thailand.

Dr Darika said, "We found it was very difficult to find people with the right knowledge of SharePoint and K2."

The University has responded by forming an alliance with K2 to equip its IT graduates with the necessary skills to deploy K2 workflow for SharePoint.

"The DPU is very focussed on networking with industry and making sure we design courseware, research programs and academic services that are relevant to industry and relevant to demand," said Dr Darika.

It offers a number of programs in partnership with industry, for example Centara Hotels & Resorts and the Metropolitan Waterworks Authority of Thailand. The DPU is very proud of its current success rate for employment of IT graduates, which is over 97%, and feels the K2 Alliance will assist with maintaining this success.

## Regional cloudy outlook: IDC

Regional CIOs are increasing their spending on public cloud services and technologies in 2013 by 50% to US\$7.5B; and being much more specific about which types of cloud models they will use and the workloads that they will run on the cloud. These were key findings in IDC's 5th annual survey of endusers and their adoption of and plan for cloud services in Asia/Pacific (excluding Japan)(APEJ).

The survey was run across 13 countries in Asia Pacific during March and April 2013. The sample size was 1,761. In 2013, 39% of survey respondents indicated that their spending on all types of cloud technologies and services would be between 5% and 30% of their total IT budget, with a further 7% indicating that their spending would be between 30% and 40% of IT budget. For 2015, the share of IT spending directed to cloud increases – and noticeably, the number of respondents which indicated that they would not be allocating any budget to cloud dropped from 22% in 2013 to just 1% in 2015.

"This shift to cloud services is not uniform. We have variations by country as well as by deployment. China's spending intentions are clearly for on-premises private cloud investments, while Singapore and Australia will spread spending across public, private and hosted cloud services, delivering a hybrid cloud environment by 2015," says Chris Morris, IDC's AVP for Cloud Services in APEJ.

## PolyU adopts OpenText ECM

The Hong Kong Polytechnic University (PolyU) is to implement OpenText Enterprise Content Management (ECM) solution to gain better control over its content, ensure greater data integrity, and address its growing data needs. Hong Kong Polytechnic University is the largest government-funded tertiary institution in Hong Kong with more than 30,000 students, and nearly 3,500 teaching and non-teaching staff. It offers over 230 programs on campus.

The growing student population, number of employees and courses offered had increased at PolyU over the years and led to a huge growth in data generated and used. To better manage and leverage this information, PolyU's individual units were implementing independent and isolated solutions. The University's reliance on disparate document management systems to store and manage its information was getting harder to manage. "With a growing number of document management system libraries from different vendors used across campus, there was a need to aggregate the islands of information that could not be shared or used," said Gerrit W Bahlman, Director of Information Technology at PolyU.

By enabling the control of document access and by maintaining an audit trail which tracks who viewed and modified the content and when, the University will be better prepared to manage content integrity. Content duplication will also be reduced as duplicated or shadow systems are removed.

# Laserfiche ECM delivers knowledge power to PSALM

**A Laserfiche Enterprise Content Management (ECM) System is delivering efficiency and improving information and knowledge management at the Philippines' state-run Power Sector Assets and Liabilities Management (PSALM) Corporation.**

PSALM was established by the Philippine government to manage the orderly sale and privatization of the generation assets of the National Power Corporation (NPC), independent power producer contracts, real estate, and all other disposable assets including the transmission business of the National Transmission Corporation.

By the same token, PSALM assumed all outstanding obligations of NPC arising from loans, issuances of bonds, securities, and other

instruments of indebtedness. The principal purpose of PSALM, as mandated by the Electric Power Industry Reform Act (the law that created PSALM), is to manage the orderly sale and privatization of these assets with the objective of liquidating all of NPC's financial obligations in an optimal manner. After PSALM's 25-year corporate life ends in 2026, the country expects a significant reduction, if not an end, of NPC's financial woes.

The reform law was the government's response to a crippling power crisis that occurred in the early 1990s. The Philippine government embarked on industry privatization and restructuring to ensure the adequate supply of electricity to energize the country's developing economy.

After more than 10 years of existence, PSALM has privatized 30 power plants that deliver about 70% of the Philippine electricity requirement.

The implementation of this major privatization program was not assisted by the manual document and records management process inherited from NPC, a 75-year-old corporation.

Information System Technology Department (ISTD) manager Helen E.V. San Pedro described the pre-Laserfiche era (up to the early months of 2008) in PSALM as "somewhat tumultuous" in terms of document management.

"Cost centers and their designated record keepers had varying strategies and methodologies in filing, searching, and retrieving documents and records," she said.

"This resulted in information silos as there was no information sharing."

"The slow retrieval was an added layer of bureaucratic red tape that affected teamwork effectiveness as the information output by one unit was another business unit's input," she lamented.

"And a unit wanting to start another project, for instance, could not proceed because the information it needed was held by another unit."

"We obviously did not have a centralized control of information database which resulted in, among others things, poor data and knowledge management, loss or misfiling of documents and records, slow retrieval and even non-retrieval of files," she said.

"The absence of a computer-based document or record management solution was quite glaring and the individualized and manual management system remained a challenge."

Account reconciliation was also exacerbated by the different platforms that both companies used for their financial transactions: Oracle for NPC and SQL for PSALM.

To resolve the problems, PSALM initially relied on CANOFIL capture and imaging software that came bundled with a scanner. This worked perfectly until the corporation's document and record management requirements increased, particularly in areas such as collaboration and optical character recognition. An enterprise document and records solution became inevitable.

In 2007, PSALM replaced the CANOFIL system with Laserfiche, but the new technology had very little acceptance and was virtually unused.

"It became a white elephant," Ms. San Pedro bemoaned. "I considered it a huge waste of resources to let a potential office resource lie dormant."

When the Laserfiche Software Assurance Plan (LSAP) was about to expire in 2009, Ms. San Pedro not only sought strong justification for its continued use but also decided to find out the

reasons for its low acceptance and utilization.

"In my discussions with managers, I found that they were not informed of the existence of the Laserfiche document management system and its functionalities," she disclosed. "There were no dedicated staffers for the system because the quality records officers maintaining the records were contractual employees who left as soon as their engagement periods lapsed. Unfortunately, nobody took over their work. Either no one had the time or no staffer was available to do the work."

