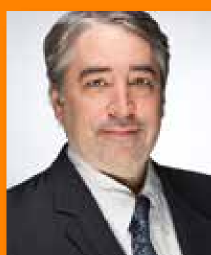
# IDM
## IMAGE & DATA MANAGER

Jan-Feb 2015

## SHAREPOINT OR THE CLOUD?

# Taking all the right steps to IM success

**An Aussie multinational makes the ECM journey**



**Executive Edge**

**Hyland Executive Vice-President and CTO, Miguel Zubizaretta**

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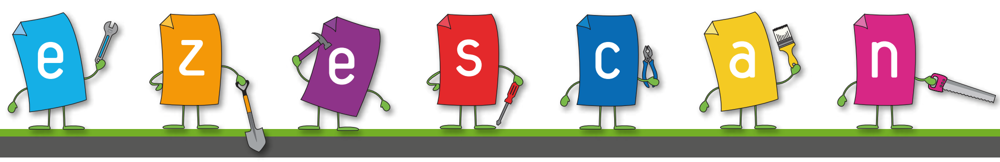


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## Rio Tinto mining dark data

Mining giant Rio Tinto has signed a global agreement with Active Navigation to analyse and support the management of its unstructured digital data.

Rio Tinto is using Active Navigation to remediate over a petabyte of unstructured content (over a billion files) that's spread out over five continents.

Scott Singer, Head of Global Business Services at Rio Tinto said: "We generate a huge volume of unstructured data and growth rates are expanding significantly. Our early trials with Active Navigation identified that approximately 40% of our data was eligible for defensible destruction. We are now incorporating Active Navigation software as a primary mechanism for file analysis and disposition.

"We see a strong ongoing business case with this solution by lowering our storage costs while strengthening our overall information governance across Rio Tinto."

Rio Tinto reportedly projects $US2 million in cost savings and cost avoidance in the first year of the program.

"However like most large companies we are not good at 'hitting the delete key'. We have to embrace the notion of defensible destruction, where data is deleted in a controlled, legally defensible and regulatory compliant way. For the data we keep but don't require every day, we must leverage low cost cloud solutions such as Amazon Web Services. Like most businesses we do not have the core expertise to manage this and that is why we have engaged Active Navigation to work with us on a global basis."

Active Navigation's File Analysis software will enable Rio Tinto to identify and action data that is to be kept on live networks, moved to low cost storage, or to be deleted.

Peter Baumann CEO of Active Navigation commented "After working with Rio Tinto already for more than three years we are really excited to be expanding our relationship through this ground breaking partnership. Rio Tinto have recognized that as they move more data into the Cloud, the most cost effective and efficient way to do that is to only keep and move what is required. Our proprietary software and managed services solution is ideal for this and sets the foundation for a future of strong Information Governance across Rio Tinto's unstructured data worldwide".

The Active Navigation solution enables the identification of sensitive data and the development of classification structures including metadata augmentation that can be used as part of a migration to content management applications such as Microsoft's SharePoint.

## Organisations wasting up to $A17m per year in lost information

Organisations across Australia's private and public sectors are losing up to $A17 million in productivity each year as staff waste time finding and saving information, a survey by Brisbane-based information management specialists Glentworth has revealed.

Based on the minimum award wage of $A16.87 per hour, combined with the average time it took survey respondents to find and save information at work – 44.36 minutes to find and 43.57 to save – the survey found an organisation of 3000 staff could be saving up to $A17 million each year.

An organisation of 1000 staff could save over $A5.7 million, and those with 100 staff up to $A570,000.

Glentworth director of enterprise information management Renee Pera said more organisations were realising the many benefits of making it easier for staff to access up-to-date data and information at work.

"It is amazing how quickly the dollars add up when you look at how much time an organisation's staff spends looking for, or saving information," Ms Pera said.

"Some of the most common 'information' saved or lost are things like up-to-date contact details, reports, procedures and guidelines, and even just the final version of a shared document.

"We're seeing more and more organisations, both large and small, realising the importance of information as an asset to their business, and jumping at the chance to improve their productivity.

"Putting that importance on information itself can mean thousands of dollars worth of savings each year – it's as simple as making it quicker and easier for your staff to access up-to-date information, which we regularly see improves staff satisfaction and retention."

Respondents across various organisations in Queensland and New South Wales were asked to average the amount of time they spent each working day looking for or saving information needed to do their job.

Using the minimum hourly wage as the lowest possible baseline, the results revealed a cost per day in lost productivity, equalling around $A5,700 per employee, per year.

Glentworth is a specialist information management consultancy working with organisations across the commercial, not-for-profit and government sectors.

*www.glentworth.com*

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## DFAT must improve data management

A National Audit of the overseas operations of the Department of Foreign Affairs and Trade has criticised DFAT's Consular Management Information System (CMIS) and highlighted the need for improved data entry. The Australian National Audit Office (ANAO) audit of Delivery of Australia's Consular Services, found that the "(CMIS) is outdated, and efforts to replace it have been an ongoing process since 2003."

"CMIS has a limited ability to provide performance reporting information, and is inconsistently used. For example, in a sample of 20 prisoner cases, ANAO analysis showed that the 'date of the last consular visit' field was not completed in 30 per cent of the cases, while for those cases for which the field was completed, the recorded date varied by an average of 588 days from the date identified in the case notes. As such, CMIS can offer little assurance to management as to the state of a post's workload and the service standards delivered at posts," the report notes.

DFAT agreed that it must work to improve "the recording of key consular case management information in the relevant case management system."

DFAT was praised for an improved ability to respond to crisis events, such as the MH17 disaster in Ukraine in July 2014.

The ANAO also criticised the low uptake of the department's Smart Traveller program used to register with DFAT's Online Register of Australians Overseas, in order to make it easier to track down Australians in an emergency.

The fact that only 20% of those who begin the process of registering reach the end, was highlighted as an implied criticism of the usability of the website. DFAT has flagged that it plans to make this system easier to use.

## PCEHR funding boost to Pvte Hospitals

The National E-Health Transition Authority (NEHTA) will offer funding from a pool of up to $500,000 (ex GST) to Australian private hospital groups to begin integrating their systems with the Personally Controlled Electronic Health Record (PCEHR).

Applications are being invited from private hospital organisations seeking a funding contribution to support their deployment of a (PCEHR) viewing and/or clinical document upload capability within their hospital facilities by 30 June 2015.

"Viewing the PCEHR will allow hospital clinicians to directly view a consenting patient's important health information where available from primary and community care settings – in particular, the patient's Shared Health Summary, prescriptions and community pharmacy dispense records, public hospital discharge summaries and additional clinical documents as they are added to the PCEHR in the future (e.g. pathology and diagnostic imaging reports).

"Knowing that such documents are being viewed within acute settings will further encourage the creation of these documents within the primary and community care settings.

"Additionally, private hospital organisations uploading relevant clinical documents – such as discharge summaries or medication records for example - to the PCEHR system will encourage further meaningful use of the system."

NEHTA says the ability to view a patient's PCEHR and upload clinical documents to it is already in place in over 260 public hospitals and health centres across Australia.

"As a result, there is a high degree of understanding of what is required for a successful PCEHR implementation in a hospital setting, as well as a range of implementation support offerings which are available from NEHTA to private hospitals to help ensure successful deployment occurs."

As part of NEHTA's funding arrangements with the Commonwealth Department of Health, a total funding pool of up to $500,000 is available for the programme.

## APAC bank deploys $1M eFLOW5 solution

Top Image Systems is underway on a million dollar project to deploy eFLOW 5 at the Hong Kong subsidiary of one of the five largest international commercial banks in China. The bank, whose commercial assets and deposits rank it as one of the largest in Hong Kong, employs over 13,900 staff and earned $5.2B USD in 2013. A follow-up six-figure deal signed this quarter kicks off the deployment of this strategic project which will use eFLOW to process 44 million forms in 2015, expanding to 300 million forms per annum by 2019.

TIS' eFLOW platform was selected to supply a robust system with the capability not only to handle a high volume of documents, but also required system compliance with its strict data security policies and integration with its complex IT infrastructure. In the first phase of the project, eFLOW will be used to capture various customer information from forms scanned using web-based scanning functionality at 300+ branches throughout Hong Kong. With this process, decentralised capture occurs at each point of origin which substantially reduces processing time and enables the bank to provide quick responsiveness to customers.

eFLOW will manage the end-to-end process by automatically recognising, extracting and validating data in the forms, handwritten in Chinese or English, and then send the forms for approval, all within eFLOW. When a form is approved, eFLOW then updates the core banking systems and automatically delivers an alert to the customer by post or mobile text message. In the past, introducing new forms was time-consuming; with eFLOW's user-friendly GUI and ability to define new fields, the bank can launch new forms much faster – a key advantage. In addition, the customer will leverage enhanced eFLOW5 banking process performance monitoring to improve Service Level Agreement achievement.

## Kofax launches E-signature solutions

Kofax has announced a suite of e-signature solutions for introduction into virtually any business process for internal or external use, known as Kofax SignDoc.

SignDoc Standard is a stand-alone solution providing self service capabilities, so users can design, deploy and manage custom e-signing workflows.

SignDoc Enterprise enables organisations to design, deploy and manage custom e-signing workflows and embed advanced e-signature capabilities within a host of enterprise applications. It is integrated with Kofax TotalAgility, the company's flagship process automation platform, so organisations can add secure and authenticated e-signature functionality to end-to- end business processes.

"Electronic signatures are finally gaining momentum — driven by simpler, more accessible, and cheaper smartphones, tablets, and touchscreen computers," wrote Craig Le Clair, Vice President, Analyst at Forrester Research in a recent report.

"We see a widening variety of use cases demonstrating insights that can help enterprise architects overcome adoption hurdles."

By adding e-signature functionality to TotalAgility, Kofax now offers the ability to persist signed documents in any ECM repository using industry standard interfaces.

SignDoc offers a wide range of deployment options and e-signature capabilities. Users have insight into the complete audit trail of all interactions, as SignDoc allows users to verify document integrity from within a PDF Reader, without needing IT experts or accessing an external site.

Furthermore, SignDoc's standards-based digital signing and self-contained document approach ensures that any post- signing tampering of the electronically signed document is immediately apparent without the need to consult Kofax. This process and the resulting audit trail provide proof that a legally- binding transaction has taken place.

# Taking all the right steps to IM success

**A strategy based on six important steps to reign in the challenge of unmanaged unstructured data is entering a vital phase at Cochlear Limited, Australia's global leader in implantable hearing solutions.**

The company, which earned more than $A800 million last year and employs more than 2700 worldwide, is moving to implement a sophisticated ECM solution and streamline business processes with automated metadata management.

A global rollout is currently underway, working through the organisation team by team in 20 countries, to eliminate paper-based processes and team shared drives and replace them with a sophisticated capability based on OpenText Content Server 10.

Dr Mark Cotterell was brought onboard in 2013 as Information Architect with a broad remit to focus on tackling the operational inefficiencies related to unstructured data.

"Like most organizations, Cochlear's information strategy had focussed on transactional/structured data," said Cotterell, "which was well managed with, for example, Oracle E-Business Suite for ERP and Salesforce for CRM.

"However the unstructured story was not pretty, with dozens of disparate document stores across the globe and an estimated 66 million digital files stored on our Shared Drives and growing. Storage costs were escalating and it was becoming more problematic to extract value.

"Document collaboration was based on email exchange which is very inefficient. In 2014 Cochlear staff authored around 1 million emails with document attachments."

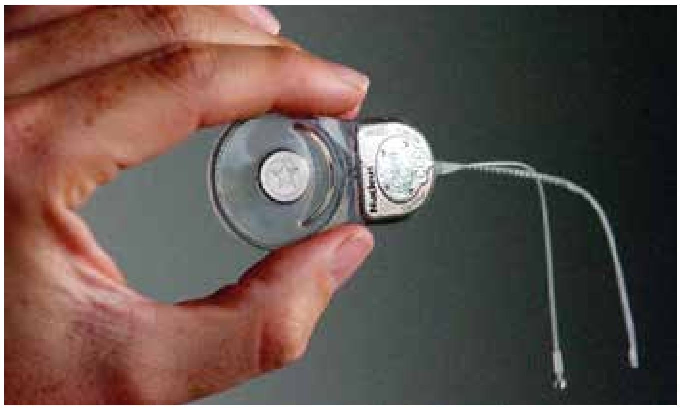
"With the rapid growth of the company across the globe it was recognised that the flow of information through our business processes was being impeded by our lack of maturity in unstructured IM. Senior management were keen to see the organisation move up the IM maturity curve and gave me tremendous support in achieving that objective."

While OpenText ECM had been deployed it was only in limited use and there were more than 30 other document repositories being used across the globe.

"The company wanted to be more business process oriented. A strategic focus was to manage documents in the prime context of business process rather than a focus on region or department."

"The Cochlear implant is a Class 3 Medical Device which means that many of our business processes are highly regulated. This means many business documents need to be formally managed to prove compliance.

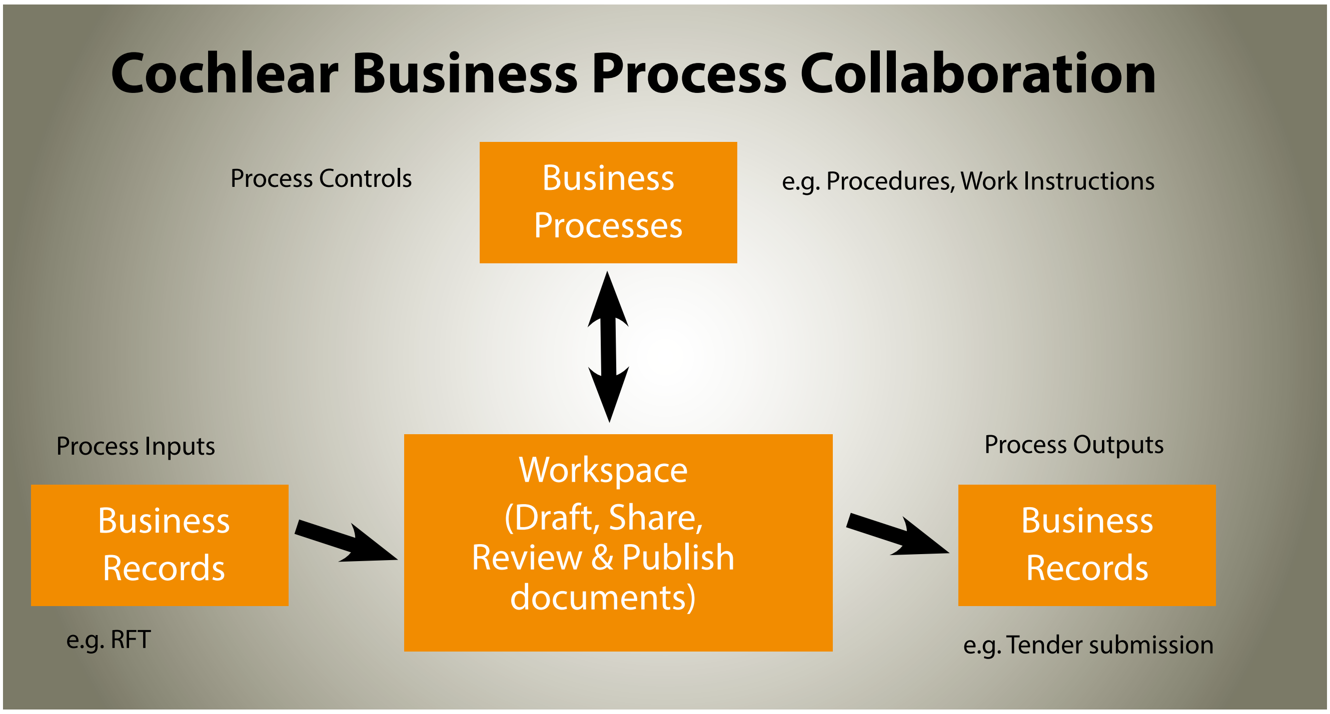
"These records had been managed in a number of quality management document systems. A decision we made was for our ECM system to not only consolidate all these quality systems but also to manage the related working documents in the ECM.



A person holds a Cochlear implant. The company invests more than AUS$100 million a year in research and development. Products include hearing systems for cochlear, bone conduction and acoustic implants. There are more than 350,000 people across more than 100 countries hearing because of Cochlear.

"By managing information as an asset we focus not only on cost reduction but also value adding" - Information Architect, Dr Mark Cotterell.

*(Continued Over)*

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"Thus the ECM is a 'One Stop Shop' for all documents.

"Fundamentally records management is good practice for all documents but there has always been a manual management cost so this has not been done. However, by leveraging the Open Text technology we are automating the records management steps thus all documents will have retention management.

"The decision was taken early on that it was essential to develop an Information Architecture to meet business strategic needs and use the latest technology to automate metadata management.

"I had total executive support to push the boundaries of ECM and it was recognised that to gain the full benefits we needed to re-design the current ECM solution based on a holistic information architecture.

"It necessitated a radical change in Information Architecture. If we had continued with the initial approach of point solutions, as for example in US Legal Contract workflow, it would have required several hundred individual workflows . These would have been very expensive to develop. We needed a whole of company solution not a point solution."

Chief among the step changes was the introduction of faceted browsing and its enablement through automated metadata extraction.

"The implementation of Content Server 10 enabled this; it was in my opinion a step change in our ECM technology base," said Cotterell.

The ECM capability can automate over 80% of metadata application through a range of techniques such as extracting user data from Oracle eBusiness via Active Directory, time and date information and utilising fields from Master Templates in Microsoft Office.

## Step 1 – Implement Business Process Collaboration

The system was designed to enable teams regardless of region or function, to effectively collaborate i.e. draft, collaborate, publish & share documents in the context of producing Business Process outputs. It provides process oriented Workspaces to support team collaboration and to store all documents. The design

> The company has now automated over 80% of metadata application through a range of techniques

is based on the company's controlled business process architecture structure. Although all documents are stored in the single structure workspace, individual users are provided with two other entry paths to the ECM; the Business Process and Business Record views. These are designed to allow staff to quickly access 'high value' documents.

A behaviour that is being embedded into the organisation is the use of links. Rather than copying documents the principle is that all master documents are stored in the ECM and staff link to these from any other system e.g. email, Intranet. This not only reduces storage costs but more importantly provides a single source of truth.

## Step 2 - Move from Folders (Paper Paradigm) to Metadata (Digital Paradigm)

Placing information in individual folders provides only a single context, whereas Cochlear wanted multi-context to add value.

Cochlear settled on a range of metadata based on the concept of Enterprise metadata, Common metadata and Local metadata. Enterprise metadata is a context used by all documents whilst local metadata is a context relevant to a specific business process and is only exposed locally e.g. Clinical Investigation.


A new simplified UI for accessing corporate documents.

"The use of faceting for browsing rather than wading through folders has been a revelation. We are finding faceting highly effective in accessing documents," said Cotterell.

## Step 3 - A New User Experience

A major objective was ease of use as the ECM system is competing against Shared Drives which require no training to use.

"The majority of our design effort was focussed on improving usability. We wanted to make it as intuitive as possible. Thus we ensured all prime functions used by Cochlear staff were available in one-click and all redundant functions were hidden. This was achieved without any customisation; instead we used the OpenText ActiveView interface configuration module."

"A new landing page provides strong messaging that supports the push to associate with Business Processes. The old design was Organisation-based, there was no direction and users needed to figure out if a document was corporate or local before knowing where to find it."

## Step 4 - Lifecycle Management

Cochlear's storage projections are enormous with no deletion or archiving of low value documents being undertaken. It was estimated that 70% of stored documents in Tier 1 storage probably did not need to be there.

Rather than developing many workflows to publish different types of documents, Cochlear has developed a single highly sophisticated workflow to publish all documents.