Ms. San Pedro also discovered that the records officers could not understand the software and they felt that the use of the Laserfiche was an added workload. "They didn't want to leave their comfort zone," she said.

The ISTD head strongly felt that an appropriate research study must be conducted before the LSAP could be renewed. "We indicated that the software must be able to address innovations in information technology or human resource management," she pointed out.

"The research study must pave the way for some available strategies and solutions in the market and come up with a proper monitoring and evaluation for continuous operations and improvement," she said

The proponents of the program realized that a cost-benefit analysis was necessary to justify the procurement of a solution. Improved performance that meets organizational objectives was also considered. Records officers were trained vigorously to be empowered and finally leave their comfort zone. When the LSAP was renewed, the ISTD unit conducted an information dissemination program on the Laserfiche functionalities and their benefits to PSALM managers and rank-and-file employees, including contractual personnel.

"They were amazed with the Laserfiche capabilities and how their work was made easier by the system even when they were out of the office," Ms. San Pedro said. The information dissemination program included conducting hands-on orientation specifically for quality records officers and managers who engage in multitasking. Orientation became a regular activity to entrench technology transfer and to broaden their knowledge of Laserfiche's functions.

"PSALM also involved itself in an ISO 9001 certification program and launched the 5S as a way of life," Ms. San Pedro disclosed.

"We even invested in an IT Risk Management Program to determine pitfalls in our operations and to identify risks. Now we're working on an Information Security Management System where Laserfiche becomes very handy," she said.

By optimally using the Laserfiche system, PSALM has enhanced the delivery of services, collaboration and coordination among its functional units have improved, and response to regulatory compliance has been expedited.

There are currently 50 Laserfiche users in the organization which has more than 270 permanent and contractual employees.

A large document back-scanning program has converted to digital over 4,279,408 paper files inherited from NPC, and all paper documents are now scanned going forward.

Laserfiche Quick Fields capture technology was used to migrate documents/records from CANOFIE.

"OCR was hardly used because of some limitations, particularly with photocopied documents which take some time to read. Our Office of the General Counsel (OGC), however, is a heavy user of OCR because its documents are in plain text almost without lines, tables, etc. that are detected easily by the OCR," said Ms. San Pedro.

Through the Laserfiche EDRMS, PSALM smoothly manages information risks because of the controls in place. Information is limited to people authorized by the system, thus leakage or loss of data is avoided. Moreover, by adequately indexing and classifying PSALM's voluminous documents and records, employees



PSALM ISTD manager Helen E.V. San Pedro receiving an award at the annual Laserfiche user conference in Anaheim, Los Angeles. The awards aim to honor organizations that succeed in promoting organisational agility through ECM.

can better position the corporation as the government's primary privatization arm in the electric power sector.

"These are what we call opportunity expenses or non-monetary values that are considered fundamental costs in economics but are not recorded in the account books," noted Ms. San Pedro in pointing out the most significant contribution of the Laserfiche system. "These are important factors recognized in decision-making."

Based on the cost-benefit analysis, document filing and retrieval efficiency are expected to improve by a considerable 50% given a time frame. A 50% reduction is likewise seen in paper usage for printing and reproduction of documents to realize a dream of a paperless office. PSALM is also cutting labor costs by engaging fewer contractual personnel for filing services.

Relying on the capability of the Laserfiche system to handle more complex documents, PSALM data room manager Luningning G. Sarmiento now feels more confident in meeting the data requirements of investors conducting due diligence for the power plants they want to buy.

"Nothing can replace the human mind, but by knowing the functionalities of the Laserfiche system and letting the tool work for us, we can definitely simplify PSALM's intricate work processes," she said.

Laserfiche has supported most of PSALM's major activities, especially in the privatization of the generation and transmission assets of NPC since most of the records are deployed through Laserfiche.

These include all documents on power plant operations and technical specifications of generation facilities that serve as references to the due diligence conducted by stakeholders interested to purchase assets.

"One very satisfied user in our company is the OGC as it has used Laserfiche efficiently for case tracking and management, said Ms. San Pedro. "Lawyers no longer have multiple copies of the same documents, nor do they have to return to our offices to pick up a copy. All they have to do is access their documents from the Internet."

PSALM has not been able to completely eliminate manual data entry in its business processes because the Commission on Audit will not accept electronic signatures. Laserfiche Workflow, however, has been used to solve a number of simple document-centric business processes, including purchase requisition/purchase order, gate pass/asset management, sick/vacation leave management, conference room reservation, and vehicle reservation and use management.

For organizations considering making the leap to digital document management, Ms. San Pedro recommends "starting small but thinking big."

## i940 portable scanner for Mac

Kodak's Document Imaging has launched a dedicated portable document scanner for Mac users, the SCANMATE i940.

The i940 integrates Kodak's Perfect Page technology and NEWSOFT PRESTO! PAGEMANAGER 9 Software to allow the simultaneous creation of colour and black-and-white versions of documents.

It also offers auto-cropping, image rotation, electronic colour dropout, image merge, image edge fill, content-based blank page removal and automatic brightness and contrast. The application also provides optical character recognition (OCR) and an all-in-one PageViewer for editing or annotating documents.

Customisable scan buttons within the PAGEMANAGER Application provide shortcuts to favourite files and applications. Efficient document viewing is made possible with search functionality by file type or file name.

PDF management tools include split and merge, file formatting options, PDF annotation and file stacking. A quick links feature also helps to minimize processing time by creating shortcuts to frequently used folders.

The SCANMATE i940 for MAC also includes NEWSOFT PRESTO! BIZCARD XPRESS Software for managing contact information scanned from business cards.

The i940 Scanner for MAC connects via USB 2.0 and outputs to JPEG and PDF file formats.

With a recommended daily volume of up to 500 pages per day, the SCANMATE i940 for MAC can hold up to 20 documents at a time from its automatic document feeder (ADF). The scanner, when AC-powered, captures images from documents at 20 pages per minute (ppm) at 200 dots per inch (dpi) in black and white or grayscale and up to 15 ppm at 200 dpi in colour. Its USB-power option enables imaging at up to 8 ppm at 200 dpi. The ADF can also handle a variety of small documents such as identification cards, business cards, insurance cards and embossed hard cards.