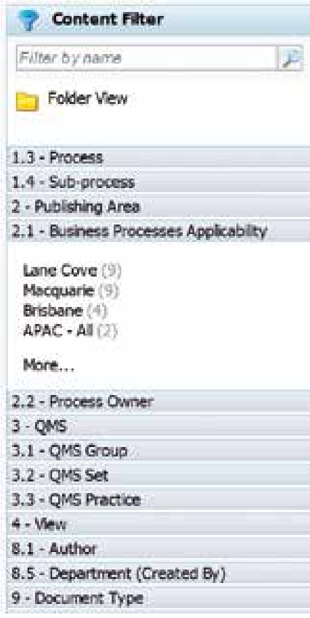
The workflow uses a table of business rules to determine which path a document takes through the workflow. The end result is many records management tasks are now fully automated and retention management is applied to all documents. This capability to automatically archive and defensibly delete is being established.

## Step 5. Metadata Automation

Recognising the importance of relieving users from the chore of entering metadata, Cochlear focussed on how metadata could be auto populated. Open Text Content Server 10 supports 5 different techniques to auto populate metadata and Cochlear is taking advantage of each of these:

1. System Integration (Business Unit, Department, Office Location, Country)
2. System (Year, Financial Year, Financial Half, etc)
3. Document Properties Synchronisation (Document Type)
4. Workflow (Records Management, Quality System)
5. Folder Inheritance (Process)

"We were surprised, that with a bit of imagination, how effective automation was. It exceeded our expectations," said Cotterell.




This iscreengrab shows the options for faceted browsing that are presented using metadata fields that are automaticly applied.

## Step 6 - Simplify Document Management Environment

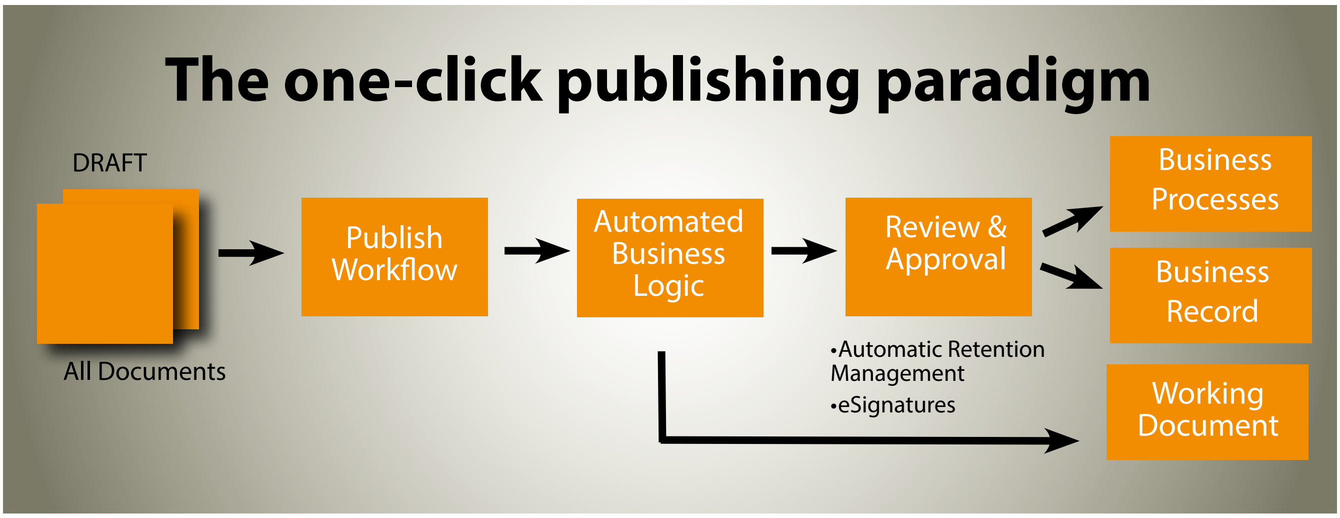
"To maximise benefits you need to ensure that people operate best practices, therefore changing behaviours is the most challenging implementation task," said Cotterell.

Cochlear has recently commenced an on-boarding process, whereby teams are engaged to localise the ECM capability for the business process being operated and to embed best practices. A key aspect of this engagement is the understanding of a team's document management environment and to develop practices to simplify operation. This process is projected to continue for the next 12-18 months.

"We are working with teams to set improvement goals to encourage them to adopt the new practices. Showing productivity benefits is difficult so we have developed a suite of proxy metrics. By improving these metrics we know we are delivering benefit.

"These look at measurements such as utilisation of system and reduction of email attachments. We have been encouraged by data from our implementation of business process document management that shows the system has decreased the time for approval of business process documents by a factor of 4."

"The global rollout will be challenging," admits Cotterell, "with many different cultures and priorities, but we are confident that as early adopters gain real benefits from this leading edge capability that our staff will be demanding use of the new ECM capability."



## Paperless e-courts a step closer in WA

The Perth Magistrates Court is set to become Australia's first criminal court to operate entirely from electronic records as part of a new plan to make Western Australia's justice system paper-free. Attorney General Michael Mischin said the State Government had invested $A10 million to develop the Integrated Court Management System (ICMS), which was currently being trialled at the arrest and remand court at the Perth Magistrates Court.

Mr Mischin said the pilot project involved the electronic recording of court information that was previously manually recorded on a paper prosecution notice. The new system will be rolled out at all Magistrates Courts across the State in the next nine to 12 months

"The new case management system not only keeps and tracks details of court cases as they progress through the justice system, but has also been designed for the electronic lodgement, storage and transmission of court documents," he said.

"As part of the trial, the Department of the Attorney General has worked closely with WA Police to create and lodge electronic prosecution notices and bail information which it is hoped to extend State-wide.

"This development represents the first step towards creating an electronic court system in WA, a move that will ultimately save the Magistrates Court from handling more than 100,000 paper documents a year.

The Attorney General said the Government was working towards replacing the current paper-based processes between justice-related agencies such as the departments of Attorney General and Corrective Services, WA Police and the Office of the Director of Public Prosecutions with the electronic system.

## ABBYY FlexiCapture gets security tick

The number of threats targeting software is constantly increasing, making the security of computer systems a key element of business continuity and success. Not only the loss of business-sensitive data poses a threat - there are also fraud, malicious activity, theft of personal data and so on. While the security industry has mostly been focused on finding bugs and viruses, the mistakes in how software is designed, its weaknesses and flaws - such as insecure storage or not validating data properly - can also lead to security breaches.

That is why many organizations want to be sure that software systems they use are flawless not only in supporting operations required for high-performance business, but in protecting them from the impact of security weaknesses as well. ABBYY recently contracted the independent NCC group to conduct a deep security assessment of its FlexiCapture software system to ensure that it fully complies with security policies of leading companies.

ABBYY FlexiCapture is a data capture platform designed to automatically transform streams of documents across an enterprise into business-ready data. The product is often used to extract and process sensitive, confidential or personal information.

The security assessment was divided into two stages: FlexiCapture setup security review and web application security assessment. Web application assessments can be performed either remotely or on site, depending on the exposure of the application. The purpose of the assessment is to identify any vulnerabilities that can be exploited in order to attack the system or other users, bypass controls, escalate privileges, or extract sensitive data (for more information, seeOWASP top ten web application security risks). The application was viewed and manipulated from several perspectives, including with no credentials, user credentials, and privileged credentials. According to the results, ABBYY FlexiCapture successfully complied with the high security standards - no serious vulnerabilities were identified.

## Fuji Xerox Australia partners with Kofax

Fuji Xerox Australia has signed an agreement with Kofax to act as a Platinum partner and reseller of Kofax's smart data capture applications in Australasia. Fuji Xerox Australia will offer an extensive range of Kofax solutions for document and data capture to small and medium enterprises, mid-market and large corporations to help them migrate fully to a digital work space.

Many business interactions are based around intensive information capture and analysis in their initial stages, and their ongoing success is often predicated on the ability to process and analyse that information efficiently and accurately.

Fuji Xerox Australia can now offer Kofax smart process applications for data capture and analysis to help organisations boost service responsiveness and reduce operating costs.

Fuji Xerox technology prints more than eight billion pages and scans over 10 million documents every year in Australia, as both large and small businesses make the transition to digital work processes. The combination of the two companies' technologies will target records professionals and IT managers in many industry sectors, but especially financial services, insurance, healthcare, transport and government agencies.

Taraz Nadarajah, Solutions Marketing Manager, Software, at Fuji Xerox Australia, said, "Fuji Xerox solutions create electronic documents and take advantage of their ability to streamline so many business processes, while still using paper documents when they are required. Our new partnership with Kofax further enables our customers to streamline how they capture paper documents and digitise them, enabling more organisations to work faster, achieve more, and save time — and money.

"The Fuji Xerox Capture solution with Kofax will be backed up by one of the largest professional sales and technical services teams, alongside one of the strongest support organisations, nation-wide."

Executive Vice-President of Field Operations at Kofax, Howard Dratler, said, "We are truly excited to welcome Fuji Xerox Australia to our Kofax Global Partner Community. Fuji Xerox Australia is a leading provider of solutions and services to the enterprise and corporate market base in Australia.

"With Kofax extending its reach into the enterprise with its 'First Mile' value proposition, this messaging is resonating with Fuji Xerox and its customer base, with strong early sales and a very large pipeline of opportunity."

## New IIM National President appointed

After six years Vladimir Videnovic has stepped down as National President of  The Institute for Information Management (IIM). The new National President is Dr Janine Douglas, a consultant who is currently President of the Western Australian Branch of IIM, and has served on the IIM Board as a Regional Director for two years.

Dr Douglas has extensive experience in strategic information and knowledge management as well as experience in various positions in several professional associations.

In taking up the position, Dr Douglas thanked Vlad for the many selfless hours he devoted to IIM and to the role of President.

"It is obvious that you are highly respected, and well-known and well-liked by the IM community. I will do my best to build on the fine work you have done on our behalf."

She also acknowledged the dedication and enthusiasm shown by the Board, and is looking forward to working with them to grow and develop IIM. Dr Douglas has flagged that she is keen to finalise an IIM Strategic Plan and implement a program of activities and services for the benefit of its members and their organisations.

*If you have any comments or suggestions for the IIM, contact Dr Douglas at Janine.Douglas@iim.org.au*

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# Banking on Capture


Andrew Coxon (l) and Peter Speden are members of the Auckland-based team behind Scanfeed, a data capture solution targetting the UK accounting market. Their New Zealand office space was fitted out to reflect a UK theme, with tube station detailing in the open plan.

**A scanning solution utilising ABBYY FlexiCapture is allowing a leading international provider of data and software to accounting practices and their clients, Bankstream, to significantly expand its service. The solution was developed by the NZ-based development team for Bankstream in response to the unique requirements of the UK market.**

It is the engine behind 'Scanfeed', which sits alongside Bankstream's 'Livefeed' service that provides data via a direct link with participating banks.

Bankstream is a product from MTS Global, which was formed in 2013 following the sale of Media Transfer Services Limited, (provider of the "BankLink" service in Australia and New Zealand) to ANZ accounting software firm MYOB for $NZ136 million.

The sale to MYOB did not include the nascent UK business, established by founding director of Media Transfer Services Limited, Derek Jones, alongside 25 staff including several key former executives of the BankLink business.

## BankLink

Established in the 1980s, BankLink grew to become the largest data provider to accountants across New Zealand and Australia. It had over 5000 practices using the service to collect data for more than 500,000 accounts, from over 100 banks and financial institutions at the time that the BankLink business in Australia and New Zealand was sold to MYOB.

In Australia and New Zealand, all major banks provide electronic access to account transaction data, however in the UK banks representing over half of the UK SME banking sector currently do not.

Bankstream, which currently works with three of the major banks in the UK – HSBC, NatWest and RBS - provides electronic bank data for small businesses to their accountants.

Scanfeed was developed to allow the same service to be offered to accountants whose clients were only able to provide paper or PDF statements, while avoiding the security issues associated with getting data via internet banking.

Using Scanfeed, accountants can upload scans of their clients' statements to Bankstream's secure portal where the statements are digitised and validated to ensure the digital data matches the scanned statement.

The resulting data is then included with Bankstream's secure feed of transaction data that accountants already receive via Livefeed. Bankstream's software then automatically codes recurring transactions and enables seamless integration so data can be used in other accounting software.

None of Bankstream's services require the accountant or their client to use or divulge their internet banking credentials.

Andrew Coxon, an Auckland-based Product Owner at Bankstream, explained the genesis for Scanfeed came from the Bankstream sales team.

"They wanted a solution that could open the PDF and read the data, then deliver it back to accountants in the same way as our LiveFeed Service.

"In December 2013 we began investigating solutions, and one of our partners demonstrated a process they had deployed using ABBYY FlexiCapture. With a short lead time to get the scanning portal up and running, we were keen to work with an established player such as ABBYY, and FlexiCapture also represented a very cost-effective option."

The Scanfeed portal, deployed on Microsoft's Azure cloud platform, was up and running by April 2014. From a standing start in April, the amount of data contributed via Scanfeed is now around a quarter of the total data processed.

Documents are processed on Bankstream's internal servers. However this could move to Azure in the future, and the fact that ABBYY has already deployed its own cloud scanning service on Azure was another tick.

Scanned statements are uploaded from the UK via the portal, and overnight the NZ team manage the scan and validation process via FlexiCapture.

Peter Speden, Head of Technology for Bankstream said, "Accountants do their own scanning and supply us with PDFs, JPGs or TIFF images via the portal. Microsoft BizTalk Server manages batch processing of statements, which are then submitted to ABBYY while we have built our own internal tools to detect errors.

"Mostly they are scanning via the office photocopier, so there can be issues with alignment and dirty screens. Or sometimes they have written comments or placed tick marks on the statements which can cause issues. We provide technical support to encourage good scanning practice."

## Validation tools

"We also use our own internal validation to look at opening and closing balances that are checked and verified in case they have missed a page or two pages have gone through at once. We need to know with confidence that the data is correct."

Henry Patishman, Sales Director for ABBYY Australia, said, "ABBYY FlexiCapture is our flagship Data Capture product and it has proven to be very popular with BPOs and SaaS providers. It is inherently highly scalable and allows for an unlimited number of CPU Cores to be utilised to allow the software to cater for any volume of processing.

"The software can be deployed on desktops, servers or in the cloud which makes it suitable for Service Providers of any size. One of the other key reasons Service Providers like Bankstream and many others work with us is due to the great flexibility that we offer not only in our licensing approach but also with the Professional Services that we offer to complement their own in-house skills.

"We have made it very simple and cost effective for Service Providers to begin to offer or enhance their current Data Capture Solutions by creating a FlexiCapture Starter kit that provides them with a full license of FlexiCapture Distributed with an unlimited number of stations (Scanning, Processing, Verification and Administration), a few days of Professional Services to train and assist in deployment and integration and a few thousand pages to do testing. All this for $5,000 ex. GST. "Once FlexiCapture is configured and deployed it is just a charge per transaction on which we are also very flexible, this charge is highly scalable based on the actual and projected volumes of a given engagement."

*Contact sales@abbyy.com.au or 02 9004 7401 for any further information.*

# WHY ORGANISATIONS CAN'T KEEP THEIR DATA SAFE

## CLASSIFYING DATA CORRECTLY IS KEY, BUT MANY LAG BEHIND

BY CAL SLEMP

**If data isn't the lifeblood of an organization, it is, without question, a critical component in its success. Analogous to the role of water in a hydroelectric plant, data powers an organisation, pumping "fuel"—through information, knowledge and insights—to virtually every company function. It, therefore, must be managed—and managed well. With the recent plethora of cyber attacks and data breaches, prevailing wisdom suggests companies are working diligently to "get their houses in order," but findings from Protiviti's "2014 IT Security and Privacy Survey" suggest otherwise.**

There are numerous data management and security policies organisations should have in place to help prevent data loss (for example, information security, passwords, user access, incident response, etc.). Remarkably, this year's survey results show across-the-board decreases in the number of organisations that have these policies in place. Most of these policies are required in some form in order to comply with various government and industry regulations. Thus, organisations potentially face significant liability, along with security risks, by not having these policies in place.

Our survey findings also indicate that there is an increase in the number of organisations that lack a data classification scheme. A look at these findings reveals significant gaps between top-performing organisations and other companies.

Some organisations may lack definitions of their sensitive data and, consequently, fail to make meaningful progress in formalising a scheme and policy. It's important to note, though, that these definitions do not need to be perfected in order to begin categorising data effectively.

Effective data classification, without question, is difficult to achieve. Companies should strive to simplify their approach where possible, which will enable greater progress and success with these efforts.

In our study, we continue to see a relatively small percentage of organisations that have a detailed data classification system in

## There are two data classification approaches every company should employ.

1 A data classification scheme: The groups or categories under which data is classified (for example, personally identifiable information; sensitive, health and confidential identifiable information; and non-sensitive and public information).

2 A data classification policy: The guidelines dictating how, when and where the organisation — including, but not limited to, all employees, functions and third parties working on behalf of the organisation — classifies, manages and secures its data.

place, which involves stratifying the importance of data types and applying appropriate retention periods to each type based on regulatory and legal requirements, as well as industry or company-defined standards.

Such a system becomes more critical every day due to the growing volumes of data organisations are accumulating.

An essential practice in effective data management and security is a comprehensive classification system that provides a clear understanding of how the organisation is managing all types of data—whether sensitive, confidential or public.

The survey also uncovered that the percentage of organisations that retain all data and records without a defined destruction date has nearly doubled. Retaining all data and records without a defined date to discard and destroy is not only inefficient and costly but opens the organisation to significant security risk and liability.

The greatest effects of large-scale, high-impact breaches are felt in organisations that hold on to large volumes of data that they no longer need. Put simply, "If you don't need it, don't store it."

Similar to last year's findings, in one out of four organisations, management is viewed to have limited or no understanding of its sensitive data and information.

Given the risks and liabilities this information poses if not managed properly, these findings continue to be surprising. There are striking differences in the findings among top-performing organizations (for example, high levels of board engagement in information security risks and all core information security policies in place).

Clearly, these best practices are driving a much greater understanding of the organisation's sensitive data and information.

*Cal Slemp is Managing Director at Protiviti, a Global Consulting Leader in Business, IT, Risk & Internal Audit. For more information on Protiviti's "2014 IT Security and Privacy Survey," visit HTTP://www. protiviti.com/ itsecuritysurvey.*

# Inside the mind of Hyland

**Miguel Zubizaretta is Hyland Executive Vice-President, CTO and Employee Number 3. He played a vital role in the development of the OnBase ECM platform in the early 1990s and has spearheaded its successes in the global information management market. IDM asked Miguel to outline where he sees the positioning of OnBase as it ramps up its efforts in the APAC market.**

**Hyland Executive Vice-President, Miguel Zubizaretta.**

**IDM: There are many, many applications and uses and definitions of ECM. I mean, how do you describe it?**

**MZ:** The definition of ECM continues to expand and evolve. Most modernly you'll see case management as a primary driver. ECM can provide significant cost efficiencies in transactional processing, even in some markets where the electronic record is still not recognised as a legal official record, and they have to keep the paper copy of an application. If they can process it using workflow and using business rules, they can process the electronic image of it that much faster, and still keep the original paper copy if that's required. I see those paper copies as being records, and sure, there is a place for ECM as a records management system. But ECM is really about transforming a corporation's ability to interact in the 21st century.

> For the small provider ECM transforms their ability to compete against the big multinationals that might have completely different service levels.

Imagine a small manufacturer in Australia who's trying to sell their parts, their pumps, their goods, in the European market and in the American market. Those sales people, and maybe field engineers that are out there, do they want to have seamless instant access to all their corporate records? When you're sitting there with a customer in Europe, do you want to say "Well, I know you need this information about what you ordered in your last order, and maybe where we stand on that warranty on that particular part. I'll get all that stuff for you tomorrow, because Australia won't be open till tomorrow, and then you can have it the day after that, because we're going to be in the weekend, you won't get it till the following Monday". That's not a way to do business in the 21st century. For the small provider ECM transforms their ability to compete against the big multinationals that might have completely different service levels. And it allows them to react quickly, to provide complete information, and to be able to transact business regardless of the time zone or the date line. ECM can be the basis for that kind of a distributed sales service and worldwide workforce.

It is also about automating the back office processes, and ensuring compliance by guaranteeing that you can find all missing documents, all records are complete. You don't have to guess whether your audit's going to come out right.

**IDM: What is the main challenge of ECM that you're attempting to meet with OnBase?**

**MZ:** What really makes something enterprise class as opposed to just another tool that can be deployed for a department? One of the things that I think is key to an enterprise class solution would is it can be practically deployed across an entire enterprise and must be easy to upgrade when it's appropriate for an individual department to do so.

Many companies today have different tools deployed for the payables and the receivables and the HR departments. With the OnBase product, we have since 2000 been engineering an incremental upgrade methodology into the software.

So we can actually go in and upgrade the accounts payable department to version 14, and the whole rest of the organisation could still be running on 10, and maybe even within that department you would only upgrade two of the payables clerks, make sure everything's working well, then you get across the end of month and then you deploy half of the department and then you get across the end of quarter, you deploy the entirety of the department.

But in the meantime, maybe it's the wrong time of the year to be doing something with the HR department, because they're doing their audit,

Will you ever be able to align every single department within an organisation so that they all want to upgrade on the same day? You want to be able to treat every department like it's the most important department in the company, you want to be completely attentive to their needs.

When Hyland Software is asking you to pay maintenance every year, at some point in time there are some new products with some new capability. Most people, when they're in that situation, "Oh, if we could only use it, but you know, we're two versions behind, and we'll have to wait till we upgrade" et cetera. Because of our approach to the incremental technology use, it means that an organisation who's paid their maintenance could say 'Well, you know, I want to use this new capability.'

Maybe I want the new version of the OCR engine that can do line item retrievals and just deploy that on just two or three machines to capture that data. Once the data's captured into the system, the whole system won't know which version it came from, so you could actually install the latest technologies and take advantage of the latest technologies without necessarily having to have an upgrade cycle for the entire organisation.

So we've got customers today who are on a version that's two years old, but they want to use our new iPad, Android based solution that we've been collaborating with Samsung on. And if they want to use that Samsung tablet, they simply have to put one extra server that is providing internet access to that Samsung tablet, and seamlessly they can take advantage of today's technology and the latest technology and go mobile, and yet still be on a version of the software before mobile was popular, or before the Samsung tablet had really gotten off the ground.

So that ability to apply technology immediately is a huge differentiator between us and other products. We can do that because we keep the database and the architecture of our software both upwardly and backwardly compatible, which costs more in R&D, an extra couple of million a year."

We have a long history of cloud here in Australia where we have been deploying ever since 2005.

**IDM: There's a lot of discussion now of making that as seamless as possible by putting that in the background. Is that the approach that you're taking to enabling users to interact with ECM in an easier fashion?**

**MZ:** Hyland Software in 2000 invented a product that we called the Application Enabler. We've sold about 3,500 copies since. It's a product that goes through the Microsoft Windows messaging system, and is aware of all the messages that are being generated between all of the applications and the operating system. By linking into that level of the architecture, what we've done is we've created an ability to contextually be aware of what's going on in other applications at the same time.

So one of the things that we provide this for is if you're in an application, and maybe I'm looking at issuing a credit memo. Maybe I want to see the purchase order that corresponds to that credit memo. Should the user have to go to another application, type in the purchase order number and type in the vendor number and do a search and find this document, or should the system be able to realise which customer he's looking at in that other application, what vendor and what purchase number's on the screen and automatically bring up the document that corresponds? It delivers a measurable increase of efficiency for any workers to not have to interrupt their train of thought to go into another system to do something. The Application Enabler can take the context from that accounting system and apply all the metadata seamlessly and in the background to the image on the screen. Ehen a clerk receives it via email and ticks it's arrived, that invoice is now fully coded, it might even have the GL codes applied from the accounting system, and can be routed to the right person for approval by the workflow engine without having to do a single keystroke of data entry.

**IDM: Hyland offers OnBase in an on-premise, cloud or hybrid solution, how important is the cloud offering in this region?**

**MZ:** We have a long history of cloud here in Australia where we have been deploying ever since 2005. Actually Australia was really a pioneer in some ways, because when they first started going cloud, there were many geographies where there wasn't that. But there were some pioneers here in the IT space that realised the value of a cloud solution early on.

The reason why we're totally under the radar is because our cloud offering here in Australia has mostly been sold by our partner Recall which sells OnBase as their product Review to the likes of Qantas. For instance, every time someone goes on

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# Inside the mind of Hyland

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the Qantas intranet and looks up a bill of lading, it will come out of an OnBase system and be returned to their desktop wherever they might be in the world.  Qantas has a number of other worldwide solutions like that that in our cloud in Australia. Other organisations such as ANZ Bank, Recall's former parent Brambles and QBE Insurance are some of the 29 cloud customers right now in the Australian data centre.  We are actually considering opening up a second data centre.  We're still negotiating terms, but it will be in Melbourne, so we'll have one in Sydney and one in Melbourne, and we'll be replicating the data from data centre to data centre for business continuity purposes for our customers, without having to take it offshore, outside of Australia.

**IDM: In the US Hyland's strengths are in the healthcare and financial services markets. Where do you see the major opportunities in Australia?**

**MZ:** We see healthcare as a huge opportunity. Even for those organisations that have not decided to go with an Electronic Medical Record (EMR) yet, and where they still have paper folders, those paper folders still could benefit if they were electronic. When a patient is discharged from a facility, that folder needs to be coded so that the different activities that were performed on the patient become can then put it into a billing system.

But the reality of it is that maybe of 20% of people discharged from the hospital return within the first two weeks because of an infection, a complication, etcetera.  When they return, that folder needs to be readily available for clinical use.  If you were to scan on discharge, you would immediately have digital copies of that record so you could choose a lesser expensive geography in which to do the coding.

"We see healthcare as a huge opportunity. Even for those organisations that have not decided to go with an Electronic Medical record (EMR) yet"

Maybe a hospital in Sydney decides I want to send these charts to Adelaide electronically and have someone code it at a lower cost.  Or maybe I'm going to take it offshore and send it to Thailand, where they've got a great medical environment that speaks English, and code it at a lesser cost.  But in the emergency room when the patient comes back in, you could find in subseconds. In the 21st century, it seems almost unconscionable that a complete digital record is not available.

We have a dedicated healthcare effort here in Australia with dedicated employees on the ground who are helping the industry here pioneer how to take this to a new place. We also think there's a huge opportunity in insurance and we're very focused on industries like manufacturing, mining and transportation, imported and export. The 2015 Digital Transition Policy presents opportunities in the federal government marketplace. We're currently implementing push capabilities so that if an agency declares something as a record that needs to be automatically archived to the National Archives, the system will be able to seamlessly do that through web services and won't negatively impact the efficiency of the organisation.

There are some entrenched players but a lot of those systems are really first or maybe second generation document management systems that might now be calling themselves ECM.  But in terms of enterprise class solutions that are metadata driven and can be tailored from department to department, and can work across an entire enterprise, I think that our architecture is so strong that we will be replacing systems in every industry

**IDM: Many organisations struggle with dealing with masses of content in shared drives that is not able to be managed. What do you say to them?**

"We've got some percentage of our customers who are storing 100% of the data tied to all of their transactions, but when somebody writes a position paper or a PowerPoint presentation that they're going to present to a potential business partner, what do you tie that to? Where is the right place to store that, what is the right retention plan for that document that was written.  It's a potential business partner, and maybe someday they'll become a business partner, maybe they won't, there's no contract or not a business entity in any of your systems yet.

It's a very difficult problem to try to solve, and quite frankly one that Hyland Software that has not got into.  We're more focused on hard return on investment, opportunities for organisations to drive their processes and manage their data and become more effective and more profitable.

## Lexmark makes medical imaging acquisition

Lexmark International has made another acquisition in the information management area with the $US37 purchase of Toronto-based Claron Technology, a provider of medical image viewing, distribution, sharing and collaboration software technology.  Claron's enterprise medical image viewing platform offers Web-based access to patient imaging studies from picture archiving and communication systems (PACS) or vendor neutral archives (VNAs), enabling referring physicians, clinicians and specialists to view patient imaging studies and collaborate in real time to improve patient care.

Claron's solutions help healthcare delivery organizations provide universal access to patient imaging studies and other content across and between healthcare enterprises.

One of Claron's leading medical image solutions is a universal Web-based zero-footprint viewer that enables diagnostic interpretation of medical images and related digital information on a variety of computers anytime, anywhere across a healthcare provider's enterprise. This universal viewer supports viewing of all cleared digital imaging and communications in medicine (DICOM) imaging modalities and both 2D and 3D viewing. It also requires no software to download while delivering a medical view comparable to any PACS solution.

Claron will report into Lexmark's Perceptive Software. With this acquisition, Perceptive Software expands its offering to healthcare providers by enabling referring physicians and clinicians to access, view and collaborate on patient information and medical images that reside outside the electronic medical records (EMR) systems, while concurrently image-enabling the EMR and providing easy Web-based access via desktop and mobile devices.

"Digital content in all forms continues to exponentially grow, particularly in healthcare.  Physicians, other providers and the health information exchanges must be equipped to utilize this content more quickly and collaborate more efficiently to better serve patients," said Paul Rooke, Lexmark's chairman and chief executive officer.

# So you want to start a Records Program?

By Allen Podraza

**Records management is the effective and systematic control of an organization's records, regardless of medium, through their entire life cycle–from receipt or creation until their final disposition. Records management ensures that valuable records evidencing an organization's activities and that have legal, fiscal, administrative or historical value are protected and accessible while useless records are systematically destroyed.**

If your organization does not have a records management program, I cannot stress enough the importance of starting one in today's world of electronic documents and potential litigation exposure. News reports of records management mishaps at several Fortune 500 companies should have you interested in implementing standardized records management practices within your organization.

I provide some basic steps in establishing your organization's records management program based upon industry standards and practices, in addition to my years of experience as a records and information professional.

**1. Establish a records management team to develop and implement a strategic plan for the program and to provide a governance structure.**

• Assign team responsibilities and authorities:

• An integrated records management steering committee consisting of an executive program sponsor (someone who reports to the board) and key stakeholders from records management, legal, information technology, compliance and other key business groups, will meet regularly to provide program governance, strategic guidance and support.

• The records management staff has responsibility for developing, implementing and maintaining the program.

• A network of records coordinators will serve as the liaisons between the records management staff and the departments in your organization.

• Identify drivers for developing a records management program, and define a strategic plan, goals and objectives that provide your program focus and high visibility and assists in determining the resources needed to support the program.

• Develop mission and vision statements in alignment with the strategic plan of your organization. The vision statement describes where you want to see the records management program two or three years down the road and the mission statement describes the purpose of the program, services offered, whom the program serves and guides your program towards achieving its vision. These statements will help you prioritize projects and develop an implementation plan based on the resources available.

• Obtain senior management support for the establishment and continual management of a records management program.

• Determine what services will be done "in-house" and what services will be done by outside vendors and consultants.

**2. Conduct an organization-wide inventory of the records in your office.**

• The records inventory identifies what information your organization has to manage, including physical and electronic, and is essential to a good records and information management program. The inventory is the groundwork for which you will develop your program's records retention schedule in step four below.

The inventory will help you identify which materials your organization considers:

• Records (recorded information created or received by your organization in pursuance of legal obligations or in the transaction of business and has value requiring its retention)

• Non-records (reference materials, personal papers, junk mail, publications, convenience file, duplicate copies)

• Vital records (records which would be needed immediately after an emergency to continue your organization's operation)

• Archival records (historical records of enduring value that are preserved and stored in your organization's archives)

• Once you have identified all the departments in your organization and begin to get a feel for the scope of records to be inventoried, you will need to consider whether you have the resources to conduct the project or if you should hire a consultant to conduct the inventory.

• You can conduct the inventory via physical inventory, surveys, interviews or a combination of these methods. I think it is important to interview record coordinators from each department to identify and review document repositories and any systems used to create information and process transactions. Department document repositories could include network file shares, SharePoint, employee computers and file cabinets.

While conducting department interviews, you should also check for closets and any unoccupied offices that may be holding stored records.

• The inventory should include whether records exist in more than one format, media, software and physical location of records.

• Review organizational repositories checking for records that are stored in:

• Email and other messaging or collaboration servers

• Enterprise-wide SharePoint deployments

• Enterprise content management systems

• Electronic records management systems

• Back-up servers

• On-site centralized records centres

• Off-site storage areas for physical and/or electronic records

• Once a draft list of documents for each department is prepared, it should be reviewed with the department to make sure no records were overlooked.

• While conducting the inventory, create a log of all repositories in your organization. This will assist in the event of discovery. Your legal counsel will be aware of all responsive systems and repositories.

**3. Establish your organization's records management policies and procedures.**

The records management policy serves as the basis for the entire program, is your program's primary governance instrument and provides employees guidance. The policy should be endorsed at the highest decision-making level, publicized throughout your organization and made readily available to all staff.

Developing your records management policy will be dependent on your organization's culture. Your policy should include:

• Defining records management responsibilities assigned to employees of your organization to include the executive sponsor, steering committee, records management and information technology staff, business unit managers, system administrators, record coordinators and general users.

• Definition of a "record."

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# So you want to start a Records Program?

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• Whether records will be kept in a centralized area, decentralized within work areas or a combination of both.

• Records retention and disposition procedures to include: how draft documents and working papers will be handled, who will be responsible for maintaining the official record copy and litigation hold procedures.

• The records management procedures should describe in detail how to comply with the requirements outlined in the records policy and other instruments. It provides records management processes for the records staff, recordkeeping processes for the records coordinators and end users and, when applicable, specific procedures for business units.

**4. Develop a records retention program.**

• A records retention program consists of a method for determining retention periods, a records retention schedule and retention policies and procedures. This ensures your organization's records are kept as long as required to meet regulatory, legal and business requirements; that records are not destroyed too early or retained too long; and that your organization follows systematic retention and defensible records destruction practices.

• The retention schedule provides your organization's functional groups retention and disposition instructions for related records based on regulatory, legal and business requirements. Establishing a retention schedule is the single most important thing you can do to guarantee the success of your organization's overall records management program.

A retention schedule is the foundation of a records management program and applies to records in any format, i.e., paper, electronic (disk, CD, database, email, etc.). All other components of a records management program rely on the records retention schedule that facilitates your organization's legal compliance, efficiency and risk management.

• The retention schedule should be tailored to your organization's needs ensuring all records essential to your organization are retained only as long as needed based on documented research of legal, fiscal, administrative and historical requirements. Retaining records longer may increase organizational liability.

**5. Implement a records management training program.**

• All staff, contractors and records coordinators need to be trained and know their records management responsibilities. This can be accomplished via a combination of vehicles:

• Records management intranet site

• New employee, records coordinator, business unit/department training

• Handouts

• Regular all-employee announcements related to records management policies and procedures

By now, you may be thinking, "This is a huge project."

Starting a records management program is not a one-time single project and then you are done. It can be a complex process, and once the program is launched, it will regularly need to be worked, updated and grown.

It takes time to build a program, and depending on your resources, it certainly can be accomplished in stages. Your organization will reap the many benefits of a records management program and will be glad it started one.

*Allen Podraza is Director, Records Management & Archives at the American Medical Association*

# Queensland seeks digital fix

Qld State Archives has issued a discussion paper that draws attention to "A critical disconnect [that] has emerged between government's move towards digital service delivery, while relying on outdated records management processes." Developed in collaboration with the Queensland Government Chief Information Office, the Born digital, stay digital discussion paper has been accompanied by a request for state agencies to respond to a plan to "Develop a roadmap with set timeframes for public authorities to work toward." No timetable has been announced.

The discussion paper notes that "Government's digital service delivery has outpaced its ability to capture, manage and preserve the digital evidence of its business decisions and activities.

"Records management functionality is often not being embedded into the design of new business systems. This means government may not be able to optimise the value of their digital records, or secure their continuing integrity and useability over time."

"When digital recordkeeping is not a natural or organic part of the business, there is a risk that records may not be captured and appropriately managed over time. If this trend is not reversed, the Queensland public sector will lose its ability to capture and manage its corporate memory, the evidence base of public administration and its ability to account for its decisions and activities."

A 2013 Recordkeeping Survey of Queensland Public Authorities found that:

- 80% indicated that they are resorting to preserving digital records in paper form.
- Only 47% were confident that their digital information will remain accessible for its entire retention period.
- 12% had lost the ability to access digital information before the expiry of the required retention period.

The Queensland Government currently has around 100 million interactions each year. Of these, approximately 35 per cent are online with similar shares in counter and telephone interactions.

In 2013, 73 per cent of Queensland public authorities used a combination of paper and digital recordkeeping systems, while 18 per cent indicated that their authority used predominantly digital recordkeeping systems. Only 9 per cent indicated that a predominantly paper recordkeeping system was used indicated that their public authority used predominantly digital recordkeeping systems.

The discussion paper notes the example of one large Queensland Government department where "queries from members of the community received via email are printed, a coversheet placed over the email with additional information (such as date response due), scanned and sent to the officer preparing a response. The response is prepared in a digital format, usually an email, sent to the recipient and saved in the electronic document management system (eDRMS). The email is then printed and saved in the paper-based filing system."

*The full paper can be found at http://www.archives.qld.gov.au/Recordkeeping/GRKDownloads/Documents/BDSD_discussion_paper.pdf*

# Understanding regulatory compliance in contemporary records management

by Daniel Warren-Smith

**Understanding your responsibilities when it comes to records and information management has never been more critical, given the risk of heavy fines, prosecution, and civil actions that organisations leave themselves exposed to if their information management house is not in order.**

Just as information comes in many formats, the same applies to the legislative requirements around information – there is not a one-size-fits all approach, as different types of information have different sets of regulations when it comes to the legal requirements around retention and disposal.

The rules vary dramatically from one industry to another, so it is paramount that you avail yourself of the correct information pertaining to the specific documents at your disposal. For instance, contracts and agreements relating to the management of your IT infrastructure should be retained for at least 7 years, whereas contracts and agreements in the real estate industry should be retained for a minimum of 15 years.

Furthermore, there are other types of documents that need to be retained for far longer periods, such as copyright information, which should be kept for at least 70 years, or documents relating to insurance, policies or claims, which should be retained indefinitely.

Typically, documents are usually required to be retained somewhere between 5 and 7 years, though as evidenced with some of the examples above, it is necessary to be aware of the rules that apply to your particular industry sector.

## ISO 15489 need to know!

In the context of the evidentiary value of your organisation's information, the AS ISO 15489 standard is the primary guidance standard when it comes to the maintenance of your information management system.

The key elements of the standard that every records manager needs to know are:

- Information systems and retention processes should be designed to protect information against unauthorised access, loss or destruction
- Organisations should have a policy and guidelines in place governing the conversion or migration of information from one archiving system to another
- Systems for the retention of information electronically should be designed in such a way as to ensure the information remains accessible, auditable, authentic, reliable and usable during the retention period, regardless of any system changes.

In general, an organisation needs to be able to prove that the content of a particular electronic record or data file has not been altered since its creation at the date of storage.

The risks in managing your information lie in 3 areas:

- Unauthorised access – either accidental, or deliberate: Unauthorised access can result in theft or leakage of intellectual property, violation of the privacy principles, or alteration or destruction of information you are required, or intend keeping.
- Inability to locate information: If your information is not stored in a structured manner, this will lead to expensive search/discovery costs, inefficiency in your knowledge workers, and escalating storage costs.
- Inappropriate protection of information: this results in loss or damage to information – either from degradation due to the storage environment (paper mould / mildew, atrophy of magnetic media), or damage due to external events such as fire or flood.