## AccessData's Forensic Toolkit (FTK) 5

AccessData has announced the release of Forensic Toolkit (FTK) 5 which includes data visualisation and explicit image detection (EID) out of the box.

Data Visualization features automated graphical timeline construction and analysis of social relationships, and investigators can include visualization images in their case reports. Explicit Image Detection (EID) detects not only flesh tones but conducts a thorough analysis of shapes and orientation.

Furthermore, FTK 5 integrates with Microsoft PhotoDNA which creates a unique signature for a digital image, like a fingerprint, that can be compared with the signatures of other images to find copies and variations of images of interest.

"The release of FTK 5 significantly raises the bar for forensic analysis tools," commented Brian Karney, President and COO of AccessData.

"FTK 5 allows users to access and identify that important data so much faster than other tools, streamlining time consuming tasks and helping minimize case backlog."

FTK 5 also delivers enhanced Internet analysis with a new dedicated Internet/Chat tab that allows users easier access to these artifacts that are more and more often integral to a case. The enhanced analysis capabilities include new Internet artifact carvers for more than 30 additional web applications/services, social media sites and games. Google Chrome analysis enhancements feature easier navigation through artifacts, web page reconstruction and the creation of individual records from Chrome artifact tables for bookmarks, cookies, credit card data, data profile, downloads, history, keywords, login data, top sites and web auto-fill data.

In addition, AccessData has enhanced the integration of its

decryption technology, PRTK. Now, FTK users can send files directly to PRTK for on-the-fly password recovery during evidence review. The Forensic Toolkit platform also delivers its own enhanced file decryption with FTK 5 now able to decrypt almost as many file formats as PRTK. In addition, users can import password lists to automatically decrypt files during the initial processing phase.

FTK can now be used collaboratively with AccessData's legal review platform, Summation.

Forensic examiners and litigation support personnel can access the same case data on the same database to perform legal review and forensic examination simultaneously, which significantly streamlines the investigation to litigation lifecycle.

## SharePoint Document Viewer

Accusoft has released a service pack update for the company's embeddable document viewer for SharePoint environments, Prizm Content Connect v7.2, adds support for enhanced digital rights management (DRM) and saving of multiple named annotations, among other new features.

The SharePoint document viewer empowers end users to view, convert, and collaborate on more than 300 document and other file types hosted in a SharePoint repository.

The viewer software runs entirely on the server, requiring no ActiveX controls or other special software on the client, other than Flash. It also supports mobile browsers with Flash installed.

Prizm Content Connect for SharePoint v7.2 includes full support for SharePoint Document Versioning, which enables SharePoint users to store, track, and restore items in a list and files in a library as they are updated.

Users of version 7.2 can view and collaborate on multiple versions of a document, keeping each version's DRM protections intact, and can create and manage multiple named annotations per document version. They can load and save annotations by names and by version, and save one, multiple, or no annotations through Prizm Content Connect for SharePoint's DRM tools.

"Enabling SharePoint users to see who made an annotation to which version of a document, and when they made it, dramatically expands the collaborative power that Prizm Content Connect brings to businesses running on SharePoint environments," says Prateek Kathpal, Accusoft Vice President of Viewing Product Strategy.

Other enhancements in version 7.2 include the ability to make annotations even without Prizm Content Connect's DRM module, tools to block the Download a Copy and Send To actions in a document library's ribbon and Edit Control Block, and an improved experience for high-trust users not subject to DRM enforcement.

The Prizm Content Connect document viewer is available not only for SharePoint, but also in versions for EMC Documentum and for HTML5, and in a cloud-based version.

## Classifier for SharePoint for Office 365

Concept Searching, a developer of semantic metadata generation, auto-classification, and taxonomy management software, has announced enhancements for conceptClassifier for SharePoint for Office 365.

The new version runs natively and bi-synchronously with the SharePoint Term Store in any SharePoint environment and adds Concept Searching's Taxonomy Manager component.

New enhancements and features now available in the Office 365 environment include: preservation of term GUID's; native Term Store integration regardless of environment; improvements to managed metadata properties; new event handlers; enhanced re-classification features and information transparency; and replication of Taxonomy Manager features currently available in the on-premise version of conceptClassifier for SharePoint.

<http://www.conceptsearching.com>

# BYO push adds to IT overload: IBM Survey

**IBM has announced the findings of a survey of 90 IT executives in Australia, which found that many are struggling to keep up with the pace of change in mobility, cloud, and security along with ever-growing user demands for BYOT (Bring Your Own Technology).**

Its Truth Behind the Trends whitepaper, which summarises the finding of the survey, found that only half of 10 commonly-cited IT trends across mobility, cloud and security are immediate realities for Australian organisations in 2013, with the other half not yet transpiring.

IBM spoke face-to-face with almost 90 IT executives responsible for the day-to-day running of IT in their organisations to discover if these trends are well understood; the extent to which they are being adopted; and the barriers preventing their uptake.

A common theme was the exponential speed, growth and interlock of technological advancements in mobility, cloud, and security; effectively outstripping the skills and readiness of IT departments to integrate these new technologies and models within their organisations.

## Mobility disrupting the enterprise

The whitepaper concluded that mobility-related phenomena like BYOD are getting more complex with BYOA (applications) and BYOS (software), feeding a whole new evolution: Bring Your Own Technology (BYOT). Most organisations are struggling to acquire or develop the skills needed to manage BYOT and as a result, opportunities to leverage the power of mobility for competitive advantage are being put on hold as the IT department continues to play 'catch-up'.

**“The IT department can't keep up with the number of devices being introduced to the network.”**

Jim Khamis, Managed Services & Workplace Offerings Lead, IBM A/NZ said, “A lot of participants stressed that the exponential rise of mobility and BYOD – driven by pressure from both early-adopter executives and increasingly tech-savvy employees – has had them on the back foot from the very beginning. Public discourses about skills shortages and security pressures are indeed being played out on the server-room floor, and IT managers are finding it harder to shift to a proactive footing.”