## Legal considerations of IM

There are a number of legal issues pertaining to information management that you must consider when it comes to the development and ongoing management of your organisation's information. Chief amongst them are:

- The legal requirement that certain contracts must be in writing;
- Whether legal obligations exist in your specific industry sector to retain certain types of information stored as hard copy paper;
- The legal requirements in respect of the conversion of written information stored into an electronic format.

Additionally, as mentioned previously, the minimum and maximum retention periods should always be known and adhered to, and the evidentiary value of information stored electronically should be understood, as should the legislation around the retention and accessibility of information stored electronically.

*Daniel Warren-Smith heads up Iron Mountain's Imaging and BPO business in Australia.*

# ECM in the frontline of Iraqi rebirth

**With IEDs shattering the glass outside his Baghdad office and religious divisions among staff working within, Mohammed Qasim has quietly gone about his business of building the Iraq of tomorrow.**

Laserfiche VAR Qasim sells and installs enterprise content management (ECM) systems, the electronic records management software central to running administrative operations in Western enterprises and government offices for decades. Qasim is installing the network and software infrastructure now running the Iraqi Ministries of Oil, Justice and Industry along with the Iraqi Security Commission.

At the 2015 Laserfiche user conference held in Anaheim, California in January 2015, Qasim shared the singularly unique insight of an IT expert on the state of Iraq's developing government.

He spoke of the technical and practical challenges of selling software in a country struggling with a fledgling government and deep cultural divisions, perched on the edge of one of the most dangerous political movements in recent history: the Islamic State.

Qasim joked about beginning his work day with his wife tucking in his bulletproof jacket before he headed off to the office in a personal tank. In fact his schedule is pretty much like you or I, after breakfast his kids get the bus to school and he drives to the office.

Life in Baghdad is pretty much as usual, with the the war taking place in outlying regions plays out on TV like everywhere else. Of course the risk of suicide bombing is ever present and only two months ago Qasim had an incident nearby his workplace that was close enough to blow out the office windows.

Iraq may seem a country in crisis to most, but to Qasim, it is the land of opportunity.

In his first year selling Laserfiche, Qasim, Executive Director of New Visions IQ, is in talks with key government agencies that could position Laserfiche as the ECM system running the new government emerging from the ouster of Kamil Al Maliki.
A great deal of Qasim's optimism comes from inroads Laserfiche has already made in many of those key agencies such as the ministries of Oil, Foreign Affairs and Justice. Years ago those agencies purchased Laserfiche systems, but as the country's government languished, so did its IT infrastructure.

The ousting of the old prime minister in 2014 and the installation of a new administration is reenergising staff in many of those agencies, Qasim says, and Laserfiche is a perfect vehicle for turning that optimism into very real improvements in how that government operates.

The Arabic interface and simple user interface familiar to Windows is a big advantage here.

"Because of the government's behaviour in the past it makes it very hard for a private company to anticipate their future needs or behaviour," Qasim says.

"But with Laserfiche they don't need to make huge upfront investments to quickly move their offices toward much greater efficiency. As they see that efficiency it is inspiring these agencies to expand their efforts."

In the past year, Iraq's Ministry of Oil expanded its Laserfiche system from its Baghdad base to 12 regional offices across the country, Qasim says. Now he is working on tying those offices together with a Laserfiche Rio system that will be the basis for serving the ministry nationwide. Qasim is also upgrading the Laserfiche system that has been serving the Ministry of Foreign Affairs since 2007 to Laserfiche Rio. He expects that in the next year all the embassies in the country will be tied into the same Laserfiche ECM system.

Mohammed Qasim, a Laserviche VAR helping with the mammoth task of rebuilding the Iraqi Government's IT platforms

# Laserfiche CEO looks forward

Chris Wacker , Laserfiche  CEO

Laserfiche executive vice president Chris Wacker stepped into the breach as CEO following the untimely passing of his wife and company founder Nien-Ling Wacker from cancer in October 2014. Her husband of 20 years, Chris Wacker has served as the company's executive vice president since 2011 and joined Laserfiche the year it was founded.

"For me, Nien-Ling's passing is an indescribable loss," he said in a statement at the time. "She was my partner in life, an inspiration and an exceptional person."

Mrs. Wacker, a native of Shanghai, China, was born September 10, 1944. She received a Bachelor of Science degree in physics from the University of Melbourne, and a Master of Science degree in physical chemistry from the University of Southern California (USC).  After working at the USC computer science department as an instructor, Mrs. Wacker founded ECM developer Laserfiche, now a flourishing company with nine offices in six countries.

At the January 2015 Laserfiche user conference, IDM sat down with Chris Wacker and asked where he saw the company positioned in the competitive landscape, with so much recent activity in acquisitions from the likes of Lexmark/Perceptive and uncertainty over the future of long-standing ECM players such as EMC Documentum.

"The difference between Laserfiche and a lot of the traditional ECM vendors is that we focus on solutions and they focus on sales," he observes.

"Initially they have the advantage but when we get 10s of millions of satisfied users, really raving fans, which overcomes any initial advantage they may have gotten from clever or creative marketing techniques.  It's like a sailboat race, what matters is who comes out the winner. They are all venture capital funded and they struggle to meet the demands of their investors, we have no investors.

"Nien-Ling established a very firm culture in the company and disciple in the engineers to really build solid products and go after any inconsistency or bug with a vengeance. Others don't feel that way and if they feel they need functionality they buy it. We build it, that way it's built into the core of the product and works flawlessly and there are no inconsistencies."

Since the foundation of the company, it has emphasised a consistent and easily navigated user interface.

"Besides familiarity and ease of use there are serious architectural differences between us and other companies," said Wacker.

"If you look at the architecture of our repository, each page is its own document, whereas for virtually everybody else a PDF is a document and a PDF can have thousands of pages, so when you retrieve that it increases traffic on the network, and when you receive it you have to look through the document to see if it's what you want. With our approach of just looking at one page you know right way without searching through the whole document whether it is what you are looking for.

"Laserfiche is separate from the legions of other vendors that require lengthy implementations because they are not completed products, they're just toolkits. Ultimately what you get is having to spend 2-3 times what you paid for the product on consultants to configure it for you. You get a prototype built just for you, and it's like the joke about what's the definition of Purgatory. It's where inventors get to use their own inventions.

"That's what prototypes are, they rarely work first time and never work smoothly. That's why you have these interminable implementation cycles. Ours is the exact same software implemented at 35,000 locations so it's polished to a mirror finish.

"Close to 35,000 different organizations, including government agencies and companies, equal to 5 million people, use Laserfiche, said Wacker.

"Nien-Ling had a commitment to excellence. She was a perfectionist," he said. "That doesn't mean a lot to a lot of people, but it's unique in the software field. "Her mantra was, 'We make software that people love to use.' Most software is difficult to use, but she didn't believe it had to be difficult," Wacker said. "We have a cult-like following."

Babylon University is also expanding its existing Laserfiche system to several hundred new users and Qasim is talking to the ministries of Education and Justice about installing Laserfiche there. Qasim says, "When we first sit down with these agency officials all they are talking about is needing an archiving system," he says.

"When we show them how much more they can do with Laserfiche they start to think differently about their plans and their agencies. We're no longer talking about tools to help find documents; we're talking about ways to better serve the people of Iraq. That's something that's been missing here for a long time."

The new government is encouraging a move to digital archiving to prevent the almost complete loss of government records that occurred following the 2003 Iraq War.

Qasim is confident the new government is a step in the right direction for the fledgling democracy.

"If this government keeps work on same level and applies their program I think there is a very big future," he said.

"The new Prime Minister of Iraq, Haider al-Abadi, is seeking to govern for all Iraqis, whatever ideology, and also extending his hand to our neighbouring countries such as Qatar, Saudi Arabia, Jordan, Egypt, to open a new page in the political relationship."

"The new government has a program towards e-government as a way towards more efficient procedures and fighting corruption in Iraq," said Qasim.

"Our new prime minister has announced a major investigation into this scandal, with 50,000 soldiers that did not exist. Improved digital technology for government is seen as a way to fight this."

However despite the efforts of the government agencies that New Visions IQ is dealing with, many are still mired in paper processes.

# Find the Critical Evidence Faster: Intelligence and Analytics for Digital Investigations

By Paul Slater

**Investigators must deal with large and growing volumes of digital evidence across an increasing number and variety of sources. The key facts that will prove or disprove a case may not be limited to the same investigation, the same agency, or even the same country. As a result, effective investigation technology must enable people to share intelligence, to collaborate across geographic and jurisdictional boundaries, and to find seemingly hidden connections across very large volumes of data and many evidence sources.**

### Digital evidence doesn't share its secrets easily

Investigators face many challenges when dealing with digital evidence. Modern telecommunications technologies make it easier for criminals to operate across jurisdictional borders and hide their tracks.

Law enforcement agencies must also deal with large and growing volumes of data in an expanding number of devices. Large-scale investigations in areas such as counterterrorism and organised crime may involve data from multiple suspects, each with up to a dozen potential evidence sources.

Using traditional forensic methodology of examining each data source individually, investigators struggle to compare information between individual evidence sources in a single investigation. The connections between people, objects, locations and events can be critical in providing intent or collusion, but often they are not immediately obvious. It would take superhuman skill to mentally correlate connections from a single suspect's hard drives, mobile devices, instant messages, cloud email,

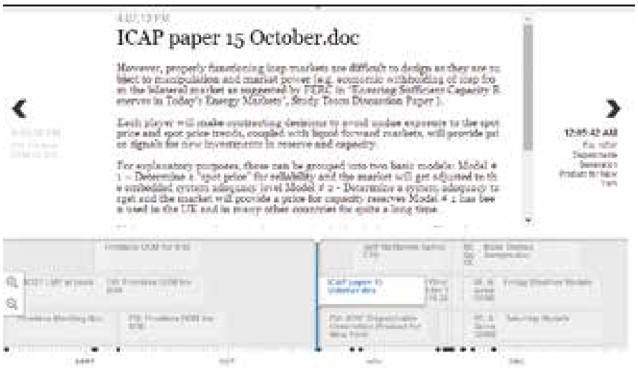



Figure 1: A timeline of events in Nuix Web Review & Analytics.

cloud storage and social media interactions. Multiply this by the number of suspects in an investigation and the task becomes truly herculean.

Investigative technologies have burrowed further and further down the rabbit hole of deeply examining single evidence sources. They can tell you everything you need to know about the binary structure of data on a hard drive, but nothing about how the instant message history stored in that data connects with a mobile phone seized in another investigation on the other side of the country.

### Using technology to augment human brainpower

Often, solving crimes requires finding the connections across multiple individuals, places, events and evidence sources. Human intuition has its place in the process, but much of the manpower involves the time consuming task of picking out and

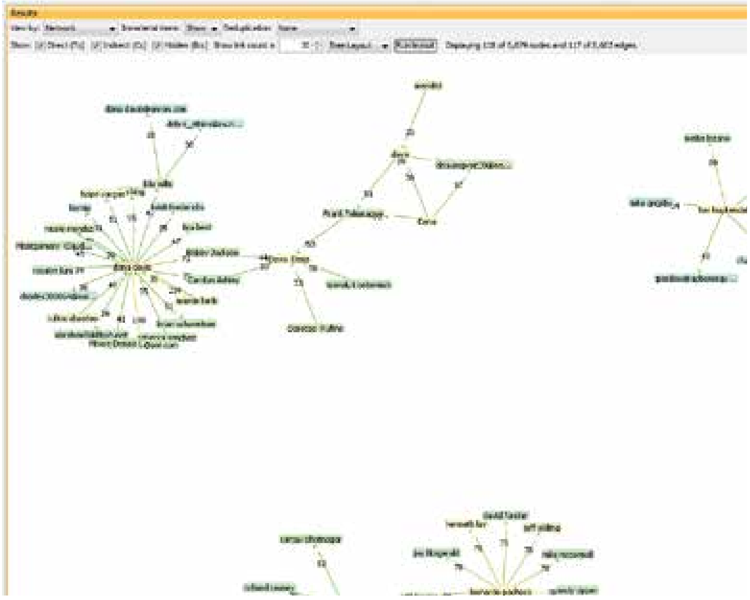


Figure 2: A network diagram showing the number of connections between suspects.

matching specific pieces of information from massive volumes of data.

Computers, when applied judiciously, have a natural advantage in intelligence sharing, collaboration and data visualisation.

Here's how you can apply technology in the right places to assist human investigators.

## Intelligence

Using the traditional digital investigation model, investigators must manually compare intelligence items across each evidence source. Something as simple as proving person A and person B both used the same stolen credit card number is a complex matter or identifying credit card numbers in their various evidence sources, printing out lists of those numbers and then poring over those lists to find the matches.

Advanced investigative tools use a "named entities" model to extract intelligence items that follow a particular pattern of letters and numbers. This list may include anything from personal or company names, to credit card or passport numbers.

Having identified relevant intelligence items, investigators can see instantly which suspects have those items in common across all the evidence sources in the case. Typically they can also identify who shared what, with whom and when, using techniques such as timelines (see Figure 1) and network diagrams (see Figure 2).

This ability to extract lists of relevant named entities makes it simple to compile and share libraries of intelligence related to investigations. It is an extremely rapid and automated way to uncover hidden connections between multiple evidence sources, people, locations and investigations.

## Analytics

As digital evidence becomes larger and more complex, investigators' greatest struggle is not a lack of information, but having too much to make sense of. Visually representing large volumes of data can be a fast way to locate the key facts and connections within the case. It enables people, even with limited technical knowledge, to follow a hunch or idea down to very specific details in a matter of seconds.

Common analytical techniques include:

- Top types. Quickly understanding the makeup of data sets by showing the most common file types as bar or pie charts.
- Pivot. Analysing the relationship between any two elements in a data set including custodians, file extensions, file types, languages, named entities, tags and word lists.
- Date trending. Visualising the frequency of data over the entire case or any filtered subset, then drilling down to year, month or day views.
- Timeline. Reviewing the content of emails, documents, phone calls or other communications from multiple sources or custodians in the order they happened.
- Communication network. Showing the interactions between persons of interest with an interactive network diagram that shows the number of connections for each link.
- Link analysis. Understanding connections between people and intelligence items such as credit card numbers, IP addresses, organisations and sums of money.
- Intersection. Rapidly understanding how key elements in the data overlap and pinpointing the critical intersections between multiple result sets and data types.
- Shingle and word lists. Rapidly understanding the key words and phrases – and their context – in the case.

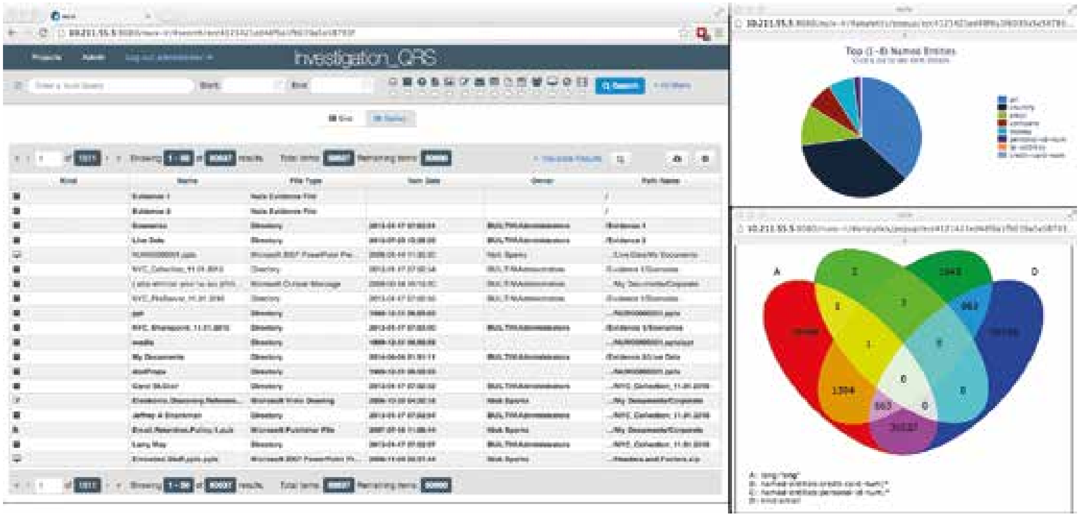



Figure 3: Using a combination of top types and intersection visualisations in Nuix Web Review & Analytics.

Combining analytical techniques (see Figure 3) can help investigators progress from a bewildering array of information to highly relevant details very quickly. For example, you could filter an entire evidence set to just email messages within a relevant date range that contain credit card numbers. If that still returns too many results, you could use other techniques such as suspect names or keyword searches to further filter the evidence. Now you can use a network diagram to see who is emailing credit card numbers to whom.

Link analysis (see Figure 4) uses technology to replace the manual process of finding connections between suspects and evidence sources. It automatically tallies and displays connections between people and named entities such as credit card or phone numbers. When applied across a compound case containing multiple case files, link analysis has proven particularly effective in finding connections between seemingly unrelated people and events.

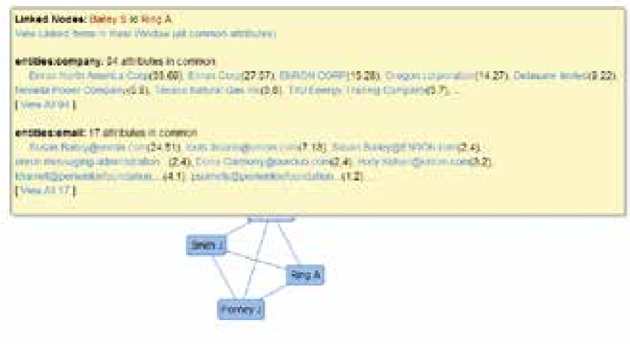


Figure 4: Link analysis shows the connections between individuals and named entities.

A timeline view, traditionally used for email messages, is also useful for SMS messages, mobile device call logs, instant messages, Skype chats and social media messages. In my experience, many people say things in instant messages that they would avoid in email. This may stem from the belief that these formats are not as rigorously logged as email. But from the investigator's perspective, advanced technologies make these communication formats just as permanent and searchable as email.

## But what about forensics?

Investigators and forensic technicians reading this article may be asking themselves, 'But what about forensics – will any of this stand up in court?'

The techniques I have discussed do not eliminate the need for forensic analysis, particularly in the areas of provenance and authenticity. However, the volume of evidence in most cases makes it too time-consuming to conduct deep forensic analysis on every data source. As a result, in-depth forensic analysis must become the exception rather than the rule.

The techniques I've covered are a much faster and more efficient way of identifying the evidence sources that contain the data required to prove or disprove the case. The investigative team can then pass a small number of evidence sources back to digital forensics specialists so they can conduct in-depth analysis that will satisfy courts and authorities.

*Paul Slater is Director of Forensic Solutions at Nuix. He has over 20 years' experience in investigations, digital forensics and eDiscovery as a police officer and consultant. Slater has an MSc in Computer Forensics and started his career in forensic technology as a computer forensic investigator in the UK's Greater Manchester Police. Slater has been a senior manager within PwC's and Deloitte's regional UK Forensic Technology teams and has served as interim head of the Digital Forensics Unit in the UK's Serious Fraud Office where he implemented workflows that enabled them to process 20 times more electronic evidence each year.*

# Healthcare needs to maximise its EMR investment with ECM

By Nalaka Withanage

**The healthcare industry faces numerous challenges today. These include rapidly changing regulatory reporting requirements, financial constraints and demand for higher quality of care. Most hospitals have heavily invested in their core applications such as Patient Administration Systems (PAS), Clinical applications (EMR/EHR), Radiology (PACS) and billing systems. However these systems are usually database-driven, isolated repositories located far away from the systems of engagement that are essential for today's high quality care delivery.**

Enterprise Content Management (ECM) is a set of strategies, methods and tools used to capture, manage, store, preserve, and deliver both content and documents related to core and non-core processes in a hospital. The goal of this article is to highlight three areas where healthcare providers can maximise EMR investment with an ECM solution to address core health information management challenges.

Quality of care starts with meaningful collection and use of both clinical and non-clinical information. The latter is in the form of unstructured data and the amount is growing rapidly.