Ivan Greguric, Enterprise Architect, Stockland, who participated in the whitepaper development, said, “We continually receive requests from employees who want to use apps and platforms like Dropbox – if IT says ‘no’, employees will just use something else that is less secure. The key is to strike a happy medium between allowing employees to access what they need, but in a secure way.”

## Cloud adoption slower than hype

Despite past and present rhetoric about the increasing maturity of the cloud market in Australia, actual adoption appears slower than the hype would suggest. While trends in hybrid cloud are taking hold, data sovereignty and vendor management skills emerged as the biggest challenges for many enterprises in adopting next generation cloud models.

“Businesses haven't advanced into the cloud as much as the



rhetoric would suggest, in part due to the skills gaps and perceived risks associated with outsourcing data,” said Anton Lak, Cloud Computing Consultant, IBM A/NZ.

“However, IT leaders overwhelmingly believe that cloud adoption is a question of when, not if. The term ‘everything-as-a-service’ is increasingly being used to describe the ideal IT scenario for organisations.”

“This suggests most organisations are prudently considering their options rather than racing to keep up with the hype around cloud, while remaining open to future innovations which might enhance their business.”

## Introspective about security

IT leaders overwhelmingly cite security as a critical issue, especially in the case of mobile devices where there was widespread agreement amongst participants that threats in this area are increasing exponentially. Many participants highlighted security as one of the main aspects of BYOD for which they were unprepared for, most often due a skills gap and the speed of adoption.

Devin Weerasooriya, Solution Architect, Bendigo and Adelaide Bank, who participated in the research said, “A BYOD policy can introduce so many complications within a company and the IT department can't keep up with the number of devices being introduced to the network. Educating users is critical in defending the network.”

However risks in cybercrime are less quantifiable and participants were generally less informed about threats and solutions. Despite being highlighted in the Attorney-General's 2012 Cyber Crime and Security Survey Report, ransomware attacks – in which hackers encrypt a business' data to hold it “hostage” – was not considered as a big security issue, with many participants unaware of its existence or the details of its risks.

“It seems that security is still very much regarded as a private issue that is better managed in-house. The participants we spoke to revealed an emotional attachment to their data preventing them from collaborating with external specialists, government bodies and the broader industry to combat cybercrime,” said Scott Ainslie, Security Risk Management Principal, IBM A/NZ.

While the fear is understandable, cybercrime generally follows patterns, therefore having a macro and outward looking view of the threat landscape is critical to ensuring that the adopted security posture is appropriate, effective and sustainable.

The Truth Behind the Trends whitepaper interviewed 87 IT professionals across a range of industries and market capitalisations in Sydney, Melbourne, and Brisbane. Results included quantitative surveys as well as qualitative insights, anecdotes and quotations from participants, a selection of which are included in the full whitepaper.

<https://bitly.com/truthtrends>

## ECM for Android tablets

Asdeq Labs has released an enterprise mobile content management solution, AsdeqDocs, for Android tablets.

It extends the reach of the military-grade encryption solution for the distribution, viewing and sharing of sensitive files via the Cloud already available for iPad and iPhone apps, with Android Smartphone and Windows available shortly.

AsdeqDocs uses the enterprise's existing IT infrastructure, document permissions and user credentials and is compatible with more than 18 industry standard document repository systems.

"Many organisations believe that moving documents to Cloud repositories is the only way to make documents available to workers using smartphones and tablets," said Asdeq Labs CEO David Burden.

"This not only inefficient for enterprises – as they must duplicate existing infrastructure and devote resources to a second system – but also extremely risky as they lose control of their IP.

"With AsdeqDocs, documents are managed in their existing repositories and permissions are maintained, keeping the enterprise fully in control when sharing data with authorised staff, customers or external partners."

Libraries of selected files and documents are automatically synchronised between the enterprise and the mobile devices, so users always have the latest files

Mobile workers have full online and offline access to files, and documents are always available

Original documents remain on the corporate network, with tablets synchronizing and encrypting the information

All document-level permissions are maintained and full access and interaction logs are available

Uses both AD/LDAP and repository permissions automatically, without requiring separate security configurations

Secure SSL network connections for data transfer, and AES 256-encrypted containerised data storage on the tablet

[www.asdeqlabs.com](http://www.asdeqlabs.com)

## CVISION releases Trapeze eFiler 2.0

CVISION Technologies has released Trapeze eFiler, a software solution designed to automatically classify and route PDF files and image documents into network folders, SharePoint and other document repositories.

Handling paper within an office environment is cumbersome and time-consuming. In order to maximize employees' time, organisations can leverage eFiler to make documents more accessible with less manual filing and searching.

eFiler also helps ensure documents are not lost or misfiled, while reducing costs and optimising employee time. eFiler processes incoming documents from scanners or file folders and routes these documents to a user, group, or repository within an organisation.

eFiler was engineered to maximise how organisations handle PDF files and scanned paper within SharePoint. Integrated directly with SharePoint, eFiler enables companies to organize and classify documents within their SharePoint environment. The out-of-the-box solution combines the efficiency of document classification and distribution with the flexibility of a direct SharePoint integration.

By automating workflows and routing documents with eFiler, organisations can produce measurable ROI in a short period of time.

eFiler differentiates itself by leveraging advanced machine learning to improve upon classification results even further. The system gets smarter as new files are released to network folders, SharePoint or other document repositories. The eFiler system can learn classification rules based on an existing file system or SharePoint taxonomy.

A classification system can alternatively be built automatically by analysing documents in a single folder. As eFiler processes more documents, it gets smarter by understanding an organization's business and classification rules.

eFiler Features:

- Automatically classifies, files, and routes documents;
- Direct integration with SharePoint;
- Learns document structure (taxonomy) from existing SharePoint sites or network folders;
- Machine learning technology to improve system knowledge base over time; and
- eFiler generates compressed, text-searchable (OCR) PDF files.

CVISION's eFiler is built for high volume document processing. CVISION's Trapeze can be leveraged to automate and classify incoming paper from point of entry into your organization. For even more automation, eFiler can be integrated seamlessly into other Trapeze suite solutions for automated data extraction and predictive analytics, including solutions for invoice processing and forms processing.

[www.cvisiontech.com](http://www.cvisiontech.com)

## Bonitasoft introduces BPM 6 platform

Bonitasoft has announced a major upgrade to its business process management (BPM) solution, BPM 6.

New features include a completely redesigned user portal to access process tasks, as well as mobile access, and improved business activity monitoring.

"Companies continue to face challenges – everything from tighter compliance requirements to overworked IT departments to more competition – and they need tools to respond to these challenges," said Miguel Valdes Faura, CEO and co-founder of Bonitasoft.

For the first time, customers can create, assign and complete task from any device while end-users can create and assign tasks on the fly.

A stronger set of analytics will allow managers and process owners to drill down into reports to gain deeper knowledge and identify bottlenecks.

Bonita BPM 6 also adds new tools and features that ease the burden of creating process-driven applications, with a new REST API and expanded configuration options for Java API

New error management allows tasks that have failed due to external system errors to be rerun

Apache Tomcat is now directly integrated into Bonita BPM Studio to streamline testing.

## iManage publishing to SharePoint

DocHorizons, an independent developer of applications for the HP Autonomy iManage WorkSite platform, has announced a new product that simplifies the complex process of publishing content to SharePoint.

UnifyEX automates the publishing of WorkSite documents, folders and workspaces to SharePoint via a right-click action directly from FileSite or DeskSite.

Additionally, the product maintains the MCC structure in SharePoint and offers robust metadata and security mapping. It can publish, archive or migrate workspaces, folders and documents while maintaining MCC structure in SharePoint.

There is no server installation required on WorkSite or SharePoint and on premise or cloud installations supported

"With the introduction of UnifyEX, WorkSite firms can extend secure access to WorkSite content in SharePoint, seamlessly. The product is easy to deploy and use since there is no server installation required. It's built using Autonomy and Microsoft APIs with no backend SQL scripts or batch processes required," said Jose Rodriguez, Marketing Director for DocHorizons.



# How can businesses better manage data?

**Businesses are in the middle of a “data explosion.” From January to December 2012, companies saw their data grow 56 percent, which means the amount of data stored doubles every 18 months, according to the Aberdeen Group report Master Data Management in 2013.**

As the volume of data grows at an unparalleled pace, it becomes increasingly difficult to keep that data clean, accurate, and readily available to those in an organisation who need it. Many companies store data in siloed systems that don't interact with each other, such as content management systems (CMS), customer relationship management (CRM), enterprise resource management (ERP), and financial and accounting programs. This causes data bottlenecks to occur with increasing frequency.

These bottlenecks create redundant record-keeping, force needless spending on unnecessary parts that sit in inventory, and lead to decision-making with outdated or incorrect information. Too often, current data management practices lack the governance necessary to ensure quality and efficiency in the handling of huge volumes of information.

Responding to these shortcomings, master data management (MDM) programs provide a single record-keeping and governance platform for a company's data. MDM is a comprehensive software tool that allows organizations to achieve significant improvements in the quality of their data as well as in their product quality and reliability, while simultaneously decreasing costs and improving overall operational performance.

By centralising and storing disparate data as a single set of master data, MDM allows groups throughout an organisation, including engineering, R&D, supply chain, marketing, and sales, to access the same information related to part numbers, descriptions, standard operating procedures (SOPs), corporate messaging, etc.

Solutions are available as either single- or multi-domain. Single-domain platforms are often off-the-shelf packages that focus on centralising data for an individual software program. Custom, multi-domain solutions incorporate multiple programs into one platform that is flexible and scalable. MDM functionality can also be fully embedded into many existing software programs, allowing an individual to create or update a master data record in a familiar application.

## MDM Benefits to Manufacturers

**Efficiency.** Employees spend less time searching for information and fixing errors and more time working on critical tasks. Best-in-class users of MDM, according to the report, spend 1.5 hours on average looking for information. Non-MDM users spend 10.3 hours. Those with MDM also spend less time fixing errors — just 1.5 hours versus 55 hours.

**Quality.** Organisation-wide access to correct, current product

data is essential to delivering quality products. The availability of a single set of material specifications, current manufacturing processes, SOPs, and standards leads to much lower incidences of customer support tickets, as well as a reduction in the number of units requiring rework, the number of audit items not being completed on time, and the number of product recalls, according to a separate Aberdeen Group report, From Database to Shop Floor.

**Return on Investment.** Average overall inventory carrying costs account for 6.3 percent of an organization's annual sales revenue, according to Aberdeen Group. In a hypothetical example, an organization with \$US150 million in revenue could experience a 15 percent reduction in carrying costs, which converts to an annual savings of more than \$US1.4 million.

Other benefits, such as improvements in employee productivity, also translate into significant savings, as more of an employee's time is devoted to revenue-generating tasks. Implementing MDM can deliver savings of up to 250 hours per year, per employee (assuming a standard 40-hour work week for 50 weeks per year), according to the same report.

## Five Things to Consider

Nathaniel Rowe, a research analyst for enterprise data management at Aberdeen Group, said “an MDM implementation can be difficult and lengthy.” But he made the following suggestions to help ensure successful results:

Identify one or more measurable business processes to improve. “Just improving data,” he said, “isn't measurable.”

**Ensure executive buy-in.** “Forty-five percent of executives don't understand the importance of data,” he noted. It's critical they see, from the beginning, the need for “intelligent reporting and clean data.”

**Get buy-in from throughout the organization.** MDM affects all levels of a company, and Rowe said that departments can have difficulty relinquishing control of their data. Organizational buy-in can be achieved by including appropriate training and messaging, early and often.

**Have an incremental approach.** Focus small and roll out slowly, he advised, to keep down costs and quickly see measurable results.

**Keep an eye to the future.** “Data is the new oil,” he said, explaining that businesses are seeing “domains of data [that] didn't exist or weren't implemented just five years ago,” such as social media.

Gartner Research estimates that revenue generated from MDM software was \$US1.9 billion in 2012. Access to a reliable, accurate, complete and easy-to-access data “master” is the necessary foundation for all critical business processes and decisions.