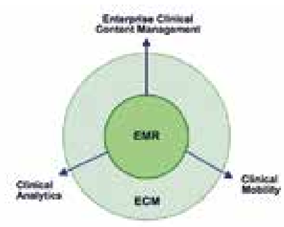
Three areas where Electronic Medical Record (EMR) systems are challenged today are in Enterprise Clinical Content Management, Clinical Mobility and Clinical Analytics. Healthcare organisations must have a solution to overcome these challenges before using EMR to its full potential.

These challenges can differ from one facility to the next. Whether you are already using an EMR solution or planning your EMR implementation in the future, the ideas shared in this article will help you stop bleeding critical clinical and non-clinical data and reduce operational costs while creating a rich patient engagement.

## Enterprise Clinical Content Management

It is estimated that 80% of the content generated as a result of care cycle or episode is unstructured and the amount is growing faster than ever before. In recent years, several primary and secondary care organisations from small practices to major hospitals have implemented electronic medical record (EMR) solutions to replace inefficient paper-based processes. The reality is EMR systems are only good as the data that is fed into them.

Unfortunately clinical and non-clinical content cannot fit into database models directly without a meaningful indexing and metadata strategy. Relying purely on an EMR solution to drive the lifecycle of the content has been tried and failed as a strategy with poor user adoption.




Healthcare providers today need to be more collaborative with content than ever before and proactive in capturing and processing the care-related content. This often must take place at the point of origination with minimal or no manual processing involved. This is a core area ignored by most EMR systems out there and provides an opportunity to maximise an EMR investment via an ECM solution that manage the full lifecycle of content.

When all electronic content is organised in a meaningful manner in conjunction with an EMR:

- It serves as a medium of communication and collaboration between doctors and other healthcare professionals both internal and external;
- provides proof to insurance companies for insurance claims;
- can be used in court in the event of a malpractice claim, FOI requests or Audits; and
- can be used for research and clinical coding.

## Clinical Analytics

Clinical data analytics can analyse process performance and compliance against set standards across all tasks, revealing new efficiencies and cost savings that would otherwise remain undiscovered. The reason why analytics is necessary in a healthcare environment is because processes today span multiple applications. The processes today are unpredictable.

Modern analytics collects data from multiple internal and external applications and provides visual dashboards showing what's happening in realtime. This provides early warning and allows taking preventive actions.

> "when it comes to collaborative workflows only 60% of the processes runs on the defined path. That's why you need realtime analytics."

Analytics enables healthcare organisations to discover new insights hidden within organisational processes and identify strategic business opportunities and risks. It also provides decision makers and end users direct and unprecedented visibility to proactively resolve problems, eliminate delays, and improve quality of service.

This differs from typical EMR reporting and traditional business intelligence which shows what happened in the past at a point in time.

Here are a few scenarios showing potential uses for modern data analytics solutions utilising operational data coming out from your EMR, PAS, PACS, Finance and billing systems:

- Real-time monitoring of metrics for patient safety, length of stay, readmission rates and much more;
- Analyse emergency room patient processing by task – from admission to discharge, including lab, radiology and other services spanning multiple departments and systems of record – to identify root causes of excessive wait times, monitor procedure compliance and manage risk;
- Monitor detailed performance and quality metrics within service areas in realtime to improve turnaround times, reduce reprocessing and improve operational visibility;
- Minimise uncompensated care through timely management of insurance claims and patient billing/collections;
- Ensure proper insurer reimbursements, including identifying underpayments for procedures performed;
- Effectively negotiate with insurers using historical analysis to gain the highest possible contractual reimbursement levels from insurers;
- Optimise staffing and scheduling using census metrics, updat-

ed constantly throughout the day;

- Improve equipment utilisation rates to ensure productivity at or better than benchmark Relative Value Unit (RVU) rates; and
- Enable informed materials management decisions to achieve order efficiencies, minimise waste and expense.

## Clinical mobility

In a healthcare provider, the importance of accurate, instant and up-to-date communication can't be understated. Providing a rich patient engagement starts even before the patient is admitted to the hospital to ensure they are well prepared for the appointment to get the most out of the clinician's valuable time.

For certain chronic patients this engagement does not end following discharge from the hospital. Preventive healthcare consists of measures taken for disease prevention, as opposed to disease treatment. This is a key element in achieving patient satisfaction and winning the trust and credibility that is needed to support an accountable care delivery model.

An ECM solution can easily extend existing process boundaries to interact with the patient and providing a rich engagement via their preferred channel, i.e. the smartphone.

The electronic forms and workflow capability of modern ECM solutions can enhance inbound and outbound communication with patients and other external parties. These processes operate outside the core EMR but provide the essential data and information it needs for optimal performance. There are many ways that healthcare providers can maximise an EMR investment via an ECM solution providing the valuable data that it needs to operate as a single source of truth. Here are some examples:

- Patient registration and admission, on-boarding process automation;
- Patient education and alerts as part of extended community care;
- Capture supporting documents via mobile device at allied health site visits;
- Conducting electronic patient survey and satisfaction measurements;
- Expense management; and
- Billing and e-invoicing.

Information is the lifeblood of any healthcare provider and if the quality of that information isn't properly governed, it can hurt core operations. Poor data quality can lead to higher costs, operational inefficiencies, compliance risks and an overall lack of trust. The key to filling this gap today is to build the missing capabilities outside your core EMR system with the right level of data integration. This approach gives you more flexibility and agility to adopt your solution with changing business needs around people, processes and content.

> "In short the right ECM solution increase the performance of your EMR by providing essential data it needs to operate effectively with least amount of manual and repetitive work."

This hybrid solution approach also promotes the concept of services oriented architecture and reduces the risk of over relying on your EMR system to deliver everything that your users will ask to deliver. When it comes to health information management the best of breed approach with right level of integration wins over all in one approach which is not a practical reality.

Effective health information management is about about co-ordinating, advocating, controlling resources, making judgments, escalating, tracking with analytics which require collecting and using health information in a meaningful manner. By deploying an ECM system alongside with core EMR modules, healthcare organisations can gain significant cost efficiencies and ensure compliance with a fraction of a cost involved in full suite EMR adoption.

*Nalaka Withanage is the founder and CEO of Data Capture Experts, a solution provider that has worked with several leading Australian organisations. Email him at nalaka@datacaptureexperts.com.au*

# How one of the world's largest archives is managing the move from parchment to pixels

By David Clipsham, The National Archives (UK)

**From the Domesday Book to modern government papers, the UK National Archives' collection of more than 11m historical government and public records is one of the world's largest. It includes paper and parchment, photographs, maps and paintings, but also a vast number of digital records such as archived government websites, emails and social media posts. Paper may last for thousands of years, but what about the ever-expanding quantity of digital documents?**

The National Archives' broad remit under the Public Records Act is to permanently preserve the records of the UK government that have been selected for their historic value.

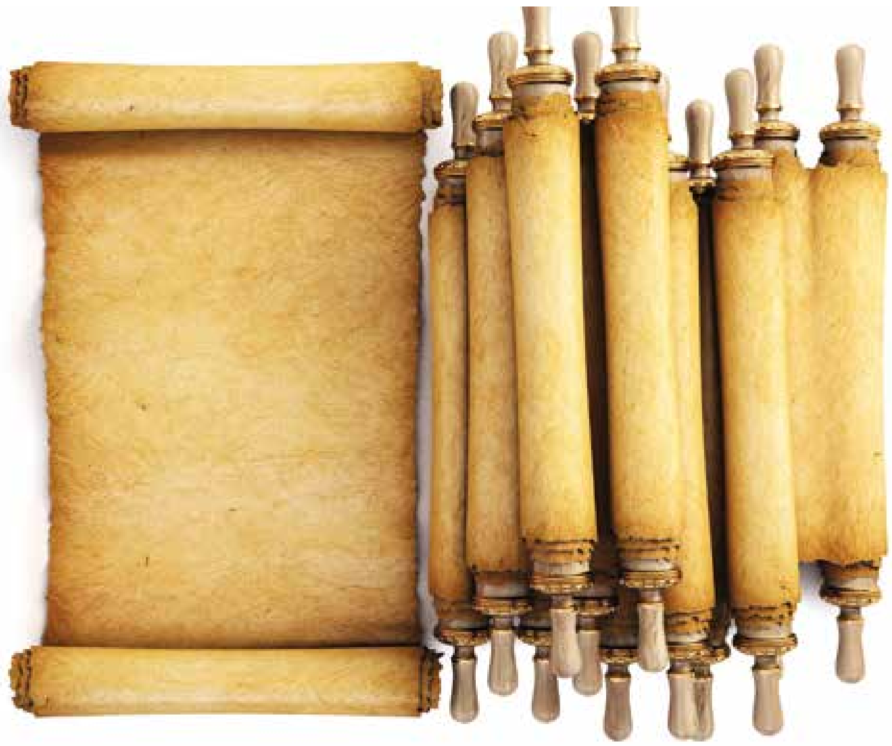
Our physical records that date back over 1,000 years take up more than 200km of shelving and require delicate conservation work and careful storage. The digital age on the other hand requires little physical space but presents different challenges – how do archivists cope as we move from parchment to pixels?

## Build the tools, and they will come

We began to focus on the challenges of digital preservation during the mid-1990s, realising at the time that there was no authoritative and centralised source of information regarding file formats. So we developed PRONOM, a registry of file formats and the applications required to open and read them, and DROID, a freely available open source tool to manage that data and information.

To date, PRONOM contains details on more than 1,000 different file formats including their technical specifications and a reliable method for identifying them using a byte-level analysis of a digital file.

Together, DROID and PRONOM are used by heritage institutions the world over, and have found their way into dedicated archival storage software, and even digital forensics tools used by police and investigators.



## Parsimonious preservation

The approach to digital preservation that we've developed we call parsimonious preservation, which can essentially be distilled down to two principles:

- Understand what you have got
- Keep it safe

To keep our digital records safe, we have built our own in-house Digital Records Infrastructure, with various features. For example, several layers of anti-virus scanning to ensure we're not exposing our records to corruption from malicious programs. File fixity checking, to ensure that any digital object received has not been altered or lost bits and become corrupted since being archived.

Properly identifying a file, via DROID and PRONOM, so that the filetype and how it can be read is properly recorded. And metadata validation, to ensure that the information held that describes a record in the archive matches the record.

When anything is to be released under the Public Records Act, we do so through our online public catalogue, Discovery.

Since 2003 the National Archives has maintained and expanded the UK government web archive. To date we have captured around 100 terabytes of material, and this is growing by roughly 1.5-2 terabytes per quarter.

The oldest website captured (the Ministry of Defence) dates back to 1996, and in a typical month we will capture around 20 million unique URLs.

The web archive is important to provide continued access to historical government information that has been released online as various departmental or government agency websites are renamed, moved, merged, or closed.

Now that social media has become more prevalent as a communication tool of government, we've expanded our social media archiving project in order to capture and preserve Twitter and YouTube feeds of government departments.

Presently we capture the output of 67 UK government Twitter accounts, and up until September 2013 had captured over 65,000 tweets and around 7,000 YouTube videos.

Our digital archive currently has a potential capacity of 13.7 petabytes – almost 14m gigabytes – of which the current archives have used one petabyte.

The archive system is built in a modular fashion, which means software or hardware components can be added or replaced as technology improves, adding capacity or improving processing power – an archive fit for the future.

This is just as well, as the next few years will see a significant increase in the volume of digital records generated by the UK government that will require archiving for the future.

*This article was originally published on The Conversation. https://theconversation.com/uk*

# Predictive Coding – what happened to the next big thing in Ediscovery and beyond?

By Anna Fry

**In 2010, "predictive coding" or "computer-assisted review" was considered the next big thing in ediscovery, destined to replace linear review and keyword searching as the predominant methodology during document review. Fast forward 5 years and where are we? Has the "next big thing" arrived?**

Predictive coding, which uses computer algorithms to determine which documents are most likely to be relevant based on a sample set of documents reviewed by a subject matter expert (i.e. lawyers), can result in substantial cost savings. It can be used to cull the volume of documents to be reviewed or prioritise the order of review, allowing key documents to be found more quickly.

Whilst it has gained acceptance in the United States and there are judicial decisions supporting its use (see for example, *Monique Da Silva Moore v. Publicis Groupe et al*, and *Good et al v. American Water Works Company*), in Australia the "next big thing" remains just that.

Whilst there is no doubt it is being used, anecdotal evidence suggests that it is far from standard practice and still treated by many lawyers with caution. This is despite the research that says that when managed and administered properly, it may increase accuracy and save time.

## Slow take-up

So why the slow adoption rate? There are many different views. One is that legal practitioners, in the context of high stakes litigation and a lack of judicial guidance in Australia, are reluctant to embrace new technology because it is too radical a departure from the standard practice of review. Others suggest there are different issues at play.

In a US article written in 2013 for the Hastings Science and Technology Law Journal *(Informed Buyers of E-discovery: Why General Counsel Must Become Tech Savvy, HSTLJ, Vol 5:2, Summer 2013, p281*), John Didday argued that prevailing views on the technology are not the main barrier to the effective adoption of electronic discovery tools. Rather the "greatest hurdle begins with general counsel and their outside attorneys" who are not incentivised to change.

Didday states that despite the high cost of discovery, there at least three factors that make lawyers disinterested in updating their ediscovery technology: (a) they believe their current system is defensible; (b) they believe the current system works, and (c) the current system makes them tremendously wealthy." He went on to say that "in-house counsel must be the agent of change in legal technology because no-one else will". They should hire tech-savvy employees and demand the use of effective cost saving technology.

Whether the appetite for change here in Australia currently exists or not, as volumes of electronically stored information continue to grow exponentially, traditional review methods must evolve. Predictive coding software may not be the holy grail (in fact in some matters it may be entirely unsuitable, for example where there are large numbers of text free documents such as drawings or photographs), however for the right matters, it is an effective aid to human review.

The challenge of dealing with electronically stored information or "big data" is of course not restricted to the discovery world and the use of predictive coding software for broader information governance is a growing market.

In 2014, one of the providers of predictive coding software, Equivio, was acquired by Microsoft. In a press release, Microsoft said that they were making the acquisition "to help our customers tackle the legal and compliance challenges inherent in managing large quantities of email and documents" and that they plan to extend the use of the technology in Office 365. The scope of application for any organization seeking to manage large volumes of data therefore appears limitless.

So whether in ediscovery or beyond, the next big thing may not have "arrived" in Australia but as lawyers become more at ease with the technology, better informed about its benefits and the push from the corporate world to reduce the costs of discovery gets stronger, it will surely find its way.

*Anna Fry is a former litigation lawyer and Director at NuLegal Pty Ltd, a company specialising in forensics, ediscovery and electronic trials. anna.fry@nulegal.com.au*

# Making the most of AP Automation

**One of Australia's leading diversified food and agri-business companies, the Craig Mostyn Group, has moved ahead with Esker Accounts Payable solution on Premises with its mobile application for business approvers.**

Operating state-of-the art processing facilities throughout Australia, Craig Mostyn Group turned over 350 million dollars in 2014 and supplies customers both domestically and internationally with fresh pork, seafood, protein meal, and tallow and fruit products.

With different business divisions in different industries scattered across Australia, after reviewing many of its internal processes, the company thought that several processes could be further optimised to increase efficiency.

Long-term, the company is looking at streamlining all its processes to set itself up for significant growth and future acquisitions.

For Group Financial Controller Scott Seville, the Accounts Payable process was the starting point.

"We felt our current processes were effective, but there was a space to get some efficiency gains. What cropped up was that all our invoice processing was done at the various sites, and then invoices were sent to our centralised shared service team here in Fremantle, Western Australia.

"The fact that one invoice gets handled by numerous people before it makes its way to head office for payment just didn't make sense anymore."

After reviewing several solutions, Craig Mostyn Group selected the Esker Accounts Payable solution on Premises with its mobile application for business approvers.

"The small investment required to get this in place seemed like a no-brainer."

The pilot at head office provided the evidence that new technology can drive cultural change in the company.

"Everyone could see the solution working. No more paper getting manually handled through the business, a completely digitalised process… the benefits flowed from there."

Since then, and over the past 9 months, the Esker Accounts Payable solution has been rolled out to every business in the Craig Mostyn Group.

The Esker Accounts Payable (AP) automation solution is integrated with the company's ERP system called Adept. It eliminates the need to manually process paper based documents by digitalising the invoice approval workflow and by automating the posting of the invoice key data into Adept.

Additionally, the solution also includes digital archiving so that AP officers can easily retrieve invoice images with a couple of clicks.

## How It Works

"The reason we chose Esker was first and foremost usability for everyone. It's so much easier to use."

The other important factor singled out by the team is "the fact that the Esker software solution was an all-in-one solution (as opposed to other solutions which are made of several software products)."

The Esker AP automation solution includes all the required functionality and capability in one fully integrated solution with the OCR engine, workflow engine, archive, mobile application for approvers.

While efficiency and cost-savings were direct benefits of the implementation of the Esker AP automation solution, Scott Seville singles out the cultural shift that is helping propel the group forward in its growth and acquisitions phase.

"The time savings have exceeded our expectations, we calculated around 4 minutes per invoice potentially and that's only in head office. We have cut costs, operating costs, paper costs, printing costs, postage costs, and storage costs. But we really wanted to make it a cultural change project. We positioned it internally as a shift in people's time from non-value added to value-added activities, that way everyone could get behind it and support it."

Craig Mostyn Group is now looking at implementing the same cultural shift and lift in efficiency to other processes in the business.

"When people use technology correctly, and they see it working, they start to question other parts of the business, and they start reviewing other processes" says Scott Seville.

# Esker buys into EDI

Esker has acquired a French company specialising in computer-based communications in the EDI Transport and Logistics sector, CalvaEDI. Based in Paris, France it services over 300 customers.

For over 30 years, EDI has allowed businesses to automatically transmit business information (e.g., orders, invoices, shipping orders, etc.), significantly reducing costs, while increasing the reliability of the data exchanges.

Until now, for reasons related to implementation challenges, EDI has primarily benefited very large companies operating in industries with very high volumes and integration levels (e.g., retail, automotive, chemistry, etc.).

The Internet, together with legislative and regulatory changes on the exchange of invoices in the public and private sectors in Europe, is raising EDI's profile in businesses document process automation strategy.

Esker believes that EDI will increasingly complement technologies typically implemented by customers in their automation projects. The company plans to open up the use of these technologies to smaller businesses and to companies in other industries, both through targeted acquisitions and agreements with technology partners.

CalvaEDI will continue to operate under its own name as a separate entity from Esker. New services will gradually be jointly developed in order to accelerate CalvaEDI's growth and to offer Esker customers, particularly those who have automated the order-to-cash cycle, the benefit of EDI technology integration.

# Why all the cloud caution?

**The Cloud has grand claims of the benefits it can bring – Flexibility, Disaster Recovery, Automatic Software Updates, No More CapEx…all so important they have capitals in every word, but there's more… you get the picture. If we could achieve all of this a lot of our shared service teams would sleep easier at night. Cloud offerings have been promising it for years now, so why haven't we all jumped on this bandwagon?**

Most of us are already using Cloud in our personal lives – Facebook and all other social media sites, professional networking sites such as LinkedIn etc. So we've already seen and experienced first-hand the issues about privacy, security, sovereignty and loss of control of data. These are basically the issues that have kept organisations away from Cloud technology.

And over the past year or so, it seems like the Cloud providers are starting to grow up and think like customers.

Providers now seek and market their internationally recognised security certification so that their customers don't have to, (or just wouldn't because they didn't have the resources to, putting Cloud in the 'too hard' basket'). Public, private and hybrid options are now available (Private still at a high cost sadly), to provide different levels of security 'comfort'.

Privacy and data ownership statements have been developed and are part of the standard terms of contract.

And in a move that was pretty obvious, providers are now setting up regional data centres – in my opinion the biggest barrier to Cloud uptake – to negate the issue of sovereignty.