“The volume of information is expanding exponentially,” said Rowe. “Companies need an automated system in place to manage this, and the sky is the limit.”

## ElcomSoft cracks iOS 6

Elcomsoft has updated its iOS Forensic Toolkit, enabling physical acquisition of certain iOS 5 and iOS 6 devices including iPhone 4s and 5, iPad 2 through 4, iPod Touch 4-5.

Acquisition of data from jailbroken devices is automated, eliminating previously required manual steps. The acquisition of legacy devices is now completely automated.

iOS Forensic Toolkit continues to provide unrestricted support for legacy iOS devices such as iPhone 4 and earlier. However, physical acquisition support for previous-generation iOS devices is subject to technical limitations. iPhone 4S and 5, iPad 2-4 can only be acquired if jailbroken or unlocked so that jailbreak code can be installed. Data cannot be acquired from non-jailbroken devices locked with an unknown passcode.

The passcode recovery speed on jailbroken iPhone 5 devices has been increased to 15.5 passcodes per second, allowing iOS Forensic Toolkit to break typical 4-digit passcodes in about 10 minutes. Previous versions of iOS Forensic Toolkit already supported jailbroken iPhone 4S and iPad 2 and 3 models running iOS 5. However, iOS 6 implemented new security measures.

Windows and Mac OS X versions of Elcomsoft iOS Forensic Toolkit are available. Physical acquisition support for the various iOS devices varies depending on lock state, jailbreak state and the version of iOS installed.

Fulcrum Management [www.fulcrum.net.au](http://www.fulcrum.net.au)

## Esker links with Business ByDesign

Esker has announced its Cloud Fax Services and Accounts Receivable solutions are now integrated with the SAP Business ByDesign SaaS ERP solution.

The integration will allow users to quickly and easily fax documents, as well as automate the sending and archiving of paper and electronic invoices, directly from SAP Business ByDesign.

Instead of physically printing a document and faxing it from a fax machine, customers using Esker Cloud Fax Services together with SAP Business ByDesign can securely submit their documents to the worldwide network of Esker production facilities where they will be immediately faxed in just a few clicks.

Esker Cloud Fax Services provides the ability to fax documents without adding hardware or software, and with no traffic or volume restrictions, while delivering the flexibility to fax either a single page or a batch of documents.

Customers using the solution integrated with SAP Business ByDesign can fax sales order confirmations, customer invoices, collection letters, purchase orders and more as they are created.

Real-time fax processing, tracking and reporting is supported as well as fixed rates regardless of time of day and minimum transmission costs via least cost routing.

The Esker Accounts Receivable solution integrated with SAP Business ByDesign enables users to automate the worldwide delivery and archiving of both paper and electronic invoices. Paper invoices are handed off to local postal services around the world in less than 24 hours and e-invoices are sent in compliance with regulations in more than 40 countries.

Automating AR with Esker's software as a service (SaaS) solution significantly reduces Days Sales Outstanding (DSO) by shortening the time between invoice generation and customer payment.

With its Print to Mail Services already integrated with SAP Business ByDesign, Esker offers the ability to physically mail documents directly from the SAP solution.

Documents are printed, sorted, stuffed into envelopes, stamped, and put into the postal stream in less than 24 hours of being submitted. Mailing as a service facilitates the production, sending and tracking process for customers — delivering increased productivity, reliability and profitability.

## Falcon makes Digital Forensics fly

Logicube has announced the launch of a new forensic imaging solution, the Forensic Falcon, which is able to copy hard disk images at up to 20GB/min. It can also image and verify from 4 source drives to 5 destination drives and allows users to image to and from a network location.

Parallel Imaging allows the user to simultaneously perform two imaging tasks from the same source drive to multiple destinations using different imaging formats. A web-based user interface allows users to connect to the device from a web browser and manage all operations remotely.

"Logicube's Forensic Falcon will set a new standard in digital forensic data imaging technology," commented Farid Emrani, President and CEO of Logicube.

"This new solution was developed after in-depth discussions with our customers in the government and private sector, both domestic and international, on what they wanted in their ideal forensic imaging solution," continued Emrani.

The Falcon's multi-tasking feature, which allows users to perform imaging, wiping and hash tasks simultaneously improves efficiency and shortens the evidence collection process.

Patent-pending Concurrent Image+Verify capability takes advantage of destination hard drives that may be faster than the source hard drive, effectively reducing the total image process time by up to half. The solution can also perform a forensic, filter-based file copy. This allows users to filter and copy by the extended file name such as .pdf, .jpg, .mov etc

The Falcon's compact size makes it suitable for field work and features a large, 7" capacitive colour touch screen. The unit provides built-in support for SAS/SATA/USB/Firewire drive interfaces and offers adapters to support IDE, eSATA, mSATA, microSATA and flash drives. Other features of Falcon include a multi-pass wipe function, AES 256 encryption and decryption, the ability to create password-protected user profiles and a task macro that can set specific tasks to be performed sequentially.

[www.mcaa.com.au](http://www.mcaa.com.au)

## Fixmo fixes SharePoint mobile leaks

Fixmo promises to allow secure and compliant access to Microsoft SharePoint from Apple iOS and Android devices via SharePlace, its new defence-grade data leakage prevention (DLP) solution. The company says while enterprises and government agencies continue to expand their use of SharePoint for centralised document management and employee collaboration; unfortunately, because IT can't delineate between content made available via SharePoint on desktops versus mobile devices, many organisations are blocking mobile SharePoint access altogether due to concerns over corporate data leakage and potential compliance breaches. It says while some solutions in the market provide advanced data encryption and user authentication on mobile devices, they lack the ability to define mobile-specific user permissions to restrict the content that can be downloaded and stored on mobile devices.

SharePlace combines end-to-end FIPS 140-2 data encryption, on-device data containerisation, multi-factor user authentication, mobile-specific access permissions and geo-location policy controls. It provides mobile-specific access control policies that can prevent specific documents from being downloaded to mobile devices. Mobile access permissions can be restricted based on the sensitivity of the information, the user profile, or the current location of the device – all without changing the user's permissions for desktop-based access.