Let's not kid ourselves – I doubt any of these changes would have come about from the providers themselves as it means more work for them. But it is providing an improved service to customers and thus, we are seeing greater uptake.

A study by IDG Enterprise in 2014 showed a 19% increase in Cloud investment since 2012, and in 2015, on average, 24% of an IT department's budget is now allocated to Cloud products.

Yet, this growth is still tempered with caution. The same study listed the top challenges for Public Cloud providers:

- Uncertain ability to enforce security policies at a provider site;
- Access across an untrusted network; and
- Uncertain ability to audit provider.

So what this means is the that whilst polices and certifications are giving clients a certain level of comfort that these issues can be managed, providers now need to demonstrate that they can manage them, and keep on monitoring and managing them. If we are going to hand over control, it has to be to someone we can trust to think like us and protect us.

It warms the cockles of my heart to see that service and product providers can't just railroad us all into whatever they are offering all of the time (it doesn't happen often), and it's definitely a case of waiting and watching has proven to be worthwhile. The early adopters have felt the start-up pains and ironed out the more obvious issues for us. Cloud is coming of age. Slowly.

However, with all of that in mind, I'd say it's still only in its early teens – lots of promise, enthusiasm and energy. I wait to see what happens when the hormones kick in.

*Kate Fuelling is a records management specialist whose career has spanned the UK and Australia in the retail, corporate, government and non-for-profit sector.*

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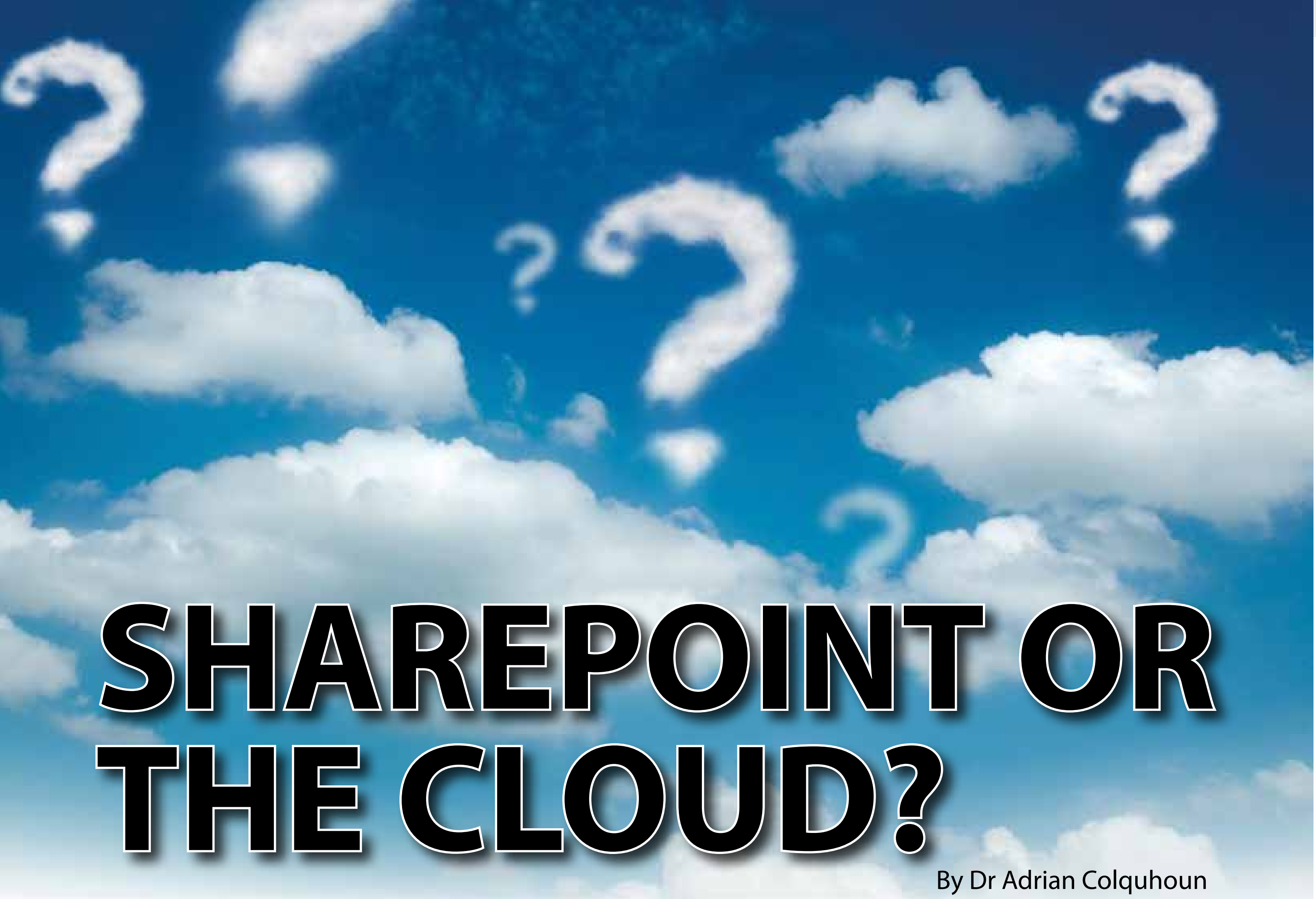


# SHAREPOINT OR THE CLOUD?

By Dr Adrian Colquhoun

**It seems that barely a day goes by when we don't see another announcement about Office 365. New (Australian data centre hosted) offerings to be available by the end of March 2015, the ongoing integration of Yammer, the launch of Delve and the Office graph, Smart Portals, Office extended to all devices and platforms, continual changes to the app development story, single sign on in the cloud using Azure Active Directory, OneDrive for business offering unlimited storage. The list goes on and on.**

Yet at the same time Julia White (General Manager of the Office Product Management team) recently announced the impending release of the next version of SharePoint (SharePoint 2016) to be available both on premise and online. That's left many wondering where next, should we continue with our investment in SharePoint on premise or is it time to move to the cloud?

It's a conversation I've frequently had with my enterprise clients. The right answer really depends on your own particular circumstances, history and what you are trying to achieve. It's a rapidly changing story. Through this article I share some insights into where we are today, ideas to help you make informed choices and my thoughts on where I believe we are heading next.

## First - Ask the right Question

One of my Office 365 clients called me recently in a bit of a panic. "I can't find SharePoint," he said." He was looking at the new Office 365 app launcher functionality. The words SharePoint are nowhere to be seen.

That's no accident. SharePoint is yesterday's product, it is not Microsoft's strategic bet for the future - Office 365 is. The conversation is no longer about individual products but rather the Office platform as a whole. SharePoint on premise and Office 365 are fundamentally different things. Office 365 requires a shift in our mindset and approach.

This is about Office (and the extensibility of office) on every platform and device. What's left of SharePoint in the online world is quickly being de-emphasized, unbundled and subsumed into this altogether larger and more exciting beast.

So the question that we must really ask is: "Do we need SharePoint or Office 365?" To start to answer this we must step back further and consider (from a business perspective) why we need anything at all. SharePoint became popular because it appeared to offer the nirvana of ubiquitous collaboration, workflow and custom enterprise solutions.

For many that is a dream yet to be realised. I visit far too many clients who have made virtually nothing of the SharePoint's capabilities. They are on their third "intranet re-launch" and their number one business requirement is "put the weather on the homepage". Yet another intranet is just tired, 1980's style thinking perpetuated by consultants who neither understand the technology or the businesses they are trying to serve. Meanwhile, organizations continue to suffer information management chaos, unable to distinguish the important from the irrelevant, with communication and collaboration dumbed down to the ubiquitous "email broadcast".

SharePoint projects are too expensive and have an unacceptably high failure rate. The reasons are obvious: expensive infrastructure; complexity and cost just to install the product; confusion over its capabilities and the best way to implement them; failure to grasp the governance and cultural changes that underpin any successful SharePoint installation; ambiguous business requirements and intended value of the implementation; unnecessary customizations; the need to recruit and retain expensive and specialized administration and development staff; Insufficient resources applied to get the project completed correctly. I could go on and on. Any or all of these can derail even the most well intentioned SharePoint implementation project. For an enterprise deployment, you need to start with a budget of around $1million once you add in all your wage costs with absolutely no guarantee of success.

Too often SharePoint is the solution looking for a business problem to solve. We must ask ourselves: What are the Information management challenges we really need to solve?

For many businesses, up to date technology stack, strong email, task management and instant messaging, good document sharing and social features, secure and accessible at any time on any device addresses most of their basic collaboration, communication and information management needs.

## The Benefits of Adopting Office 365

There has to be a better way - enter Office 365.

With Office 365 you get infrastructure that you no longer need to maintain at a price you no longer need to worry about. Turned on with the "flick of a switch" it is ridiculously cheap when compared to the on premise alternative. Adopting Office 365 provides instant access to Microsoft's latest technology and their continual innovation ensures that you are always up to date.

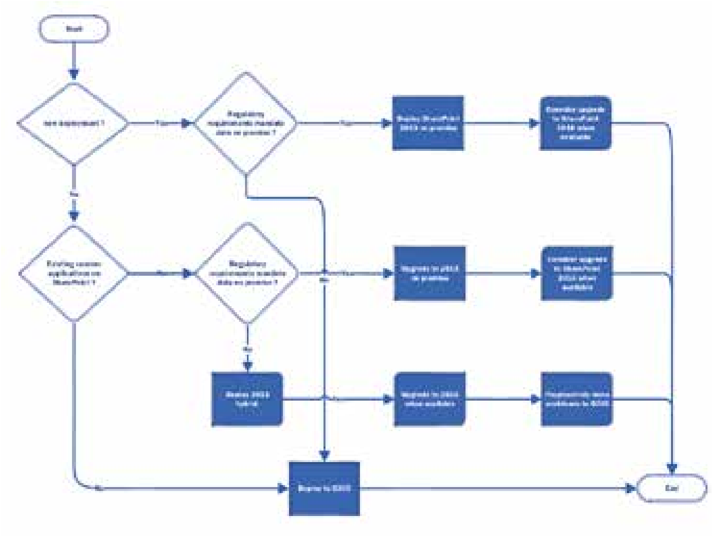
Office 365 is not just SharePoint. It provides a complete Information Worker toolkit, delivering powerful and seamless collaboration both within and across organisations. It is the Office we know and love, to be accessed anywhere and from any device. Out of the box, Office 365 gives a solid collaboration backbone of email, instant messaging and social features through Exchange Online, Lync and Yammer. It provides powerful communication capabilities through its "Next Gen Portals", powered by the new Office Graph to ensure that relevant information "comes to you". Collaboration is delivered through OneDrive for enterprise file sharing and (of course) the site based collaboration, business intelligence, electronic forms and workflow capabilities (formally known as) SharePoint.

Then add into the mix subscription based licensing, paying only for what you use. Office 365 completely levels the information worker playing field. Now a one man company can access the same technology as the largest enterprise.

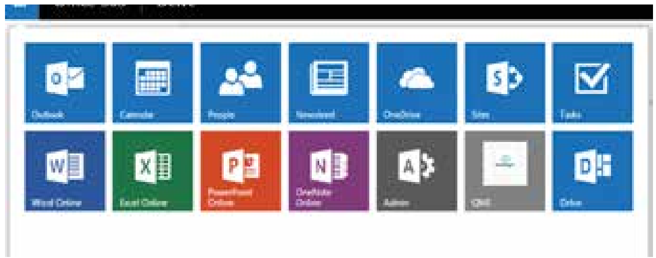
For larger customers, Microsoft has created a fast track implementation methodology designed to get a pilot implementation up and running in hours. If you're struggling with out of date technology, failing SharePoint projects and obstructive technical staff then moving to Office 365 is a no brainer.

## Beware the Downsides

When people talk about the cloud I always wonder "is it going to rain"? There are no silver bullets in enterprise technology. That's as true today as when Fred Brooks first coined the phrase nearly 30 years ago. There are certainly downsides to Office 365 today. It would be remiss of me not to point them out. Most importantly, Office 365 is an unfinished masterpiece. While the overall strategy and intent appear clear, Microsoft are very definitely still working out the details. Witness their recent acquisitions of Acompli and Sunrise, the unfinished integration of Yammer and the confused message on the future of InfoPath forms. In essence, that's what you sign up for when you opt for the cloud, the shifting sands of ever changing innovation and a corresponding loss of control. However, later in this article I outline a timetable where I expect all will be revealed. My strong advice is to not make any big decisions until then.



SharePoint Deployment Choices Flowchart



The conversation is no longer about individual products but rather the Office platform as a whole.

When it comes to some of the functionality delivered by Office 365, Microsoft is again guilty of delivering something that looks like (but performs far worse) than a competing product. Don't get me wrong, Exchange and Office are beyond compare. But OneDrive? – I am afraid that is a different story. Unlimited storage, yes, better than Drop Box – no way. If you don't believe me try them both for yourself and see how you get on. That's not to say that OneDrive won't get there, and Microsoft recently announced a one year roadmap to unify its consumer and business products with exactly that intent. But that's an implicit admission that it's not there yet. Right now OneDrive for Business is the ugly duckling, let's hope they can turn it into a swan.

Right now OneDrive for Business is the ugly duckling, let's hope they can turn it into a swan.

Finally, there is no simple way to deliver complex technology projects across the enterprise. Office 365, like SharePoint before it, means process realignment, retrenchment and cultural change. This requires smart thinking, bright people and good project management to get it right. The technology works, but that's only half the battle. When it comes to Office 365 there is a serious problem when trying to hire the right help. For traditional infrastructure consultancies, Microsoft has shot their golden goose. No longer able to charge large sums for simply installing the product they are struggling to develop new consultancy models for the cloud based approach. Likewise beware the information management consultancies who "don't do" (that's code for don't understand) technology. If you are serious about moving to Office 365 make sure you consult with people who really know the product.

## It's all about "Apps"?

Never was there a term so over used and confused. In the SharePoint world, apps (as a complicated, discrete and confusing extension technology) were unleashed on a disapproving and hostile SharePoint community back in late 2012. Since then it's reasonable to say that they have received virtually no traction in on premise deployments. However it's a different story in the cloud. Microsoft have recruited well know SharePoint MVP Jeremy Thake and have assembled a formidable internal team solely focused on evangelizing the new app models for Office 365.

*(Continued Over)*

# SHAREPOINT OR THE CLOUD?

*(From previous page)*

They have continued to evolve the development story, created loads of free training and built pathways to transition traditional on premise solutions. There are new cloud only APIs, integration and tooling. As it stands today, the extensibility options for Office 365 are far beyond what can be achieved on premise. That's something I expect we will hear a lot more about in coming months. It is not SharePoint apps that are important, its Office apps, designed for the enterprise and running anywhere Office runs, developed with modern web technologies, using cloud based identity management and utilizing the Office graph and other Office 365 APIs.

## Understand the Timeline

Microsoft under Satya Nadella have ushered in a new spirit of openness and a new direction for the company. There is a clearly laid out timetable for announcements over the next few months. Pay particular attention to the Office 365 summit in Sydney on the 30th / 31st March. This is a free Microsoft hosted event with top class speakers. Following that, Build 2015 (29th April – 1st May, San Francisco) will reveal what's new from the developer perspective across the Azure, Office 365 and Windows 10. That conference is back to back with the main event, the new Ignite conference (4th – 8th May, Chicago) – where Satya and other key Microsoft execs will share more of their cloud first, mobile first vision. Who knows we might even see an early preview or a beta of SharePoint 2016 too. My clear advice is wait (if you can) until after the Ignite conference in May before making any big SharePoint v Office 365 decisions. However, if you really must do something today, see the flowchart on the previous page for some deployment choices.

In my experience, regulatory objections are almost always imaginary rather than real, unless you are working in obviously sensitive areas such as defence. Office 365 is available in secure Australian data centres from the end of March 2015. From that point, many previously articulated objections on data sovereignty and latency are simply no longer valid. Cloud technologies are threatening to technology professionals and traditional IT departments alike. Many arguments advanced against their adoption are simple smokescreens designed to preserve employment and maintain the status quo.

There is a well-known saying, "all roads lead to Rome". When it comes to SharePoint "all roads lead to the Office 365 cloud". Time may prove me wrong but I don't expect SharePoint 2016 to be anything more than a hybrid deployment designed to provide an easy bridgehead through which enterprise workloads will be moved to Office 365. Nor do I believe that there will be an appetite or desire for another version of SharePoint on premise 2019 or beyond. Ultimately the choice will become get on board Office 365 or adopt something else. Over the next 5 months much will be revealed.

Don't be under any illusions, Windows 10 and Office 365 are front and centre of Microsoft cloud first, mobile first strategy. Perhaps they should be yours too? There is no plan B - these are exciting times.

*Dr Adrian Colquhoun is an independent consultant, author and entrepreneur. He is the founder and managing director of Strategik a Brisbane based consultancy. Contact him at adrian@strategik.com.au*

# Four misconceptions about Information Management

By Dan Termale

Organisations all over the world have been improving and adopting new information management strategies for years now. The importance of having systems in place to handle the waves of information that we deal with everyday has definitely spread and the benefits have come along as well. Even though this topic has been getting more popular over the past decade there are still many organizations that have not put a priority on implementing an ECM system and have not developed an Information Management strategy. Just like any subject, there are always myths and misconceptions that people have about certain things.

**1. It's IT's responsibility** - When it comes to choosing the right information management strategy and solution you will usually have decision makers in IT play a big role. The journey does not end there. After you have chosen the right fit for your needs then it comes time for implementation and adoption. If you place all of the responsibility solely on your IT department then you are setting yourself up for failure. It truly takes a teamwork effort from all areas of your organisation to make an ECM solution successful.

**2. Without an ECM you can't govern your information** - If you are looking for a more structured and automated way of managing your information then an ECM solution would definitely be an avenue you should explore. Do your best to be focused in your solution search and try to address specific problem areas of your organisation. Don't try to solve it all at once, work on improving your main areas of concern and then leverage the solution to your other areas. The truth is you do not need an ECM to start governing your information. The most common mistake organizations make is failing to plan and strategise. Develop a structure and system for organizing your documents and information. The more you plan and organize now the easier and more successful your ECM implementation will be.

**3. Employees always fight change** - In many situations this can be true. I think people in general always have a hard time with change. There will always be those employees who are reluctant to change and who push back on new ideas, but when it comes to information management it is usually not so bad. People will be happy to finally have a system in place for their documents and information. Instead of having to store every document physically and then going crazy to track them down when they need to - they will have a much easier time accessing their information.

**4. IM solutions cost too much** - The question is how do you view your organisations information? Do you see it as just content that everyone has and so you find ways to deal with it? If that's the way you view your data and information then you may be missing the point. Your information is a critical business asset and it should be leveraged as such. Get the full value from your information and enjoy the assurance and peace of mind that you are minimising your risks and compliance issues with a well-planned information management strategy. The risks and costs of not having one far outweigh the initial investment. The best part about investing in this area of your business is the huge ROI's that organisations realize. They end up saving not only a ton of money but also a tremendous amount of valuable employee time.

*Dan Termale is an executive with Konica Minolta Business Solutions.*

# Optimising search in SharePoint

By PeterJamhour, Professional Advantage

**One of the more common grievances I hear when presenting SharePoint workshops for our customers is the difficulty of using SharePoint Search to quickly and reliably find content. Out of the box, SharePoint 2013 has everything you need to search content held within your environment and even externally stored content. However there are a few ways to make SharePoint Search work even better for you.**

**Here are four tips to get you on your way:**

**1. Ask SharePoint users about their search habits**

In order to establish proficient content finders, you must first ask how search is performing for them and how they go about finding what they're looking for. Only a small minority of users know how to use search effectively.

Users will probably tell you that their search results are often inaccurate, or that it's too time-consuming trawling through irrelevant results before finding the right content, or even that the desired content is – or at least appears to be – simply not there. Discover what it is that's working for users and where the training gaps lie.