In addition to offering advanced security and DLP capabilities, Fixmo SharePlace also offers a server-side Enterprise Gateway that accelerates mobile SharePoint access through bandwidth optimisation as well as the ability to automate the synchronisation of approved folders and documents down to the mobile device. <http://fixmo.com/products/shareplace>

## Fuji Xerox launches compact MFDs

Fuji Xerox Asia Pacific has launched the latest addition to its black and white multifunction devices (MFDs) portfolio, the DocuCentre S2420/S2220, including a faster processing speed for printing and copying at 24 pages-per-minute (ppm) and 22 ppm respectively. With a warm up time of 19 seconds, they reduce waiting time, especially when users are facing time constraints.

For users that frequently require front and back copies of ID cards, business cards and other similar documents, the ID Card Copy feature has been equipped on the devices.

The function allows for front and back sides of a card to be laid side by side on the copied output with a guidance screen that shows users the best way of placing the card when copying, to achieve optimum results. This function is indicated on the front control panel of the device, for easy location.

The devices offer colour scanning which can be used not only through the network, but also locally with a USB connection, at a speed of four ppm and 18 ppm in monochrome. They also offer options such as merging four originals onto one sheet and an electronic send function.

The devices come with modular options so that users can flexibly configure and upgrade modules according to the needs and demands, with features such as the optional automatic document feeder, fax components, network components, and the tray module.

The devices come equipped with an auto-switching, 100BASE-TX /10BASE-T network interface that delivers maximum performance, which allows multiple PCs to share the devices. The DocuCentre S2420/S2220 supports a variety of LAN environments.

The multifunction devices feature a large and wide panel with quick buttons for commonly used copy/scan/fax functions. The clearly labelled panel also makes adjusting the settings on the machine easier to locate and more convenient, a feature that will be particularly useful for novice users.

## Document Hub secures mobile access

iPad Document Hub, released by HELIOS Software and distributed by DataBasics, enables easy yet secure corporate file server access from iPads and iPhones.

With security, functionality, and performance beyond any cloud-sync app or remote access solutions like VPN or FTP, businesses can now provide a secure, productive, and user-friendly experience to remote mobile users.

"The new HELIOS iPad Document Hub app is the perfect solution for business environments of any scale that want to share files and documents with mobile users in a secure manner" explained Helmut Tschernjak, CEO of HELIOS Software GmbH.

"With powerful Spotlight search capability, auto-syncing, and fast directory browsing, authorised users can find files on their company servers in seconds, while maintaining enterprise grade file server security."

HELIOS iPad Document Hub seamlessly integrates with the HELIOS WebShare file server application, running on any company file server. Authorised remote users can access the server via web browser, or use the iOS native iPad Document Hub app to enable file transfers with iPad or iPhone and other iOS apps.

Files can be downloaded for offline usage, forwarded by e-mail, printed via AirPrint, or shared with other apps for modification or local use. It is also possible to receive files from other apps and upload them to the company file server.

The HELIOS iPad Document Hub quick start video guide provides an overview and video tutorial at [http://www.youtube.com/watch?feature=player\\_embedded&v=nR\\_5yYoNNZE](http://www.youtube.com/watch?feature=player_embedded&v=nR_5yYoNNZE)

iPad Document Hub is available from the iTunes App Store with a demo WebShare server already preconfigured.

[www.databasics.com.au/products/helios/](http://www.databasics.com.au/products/helios/)

## How not to be paranoid about backups

DISUK has announced Paranoia3, its in-line tape encryption hardware appliance to protect data backed up to off-site locations. The appliance comes in either SCSI or fibre channel versions.

The Paranoia3 is designed as a non-disruptive AES Encryption solution for backup environments.

The unit fits between the host system and the tape drive and is designed to encrypt the data going to the tape drive and decrypts the data being read.

Users can meet their compliance requirements using their existing tape drive and systems without needing to add new software to those systems.

The units have a three key system, two keys entered by the user and one hardware key that is unique to the customer but will be the same in each of their units.

This method allows for a much simpler approach to handling keys and simplifies the operation and use considerably when compared to any other solution.

Paranoia3 provides a straightforward way of implementing backup tape encryption in to any IT Environment, without changes to the operating system or corporate procedures.

AES Encryption for your backup device can be implemented without having to change your existing hardware and software, meaning that no change to the media is also required.

Paranoia3 also helps you avoid the timely and costly implementation of a complex Encryption and Key Management solution.

Kingsway Corporate Services +61 2 9456 1964  
[www.kcservices.com.au](http://www.kcservices.com.au)

## MacroView updates SharePoint (DMF)

MacroView has announced an update to its Document Management Framework, DMF v7.7, which enhances and extends the native document management capabilities of SharePoint. Support for SharePoint 2013/Office 2013 has been added in the new version.

MacroView DMF v7.7 continues to support 2007 and 2010 editions of SharePoint and Office and the MacroView tree can have a mixture of servers running these different versions of SharePoint with client PCs running a mixture of these versions of Office.

The new version allows for new SharePoint sites and libraries added by other users to be viewed without the needing to do a bandwidth hungry fully automatic refresh.

MacroView DMF v7.7 also allows the scope of a search to be restricted to a particular site, document library, folder or document set while a new Search Tools tab lets users order search results in descending or ascending order of Modified Date (as well as Relevance).

Save to SharePoint and support for Adobe Acrobat 11 is included.

Accelerated bulk saving of emails is a new feature that allows users to select a large number of emails (tested successfully with over 1,000) and drag and drop to save them to SharePoint. MacroView DMF v7.7 continues to auto-select an Email content type and to prompt for metadata if the destination content type contains any columns that it cannot set automatically.

Within seconds of the drop (or clicking the save button in the metadata capture / profiling dialog) the save process now proceeds as a background task.

Previously users had to wait while MacroView DMF checked whether each email already existed in the destination library. Now this checking and other save processing all happens in the background, so that users are quickly able to continue working in Outlook.

**Brambles** plans to spin off its **Recall** document-management business into a separately-listed company after failing to find a buyer last year. Brambles, which also makes wooden pallets and plastic containers used for carting goods, said it expected the new company, Recall Holdings Ltd., to be listed as a new entity on the Australian Securities Exchange in December.