**2. Instruct users on best practice methods**

It's important that users recognise that the functionality exists in SharePoint to ensure that searching can be done quickly, reliably and effectively. Problems typically occur because users have a tendency to rely on what they know from using other systems. What's common is that users feel the need to navigate their way to the right content rather than enter keywords into the SharePoint Search Engine as they would with, say, Google.

But even for the minority of users who take advantage of SharePoint's Search tool, quickly locating the desired content can prove a challenge. This is usually because users enter search queries that are too broad, leading to hundreds or even thousands of results. Unlike with search engines, where we know that one broadly defined keyword probably won't provide the desired results, people often have a tendency to just enter one word and hope for the best.

In almost every engagement where end users are involved, it becomes obvious that many users aren't aware that SharePoint Search has the ability to crawl the content of documents, rather than just the file names. Users can, for example, enter a word or set of words unique to the document being searched for in order give themselves the best chance of finding the exact item they are after.

You can also use special operators like AND (always in uppercase) and the + sign to further narrow a search. The more conditions are placed on a search query, the more refined the search results are going to be.

Executing search queries against defined subsets of content, known as "Result Sources" and previously known as "Scopes", will also give the user the best possible chance of a more accurate and refined set of search results. SharePoint provides a number of default Result Sources out of the box, but also empowers administrators with the ability to define more. These Result Sources could target content that exists on the organisation's file shares or even other websites. As a result, users can draw on a greater range of search results.

**3. SharePoint search is not a 'set and forget' technology**

Whereas some tools can be installed then left alone to do their thing, that's not the case with SharePoint search. At a basic function, SharePoint Search trains itself to recognise the most commonly searched for content and will move that content higher up the list of search results. However in order to get the best for your customised solution, you need to keep adjusting how search works so that it can continue to deliver the most relevant results to the queries it receives.

The key here is a commitment to an ongoing program of continuous improvement. The ultimate goal is to ensure that SharePoint users receive the most relevant search results first time, every time (or as close to that as practical). By adjusting and tweaking search with the goal of providing optimum results, you'll make searching in SharePoint a whole lot more effective.

**4. Take advantage of SharePoint's analytics tools**

SharePoint includes various reporting and analytical tools to help users get the most out of search. These tools will tell you the number and type of keywords that have been entered, the keywords that work and the unsuccessful ones, and the search results that are going back to users and how accurate they are.

For example, the 'Abandoned Search Results' report often indicates that the right content might exist but is not appearing in a top position. Go through this report and identify tweaks that you could do to the search algorithm by promoting or demoting certain types of content so that more relevant results appear higher in the search results.

Another really powerful report is the 'Top Queries by Day' report which is extremely valuable in optimising search. It will tell you exactly what users are searching for and will provide vital insights into search behaviours and patterns. Through analysing this report, candidates can become quite obvious for promotion in search results.

Did you ever consider that the Search reports could actually identify gaps in SharePoint content and even more interestingly, features? For example, using a combination of these reports you might notice that users are searching for a particular product line that has just been released but the click through rate is really low. Based on this insight, you could add a trigger to search that fires each time the new product line is mentioned in a search query and automatically display things like the subject matter expert for the new product, the latest product brochure and the FAQ section for that product line as the top three results.

What? You don't have a FAQ for this product line? It would take five minutes to add a new Community Site app around that product line to foster better collaboration on this great new business avenue.

The process of continuous improvement is vitally important in ensuring that users are empowered by search and not hindered by it. The end-result: a better user experience

SharePoint has what it takes to deliver excellent search results, however a search result can only be as good as the query that's been entered. Effective searching can be achieved for all users by discovering what's working and what's not, providing the proper training and implementing a process of continuous search improvement. Follow these tips and you'll turn your SharePoint users into power searchers!

*Peter Jamhour is a Solutions Architect at Professional Advantage, where he specialises in designing and implementing tailored solutions that focus on process automation, document and records management, integration and reporting.*

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# Tackling TRIM and SharePoint

By Thomas Kaufhold (AFMA) and Paul Taylor and Nigel Carruthers-Taylor, iCognition*

**Implementing an Electronic Document and Records Management System (EDRMS) at the Australian Fisheries Management Authority (AFMA) appeared on the surface to be a typical and unremarkable task. However the project actually differed in the unique opportunities it presented, the engagement of the users and the commitment of information management staff to boldly work in uncharted territory.**

AFMA's move to an EDRMS, undertaken with the assistance of information management solutions provider iCognition, was a combination of the need to meet the Australian Government's Digital Transition Policy and the desire to improve information management within the Agency. These improvements included Business improvement through improved discoverability, sharing of information and improved document version control; the ability for all records to be stored, managed, and retrieved compliantly; and for AFMA staff to understand and meet their recordkeeping obligations easily and transparently.

AFMA used HP TRIM to manage their hardcopy records as well as network drives and Outlook for their unstructured digital information. These legacy digital tools had the typical deficiencies, including inability to access information based on organisational structure, lack of version control and incomplete discovery.

A scoping study of information and records practices was undertaken which identified issues and requirements taking account of the Digital Transition Policy.

## Governance first

The project approach was to ensure that the governance foundation was updated and improved prior to any decisions being made with how the technology would be implemented. This meant that a number of decisions had to be made in both the records management area and with the ICT environment.

The user experience was also a key consideration to the decision. The goal was to ensure that the solution would be easy to use and require minimal training to use.

The biggest historical barrier to the uptake of EDRMS and records management compliance has been user confusion about what they need to do, why and when. A key outcome of the project was to change behaviours in preparing sharing, distributing and storing information.

When the project commenced, SharePoint 2010 was being trialled to replace group drives. It was being utilised by AFMA as their default development application. HP TRIM 7 was also used in the AFMA environment to manage physical records.

Consideration was given to the possibility and benefits of upgrading both SharePoint and HP TRIM to later versions, and later, integrating them as the document development and storage interface.

AFMA's Standard Operating Environment (SOE) did not preclude an upgrade, but the implementation decision was to base the EDRMS on SharePoint 2010 and HP TRIM 7.3.

Key to this decision was SharePoint's difficulty in complying with Australian Government legislative, accountability, and mandated records management requirements. Government assessments have concluded that SharePoint is not a recordkeeping system and must be configured to provide or extend certain recordkeeping features and functionality.

Even with the release of SharePoint 2013, the gap between native SharePoint functionality and the legislative requirements to manage records is substantial. AFMA chose not to modify SharePoint to meet the recordkeeping requirements, as Government assessments note that care should be taken to avoid customising a SharePoint implementation to ensure ongoing product support and maintenance.

## SharePoint + TRIM

AFMA therefore chose to cover the records management gaps using HP TRIM SharePoint Integration. Not only was it planned that the HP product would ensure the SharePoint environment was compliant to Australian records management standards, but it was hoped that the total cost of ownership of SharePoint (which has been estimated at $49 per user per month) would be reduced by controlling and managing the information within SharePoint using lifecycle management policies.

The aim was to establish a SharePoint environment that all staff were comfortable using, then integrate the HP TRIM EDRMS into the backend for seamless records management to allow the user to access the full capabilities of SharePoint while records are captured seamlessly and information is well governed across the enterprise.

The integration of SharePoint with HP TRIM was christened 'SQUID'. The name is a mnemonic based on the principles of:

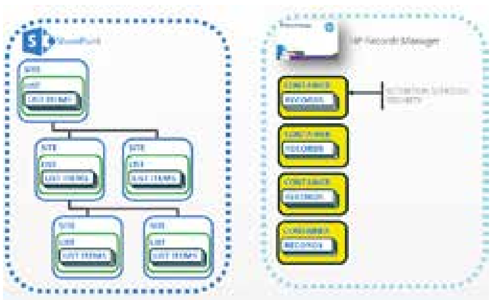
- Secure – safe and secure information
- Quality – quality information you can trust
- Usable – usable information you can access
- Information – information is managed and governed appropriately
- Digital – achieving better business outcomes through digital management in a digital world

## Records or Information?

SharePoint to HP TRIM integration can save documents to TRIM in a variety of ways. Most commonly it is performed manually, by a timer job, by action or automatically. To simplify the user experience, AFMA has removed the differentiation between a record and information. All unstructured information would be saved into the ERMS solution automatically.

This approach presented less risk to AFMA as all unstructured information would be managed as records and users would not need to determine if and when to create a record. This was a key advantage for both management and users. .

The usual changes and updates were made in AFMA's information governance. The Records Policy was supplemented to



* Thomas Kaufhold is Records and Office Manager at Australian Fisheries Management Authority, Nigel Carruthers-Taylor is the Principal & Director at iCognition, who provided strategic advice for the SQUID project. Paul Taylor was the iCognition project manager for the project delivery.
Contact nigelct@icognition.com.au for further information.

The Australian Fisheries Management Authority (AFMA) is responsible for the management of Commonwealth fish resources, with offices in Canberra, Darwin and Thursday Island. It plays a central role in keeping illegal foreign fishing at bay and managing domestic compliance.

include handling of electronic material. A new Records and Information Management Framework was issued in July 2014 and the information management principles contained in the framework were key to creating the necessary policies and procedures for the EDRM solution.

SharePoint enables access to information quite differently to a typical EDRMS such as HP TRIM. This difference was a primary consideration in creating and configuring the AFMA solution.

SharePoint is more akin to an Electronic Content Management tool where information is typically managed by Sites and Subsites with documents placed within Document Libraries. Other SharePoint content such as Lists, Wikis and Blogs are also managed in a similar way to the Document Libraries (DL). Of course there are many ways to use SharePoint and documents do not have to be placed in a Document Library.

Most SharePoint implementations are site driven. Sites usually have owners and these owners can apply a variety of levels of access to users or groups. The governance of SharePoint is generally left to the site owners to handle and is rarely managed at solution level. The project was in a fortunate position as there was initially only a small number of SharePoint users. SharePoint was therefore able to be designed in the way believed was most appropriate for AFMA.

Because of the issues AFMA had with its existing systems and the established principles, it was critical that governance was managed from the top down. Through this means, and in conjunction with improving discoverability, sharing, etc., a hybrid information structure was created that was based largely on function, as opposed to organisational hierarchy.
The structure is a hybrid one because it is not purely functional nor is it just an organisational view.

In practice, three Site Collections were created. Two were for Branches of AFMA and the other was an all-AFMA site. The Branch Site Collections purpose was to capture any functions information that was unique to that Branch. The all-AFMA Site is used to capture all other information.

Each Site and Sub-site related to a function. Document libraries equated to a container or electronic file in HP TRIM. For example, part of the all-AFMA site collection would be all-AFMA – Finance – Travel – Acquittals FY 2014-15 – Individual documents.


This approach differs to traditional SharePoint implementations where similar information can be stored in various logical locations.

Metadata fields are added to documents to provide further detail to the information, including user visibility of the information owners. Metadata in a SharePoint Document Library is particularly useful as it can be used to visually filter results in a similar way to an Excel spreadsheet.

## Achieving Compliance

The decision to have a Document Library directly equate to a HP TRIM folder had compliance benefits and implications such as:

• Lifespan – document libraries should have a limited lifespan so they can be disposed of in accordance with the Archives Act 1983;

• Name – the name of the DL should reflect the contents; and

• Contents – periodically monitor the contents of DLs to ensure that their disposal class remains appropriate. The link feature can be used to better ensure that information is more discoverable and logically available in multiple locations.

Other configuration changes were made to improve compliance without impacting on the user experience. The most prominent of these are delete and copy functions.

The users are not able to delete information from SharePoint because it would be confusing to have information in HP TRIM and not SharePoint. It also better maintains the integrity of the information in SharePoint. The solution was to create a workflow whereby users could remove the document from everyone's view by clicking a button and writing a small justification for "hiding" the document. The hidden document is then flagged for the Information Management team to review and action from a maintenance perspective. SharePoint's concepts of move and copy differ from those of a typical EDRMS. SharePoint allows users to create copies of documents in multiple locations. They can also choose to associate these documents, so that when one is amended the other will be updated. More importantly, they can choose not to do this.

Copying goes against the principle of a single source of truth. The function was therefore disabled and users are only allowed to create links rather than copies. The users actually preferred this, and it did not restrict any business processes.

*(Continued Over)*

## User Interface principles

A set of user interface principles were developed aligned with the overarching principles but with a focus on the user experience. They are:

• **Quick access to information** – SharePoint as the user interface for content management should result in 'reduced clicks' (keystrokes) for users. The intent is to encourage user uptake of the system by reduced complexity of interaction with the application;

• **Single source of truth** – Information should only be stored in SQUID once. The interface allows for the use of links, meaning that one version of the information can logically appear in more than one location, without actual duplication;

• **Functional management of information** – the information structure of SQUID is based on a functional method of storage, rather than an organisational approach. This will help ensure that similar information is stored together and that it will be more flexible in responding to organisational change.

• **Streamlining and improving user interaction** - there should be no unnecessary prompts through the process of creating and saving content to a document library. Although this is configuration-related, it also includes trying to reduce the instances of possible errors that users may face in using the application.

• **User interface provides easy search for content** - Searching within SharePoint should allow for the retrieval of content that is stored exclusively within HP TRIM, and allow users to expose this content into SharePoint if required.

• **Simple navigation** – This means that SharePoint sites in SQUID should have a specific business purpose and not exist to try and replicate network folder navigation or structure.

For the everyday user the main changes were the move to the SharePoint interface and the functionally-based arrangement of information. They gained significant improvements in information access and sharing, the ability to create on-demand reports through the use of metadata, and more advanced features such as concurrent document editing and version control.

All of these features were either unavailable or ineffective when using network drives. A "Super User" model was implemented to maintain good information practices and engender a sense of ownership of information structure. The Super users are responsible for requests to create or alter existing Document Libraries and sites. They also create SharePoint views, alerts and add announcements for these locations.

Finally, Super users have responsibility for ensuring the consistent use of metadata within their area(s) of SharePoint. Metadata and other metadata needs are also addressed in a whole of Agency manner through regular Super User meetings.

SQUID went live in mid-October 2014 to about one third of the AFMA staff. In preparation for the implementation Super Users were established in the work areas to assist staff in using SQUID and to liaise with the Share Point Administrator and Records Management staff (RMU). The main role of the Super users is to vet requests for new document libraries (DLs) and to suggest/request new Share Point sub sites, changes to sites and other enhancements, such as establishing metadata sets

During go-live training was provided to all users and the RMU and Standard Operating Procedures (SOPs) were provided for users and Records Management staff to use when creating Document Libraries (DL) and naming documents.

As a result of the implementation of SQUID, email protocols have been developed to ensure emails are saved by the appropriate person and help reduce duplication. The handling of scanned information was also addressed through new procedures.

Documents that have been scanned into SQUID are stored by the RMU and are destroyed in accordance with the Normal Administrative Practice Policy under the Archives Act 1983. A SharePoint email integration tool is currently being considered.

The implementation of SQUID meant that Records Management staff had to learn SharePoint and new procedures. They became more proactive in dealing with users and engage in more problem solving activities at an information management level. They also contribute to a constant process of fine tuning and updating these procedures.

RMU staff responsibilities have been expanded and one of the main additions is the quality assurance of the creation of Document Libraries to ensure they are adequately titled, determine and implement security protocols for accessibility purposes and map the DL to the Records Authorities for disposal purposes. Once the DL has been quality assured it is released for use.

RMU staff have taken over from the project staff communications and now attend monthly FMB meetings to update users on changes to SQUID and to answer questions or concerns. There is also a regular Super users also met to discuss operational issues and suggest improvements to sites and processes.

Constant communications occur between Records Management staff and SharePoint Administrators to discuss and decide on requests for DLs, enhancements and operational issues raised by users. As issues are addressed the regularity of discussions has reduced. When the solution went live there was significant activity in the first month to create DLs and uploading of documents. This gradually decreased as the initial need for DLs was satisfied and required documents were uploaded. The creation of DLs has now settled down to accommodate new business.

SQUID has become a business as usual now for FMB and the RMU and SharePoint team work with them to provide additional functionality and improvements to meet their business needs.

## What did we learn?

There were three major lessons that we took away from the project.

1. Don't assume SharePoint is well understood by users. The project spent more time than expected explaining the interface and capabilities of SharePoint. The need for users to understand how SharePoint operates was critical throughout the entirety of the project.

2. Ownership of knowledge transfer. The integration of SharePoint and HP TRIM typically crosses over two or more teams within an organisation. Questions of ownership and responsibilities need to be addressed as soon as possible in a project. Ideally prior to any work commencing. To achieve maximum benefit, there is a transfer of knowledge between teams. SharePoint developers will need to understand elements or records management and information management specialist need to embrace technical SharePoint knowledge.

3. Align your technical environments. This is a common refrain in technical projects but it cannot be underestimated. Your Development, Test, Training and Development environments need to be as consistent as possible. Any discrepancies can cause surprises, delays, rework and can make bug hunting much more difficult.

The journey at AFMA is not complete and there are a number of priorities on the immediate horizon such as adding new user requirements to SharePoint, adding a third party tool to improve email management and rolling out to the remainder of the Agency.

However, AFMA is confident that it can meet current and future challenges as the information management foundation is sound.

With good governance, compliance and principles in place, the technical solution is extensible and user focused and, most critically, providing useful and practical solutions to business problems.

# Why Document Sets are the smarter way

**Australia's MacroView created its MacroView DMF and Message products to make it easier for users to utilise Microsoft SharePoint to replace their existing File Shares and Outlook folders. SharePoint document stores that are structured using document sets are generally preferable to using SharePoint Folders, writes managing director Noel Williams.**

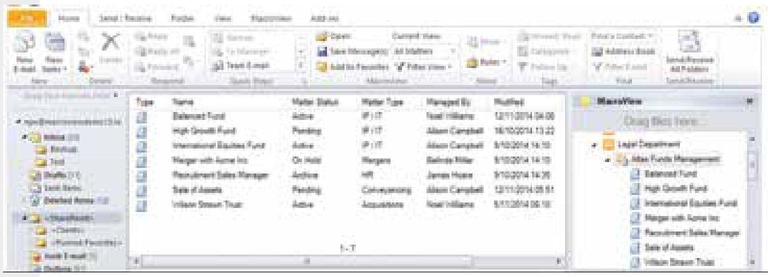
The three main reasons for this are:

a) Document sets can have multiple metadata columns, which can be shared to the documents that are stored in the document set. Folders cannot have their own metadata columns.

b) Document sets cannot be nested – which minimises the risk of exceeding the 255 character limit on the length of the URLs for documents (something that happens very easily if you have nested folders with meaningful names).

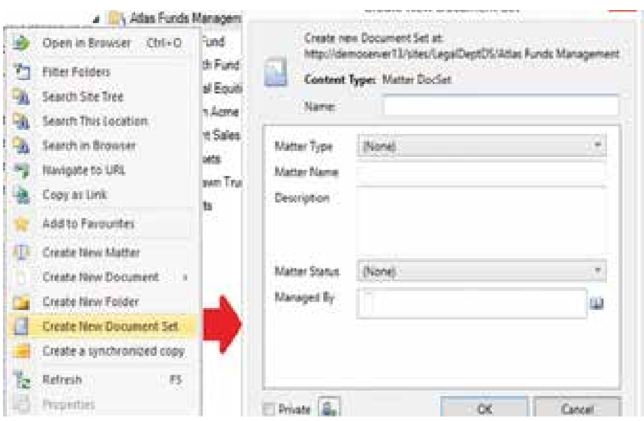
c) Document sets can be moved through a workflow as a single object, so that each workflow step picks up all the documents in the document set. You cannot do that with folders.

If you use a document set for each project, you can design the default view of the document library that contains the document sets to show only the document sets and their metadata. Effectively what you have then created is a mini-Project Management System - you can track and manage Projects by viewing and editing their metadata. You also have a Project Document Management solution - clicking on the document set for a Project displays the documents that have been stored for the project.



Tracking Projects where a Document Set has been created for each Project – note Project metadata.