Brambles had been hoping to raise as much as US\$2 billion from a trade sale of the business but scrapped the process last June, blaming challenging market conditions for offers it decided were too low.

Australia's **CAYLX Software** has announced the appointment of Multibase as its latest partner to resell the Hyland Software OnBase Enterprise Content Management (ECM) software.

CAYLX Software holds Australian master distribution for OnBase and signed Multibase based on the company's in-depth IT solutions expertise, services focus and the opportunity it offers CAYLX Software to extend its reach into the mid-large enterprise market. Multibase is an Australian IT services company which designs and delivers complete and integrated whole-of-business IT solutions. Its typical customers are medium-sized businesses in a wide range of industries, including travel, property services, construction, financial services, transport, as well as government and not-for-profit.

**EMC** has acquired privately held **Aveksa**, a developer of Identity and Access Management solutions that will be integrated within the RSA security division as part of RSA's Identity Trust Management product group.

EMC says "The task of ensuring that the right users get access to appropriate company resources has traditionally been IT-driven, using legacy IAM solutions to enforce all the policies, processes, procedures and applications that help organizations manage access to information. The lack of intelligence and business context has led to increased risk of data breaches, non-compliance and excessive privilege. RSA and Aveksa together will help give organizations the ability to automate the complete identity lifecycle of users from a business-driven perspective, helping turn traditional IAM systems into more agile, intelligent and scalable "situational perimeters. With Aveksa, customers have a unified dashboard to manage, control, and deliver access, while consistently enforcing identity and access policies across the enterprise and cloud, at a granular level."

**Konica Minolta Australia** has entered into a new partnership agreement with FileBound, one of Australia's leading providers of document management solutions. The partnership is in line with Konica Minolta's core strategy to boost its integrated software services, combining print management and document workflow software solutions.

Chris Goult, Head of Product Marketing at Konica Minolta Australia, said: "Konica Minolta's partnership with FileBound is an important step in providing our customers with sophisticated integrated business solutions and helping them optimise their MFD usage. Content management and workflow software solutions are the future of business because they maximise productivity and efficiency."

New Zealand System integrator **Softsource** has picked up **Cloud|AG's ServicePoint365** as a new offering to its Office 365 and SharePoint Online clients. ServicePoint365 is a template application that maximises the collaboration and content management capabilities of Office 365 specifically for project-centric services organisations. The solution provides a number of "Centers" that are pre-configured to help companies better organise, collaborate and manage their client-, project-, proposal- and resource-related information.

# EVENTS

## DAMA Sydney August 2013 Meeting

Information Architecture for Mobile Content Management: A utility case study and lessons learnt

August 13, 5 - 7PM The Bowlers Club Level 2, 95-99 York Street Sydney

Networking from 5pm (canapes provided, drinks purchased from the bar). Presentation 6pm to 7pm. Networking from 7pm.

This case study will examine how we used information architecture to develop a framework to support an electronic knowledge repository for remote access to the policy, procedures and asset information.

Speaker Tom Tindal is the Practice Manager for Enterprise Strategy & Architecture at Oakton in NSW. He leads a team of experienced professionals who develop and deliver innovative solutions to exceed client expectations. Tom has over 25 years in IT including over 15 in Business Intelligence and Information Management. He has certifications in PMP and TOGAF9.

## EDRMS for the Australian Government

One-day connected forum with two half day workshops

21-22 August 2013, Rydges Capital Hill, ACT

Hear expert perspectives and successful case studies -

- Department of Broadband, Communications and the Digital Economy
- Department of Foreign Affairs and Trade
- State Library of Queensland, Queensland Government
- Civil Aviation Safety Authority
- Victorian Department of Transport, Planning and Local Infrastructure

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## Intranet YOUSability

17-18 September 2013, Rydges Melbourne

Post-forum workshops, 18 September 2013

One day connected forum with two post-forum workshops. Just \$995 plus gst to attend the forum and hear expert perspectives and successful case studies by both corporates as well as government sector organisations, enabling you to manage and strategise your organisation's intranet, most effectively. Hear From: International Case Study American International Group (AIG), ranked # 2 at the NN/g 2013 Intranet Award for the 10 best-designed intranets for the year. Also Department of Justice Victoria, Melbourne Water, Medibank, Deloitte, VicRoads, Echo Entertainment Group, TAFE ...

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## Knowledge Management for the Australian Government

October 10 - 11 2013, Rydges Capital Hill, ACT

A case study led forum designed directly for the Australian Government and the unique aspects that it takes to tailor, develop and maintain a knowledge management programme for the public sector. (Significant savings if you are also attending KM Australia or a member of one of our partner organisations)

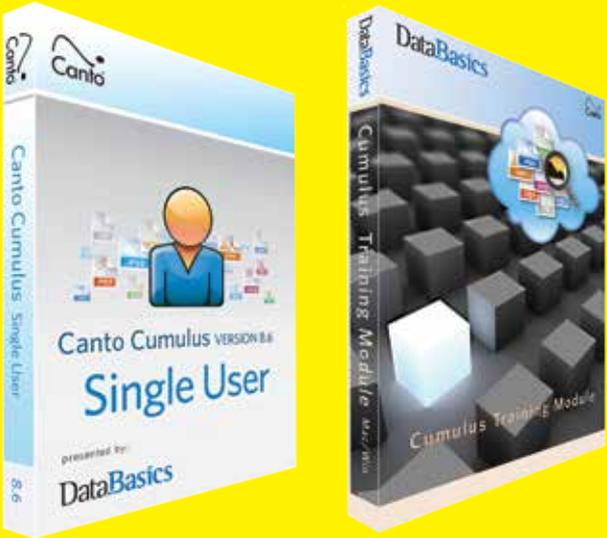
One day CASE STUDY led connected forum with two post-forum workshops. Hear From: AusAID; Department of Environment and Primary Industries; Qld Government; Department of Agriculture, Fisheries and Forestry (DAFF); IP Australia; Department of Human Services; Regional Australia Institute.

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