In many organizations document sets are also preferable to the alternative design option of using Document Libraries – e.g. a separate document library for each project. The key reason why is that a Contribute-level user can create a document set, whereas Design or Administrator role is required to create a document library. Further, it is much easier to create a mini-Project Management system using document sets (see previous para) than it is with document libraries (where you need custom code to create and maintain Lists or databases).



Contributor-level users can right-click to create a new Document Set.

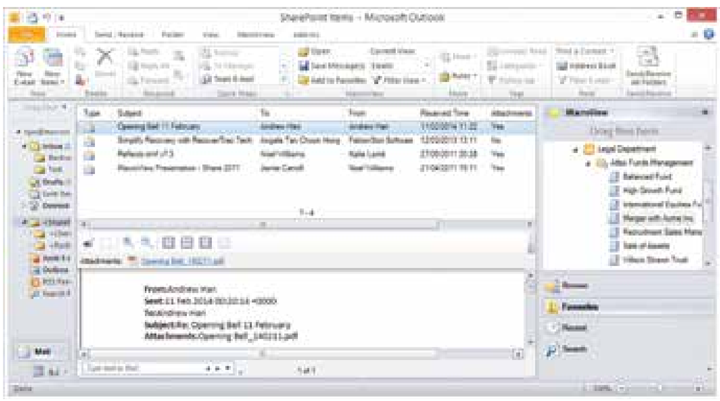
**Saving and uploading documents, emails and attachments to a document set**

When either MacroView Message or MacroView DMF is installed a MacroView pane is added to Microsoft Outlook – normally displayed on the right of the Mail window. This MacroView pane in Browse mode provides an accurate display of the tree-structure of SharePoint, including the Document Sets that are stored in each document library.

The MacroView pane also has a Favorites mode, which provides very easy access to the document sets (and their document libraries) that you use frequently. Favorites can even be created automatically for a user using the Push Favorites mechanism of MacroView DMF/Message.

You can save one or multiple emails by simply dragging and dropping from any Outlook folder (e.g. the InBox) to a document set in the MacroView pane. The MacroView pane can be in either Browse or Favorites mode. As per usual with MacroView DMF / MacroView Message will automatically handle numerous things as part of the save:

- select the Email content type and record the attributes of email (e.g. To, From, Subject, etc.) so that emails can be saved without any prompting;
- name the MSG file that it creates to store an email message so that duplicates are prevented if another recipient of the same email attempts to save it to the same document set;
- strip any illegal characters from names of attachments or files being uploaded;
- record the original unstripped filename so that it can be re-instated when the file is later retrieved from SharePoint and inserted as an attachment to an outgoing email;



Viewing the emails stored in a Document Set - note formatted preview of email.

- record other file system attributes such as Created, Modified and Author so that these are not lost as files are uploaded to SharePoint.

If the MacroView Predictive Email Filing optional module is installed a Tracking Tag will be appended to the subject of the saved email to that subsequent incoming and outgoing emails in the same conversation can be saved to the same document set location with very little user effort (just drag and drop to the Drag files here… drop zone or even no effort at all (if the *Predictive Email Filing* level is set to *Fully Automatic*).

**Finding a Document Set You Want to Work With**

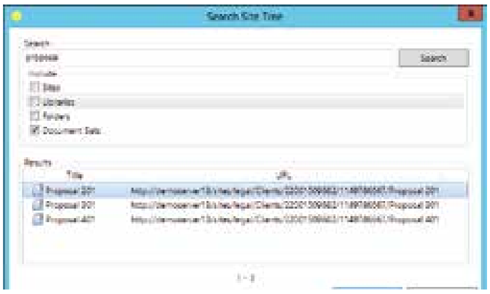
With MacroView DMF or MacroView Message finding the document set that you want to work with is easy and intuitive. This is particularly important if you have hundreds or thousands of document sets in your SharePoint document store – which is frequently the case in even small to medium sized organizations. Here are three techniques for finding and locating to a particular document set:

- Filtering the document library
- Search Site Tree
- Search for a document stored in the document set or email and use Open File Location

**Filtering the document library**

The first technique is Filtering. If the document library contains more than a trigger number of document sets (the default setting when MacroView DMF ships is 200), as you click to expand the document library MacroView DMF/Message will prompt you to enter some characters in the name of the document set that you are seeking. MacroView will then filter the document sets in the library so that the only ones displayed are those whose names contain the characters that you have entered.

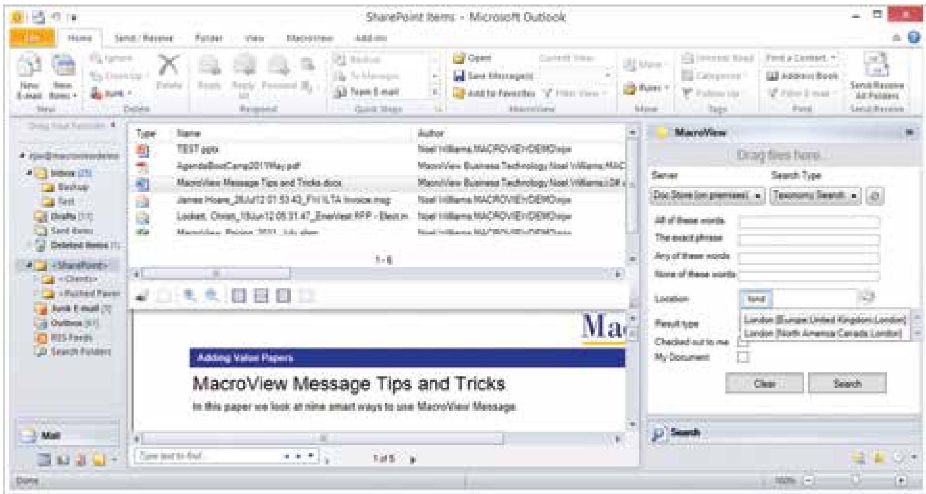
If your SharePoint server is on-premises, this filtering is very quick because it is executed at the server and only the results are transmitted to your PC. This filtering process also copes very well when there are a large number of document sets in the document library – tests at MacroView show that it works well when the library contains 50,000 document sets. Specifically the filtering is NOT affected by the SharePoint List View Threshold, which starts to affect the native web browser UI for SharePoint when there are over 5,000 document sets in a library.



Search Site Tree command finding a Document Set using part of its name.

**Search Site tree**

The second technique is called *Search Site Tree*. This utilizes the SharePoint search engine to find document sets whose names contain certain characters, regardless of what document




Using MacroView Search to find documents stored in SharePoint, with type-ahead to select value fromLocation term set.

library the document sets are contained it. You can right-click anywhere in the MacroView tree display and choose *Search Site Tree* and your document set will be found. When you click on the document set you want in the search results and click OK, you will be navigated to that document set, no matter how far away it is from where you were previously located.

The SharePoint search is indexed, which means that the Search Site Tree finds document sets quickly even when the SharePoint document store contains thousands of document libraries with tens of thousands of document sets. It is true that newly created document sets will not be found until they are added to the search index, but with the new Continual Crawl in SharePoint 2013, this delay is minimal.

You do need to configure MacroView DMF / Message so that Search Site Tree can find Document Sets. This is done at the Application Management page for MacroView DMF in the SharePoint Administration console.

**Search for a document stored in the document set and use Open File Location**

A third way of finding and locating to a document set is to Search for a document or email that is stored in the document set. (see above) You can perform that search using the MacroView pane or dialog in Search mode, while you continue to work in familiar applications such as Microsoft Outlook, Word, Excel, PowerPoint or MacroView DMF Explorer. The display of search results includes the location of the documents or emails in SharePoint and lets you preview documents and emails (to confirm that they are what you are looking for). If you then right-click on a document or email and choose *Open File Location*, you will then be switched into the Browse mode of the MacroView dialog and automatically navigated to the document set wherein the document or email is located.

*Noel Williams is co-Founder and Chief Executive of MacroView Business Technology. MacroView specialises in document generation and management solutions based on SharePoint and Office. Contact solutions@macroview.com.au for more information about using Document Sets to manage documents and emails in Microsoft SharePoint.*

## Knowledge Management for SharePoint

Layer2 has released version 3 of its Knowledge Management Suite for SharePoint suite designed to jump-start collaborative document management projects for portals based on Microsoft SharePoint Server 2010 and 2013 technology

The Taxonomy Manager now offers advanced import, export, update and deployment features for term sets. To make use of commercially available taxonomies the widely used XML-based SKOS format is fully supported for data interchange and integration.

The solution also adds content classification rules to terms managed in the SharePoint Term Store as a pre-consideration for content categorization.

The Layer2 Tag Suggester for SharePoint makes it as easy as possible to add metadata to SharePoint items or documents. Content classification rules managed directly in the Term Store are used to make content-based suggestions to guide users while manually assigning metadata.

Content is classified completely automatically with metadata, based on classification rules, existing content properties, item context and also document content for almost any document type, e.g. Word or PDF. *www.layer2solutions.com*

## SharePoint Find & Replace

KWizCom, a developer of SharePoint Forms & Mobile Solutions, has unveiled SharePoint Find & Replace, an add-on that assists users in smooth and painless migration to SP2013 or another server. This add-on replaces hard coded strings in SharePoint items and documents.

KWizCom's SharePoint Find & Replace will scan the customers' SharePoint farm and will replace the existing strings with an updated string of their choosing. The tool includes a "Scan only" mode as well as a detailed log – both enable the admin to stay in control and easily monitor all string replacements.

A 30 day trial is available. *http://www.kwizcom.com*

## Office365 local data centres in 2015

Microsoft has announced plans to deliver Office 365 and Dynamics CRM Online from data centres in Australia by the end of March, 2015 to address data residency considerations, particularly in sectors such as healthcare, education, government and financial services.

A number of Australian organisations are using Office 365 and CRM Online. Sydney Water embarked earlier this year on a strategic transition to Office 365 and this investment has already paid significant dividends, according to Sydney Water CIO, Stephen Wilson.

"Sydney Water's decision in 2013 to invest in Office 365 was part of our overall vision to create a flexible working environment which has significant benefits for the workforce and ultimately, to customers.

## Preservica aligns records management

Preservica has announced a series of new connectors for records managers seeking to securely preserve Microsoft SharePoint content and Microsoft Outlook email and attachments for the long-term.

The announcement is part of a broader roadmap and strategy to enable government and business organizations to integrate Enterprise Content Management (ECM) with Digital Preservation in order to improve Information Governance across the full lifecycle and eliminate the risk that vital digital records will be unreadable when required - due to technology and file format obsolescence.

All Preservica Editions (cloud and on premise/hybrid) include the new SharePoint and Outlook connectors, as well as a new connector for the CONTENTdm web publishing system, and are available to existing Preservica customers through their regular maintenance and update program.

New features included in Preservica v5.2:

- Preserve SharePoint document libraries
- Export complete document libraries from SharePoint
- Ingest SharePoint export files into Preservica retaining metadata and folder structure
- Plan for preservation using the SharePoint 'send to Preservica' retention action
- Preserve Microsoft Email and attachments

*www.preservica.com*

## Microsoft acquires email startup

Microsoft has acquired Acompli, a developer working on bringing the functionality of Outlook on the desktop PC to mobiles.

Acompli reportedly makes it easier to deal with email attachments on your phone, and also puts contacts and calendar into the same app, and handles attachments from Dropbox, Google Drive, and Microsoft OneDrive.

In a blog post, Rajesh Jha, Microsoft Corporate Vice President, Outlook and Office 365, wrote, "This year we brought Office to the iPad and the iPhone, and we recently announced that we're bringing Office to Android devices. These are significant steps in our work to deliver the best productivity experiences across mobile platforms, and we're continuing to push forward.

"In a world where more than half of email messages are first read on a mobile device, it's essential to give people fantastic email experiences wherever they go. The Acompli team is passionate about this quest. Their app provides innovative ways to focus on what's important in your inbox, to schedule meetings, and work with attachments and files.

"Users love how it connects to all email services and provides a single place to manage email with a focus on getting things done. It consistently receives enthusiastic feedback from users and strong app store ratings.

He signed off with a promise that Microsoft "will expedite our work to deliver the full power of Office to mobile devices. "

## Managed Metadata Term Store Sync

PremierPoint Solutions has announced two significant new features in Term Sync 2.0, a SharePoint add-on that provides the missing link between a company's business data and its SharePoint taxonomy. Term Sync 2.0 now has two significant new features: support for synchronisation of hierarchical term sets and improved performance in processing, resulting in faster synchronization.

Microsoft has made "tagging" using "terms" easy to do in SharePoint through its Managed Metadata feature, and the Managed Metadata Term Store, so that related documents and list items can be organized and easily found.

SharePoint's Business Connectivity Services (BCS) allows users to import external data important to their business into SharePoint, but it does not provide a way to get that data into one's term store, from which it can be used to tag documents and list items in SharePoint.

"Because Microsoft did not provide a connection between its BCS and the Managed Metadata feature of SharePoint, the two don't 'talk' to each other. This creates a real problem for companies that want to get their external data into their term store so they can use it as metadata" said Jeff Cate, president of PremierPoint Solutions.

Term Sync 2.0 is designed to bridge that gap efficiently. It is the connector – the missing link – between the data import tool (BCS) and the term store.

*http://www.premierpointsolutions.com*

# Zooming in with Zegami

By Samuel Conway

**Do you remember when taking a photo was more like a game of Russian roulette than trying to capture a simple image. Then even if you did get the picture right you were never quite sure if you took the film out of the camera correctly or that Kodak wouldn't mess it up when processing. Fast forward 20 years and the digital image revolution has taken over and now with a selfie stick and a phone everyone is potential celebrity and a whole industry has changed.**

As amazing as this new technology is, it's generating considerable amounts of data that's just getting filed away into ever more powerful computer or even pushed up to the cloud, never to be seen again. But how to retrieve and display these images again isn't just an issue for your local happy snapper, it's also a challenge for some of the world's top research scientists, who are generating vast collections of image data on all manner of systems and research fields.

Although over the last few years the technology to store and transmit this information has improved dramatically, the ability to search or interrogate large image collections has not and is still generally done using basic search or image by image viewing.

Recognising this challenge and seeing an opportunity to develop world leading technology Coritsu Group Australia over the last year has been working on a solution for exactly this problem. How do you manage large collections of image data to not only find the image you are looking for but also to group, sort and filter them to derive some meaningful information.

In conjunction with Stephen Taylor, Head of Computational Biology at the Weatherall Institute Oxford University, the team at Coritsu have taken the outdated and unsupported Microsoft application called PivotViewer and completely rebuilt it naming it Zegami (Or images backwards with a Z).

Zegami is a web based tool built with web standard technologies: JavaScript and CSS as well as leveraging WebGL. In addition there is a back end server which is used to process collections of images into a format that can be quickly displayed, using deepzoom technology similar to that of google maps. This setup allows users to have high resolution images that can be searched and sorted in a fast dynamic and visual way.

## So what does Zegami do exactly?

Zegami was born out of the need to be able to visualise large collections of images produced by high throughput microscopy within the area of genetic research. However after completing the minimal viable product of the software in October 2014 we discovered that Zegami has many other uses outside of just microscopy, some of which include:

- X-ray and MRI scans
- Student Management
- Security and Defence
- Asset management
- Document management
- Shopping

So how does it work?

Zegami allows users to display currently up to 40,000 images on a screen and then, using either the metadata panel on the left or the top tool bar, search, sort, filter and group images in a truly unique and dynamic way. Then once you have found the item/s you are looking for you can either view them individually or

Micosoft's PivotViewer reimagined as a web-based tool called Zegami (Or images backwards with a Z).

export a list for further analysis. The solution however is not just limited to images anymore, they could be movies, documents, 3D objects or even image stacks the possibilities are endless.

So if you're interested in checking out its functionality go to http://demo.zegami.com

The solution has been built with the plugin methodology in mind so it's completely extensible with the ability to map to different data bases, add additional views or functionality and is also non device specific. All functionality that was unimaginable with the old versions of the software.

## Who is using the software?

As Zegami is still very new and has in reality only been on the market for a couple of months, the response we have been getting is quiet amazing, from research facilities globally to asset management companies, the applications and interest in the technology continues to grow every day.

Two markets that have shown considerable interest so far are schools and physical asset management companies, both struggle with the same issue having the one portal that gives them all the information they need about a particular asset or student and then being able to do analysis on the entire data set to find groups of items in ways that were just unthinkable before without a business analyst trawling through the data for hours on end.

Check out our demo site for more applications http://demo.zegami.com

## What does the future hold?

Due to the success of the initial project with Oxford and the potential application of the software, myself and Roger Noble (MD and CTO of Coritsu Group) are in the process of setting up a spinout company with Stephen Taylor from the Weatherall Institute and Oxford University itself to continue to drive the development and the application of the software globally, whilst Coritsu Group will become resellers and implementation partners within Australia.

The real challenge now begins, taking an amazing developers toolset and turning it into an application that has global appeal.

So if you are intrigued by the software and want to challenge us by taking your data and turning it into a demo collection, then please do not hesitate to drop us an email. You never know Zegami might be the tool set to help you find just what you have been looking for.

*info@coritsu.com www.coritsu.com http://zegami.com*

## EzeScan

*Phone: 1300 393 722*
*Fax: (07) 3117 9471*
*Email: sales@ezescan.com.au*
*Web: www.ezescan.com.au*

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 1000's of seats 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
• ensure regulatory and digitisation standards compliance

## ABBYY

*Phone: (02) 9004 7401*
*E-mail: sales@abbyy.com.au*
*Web: www.abbyy.com.au*

ABBYY FlexiCapture 10 is a powerful data capture and document processing solution that provides a single point of entry for automatic and accurate conversion of forms and documents into business-ready data. FlexiCapture recognizes multiple languages and automates a variety of tasks, such as data entry, document separation and classification by type - providing the data you need, fast. Thanks to its up-to-date technology for document classification and data extraction, this software is easy to configure, use and maintain. The state-of-the-art architecture of ABBYY FlexiCapture 10 allows building solutions that meet a wide range of throughput needs - from cost-effective standalone systems for small-to medium businesses and departments to highly scalable server-based solutions for medium sized and large businesses and government projects. In addition, ABBYY FlexiCapture can be integrated with back-end systems and into specific business processes to improve overall efficiency and reduce costs.

## Kodak alaris

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*www.kodak.com/go/di*

From the world's fastest scanners and integrated imaging products to service and support, KODAK Document Imaging creates solutions that meet real-world customer demands.
Today, we are meeting the need for high speed colour output, plus integrated imaging technologies that convert digital files to film... and back. Our mission is to make it easier for customers to manage their documents for less cost -- with greater efficiency, and with guaranteed access to images -- by delivering innovative, customer-focused, and operational best-in-class products and services.
KODAK Document Imaging has redefined document scanning with a host of built-in innovations applied throughout the imaging chain. We call it Perfect Page Scanning. It is a perfect example of how we apply Kodak's imaging resources and experience to a whole new application, leading the industry in innovative solutions for digital document preservation.
With one of the largest, most experienced service organizations in the industry, our products are rivalled only by our award-winning service and support

## Kapish

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At Kapish we are passionate about all things TRIM. As a HP Software Gold Business Partner, we aim to provide our customers with the best software, services and support for all versions of the Electronic Document and Records Management System, HP TRIM. We understand that it can sometimes be an all too common problem where document and records management is seen as being just too difficult'.
To help improve this perception we offer easy to use business solutions to overcome the everyday challenges of information governance using HP TRIM. As a software and services company focused exclusively on HP TRIM, we work with our customers to improve their everyday use and experience with the system.
Designed to bridge the gap between users and technology, our software solutions are easily integrated into existing systems or implemented as new solutions. Quite simply, our products for HP TRIM make record keeping a breeze.

## Glentworth Consulting

*Tel: 1300 364 430*
*Email: why@glentworth.com*
*Web: www.glentworth.com*

Information is every organisation's greatest strategic asset.
Glentworth is a team of specialists who help organisations solve real business problems through your data and information holdings. In a world where organisations are overwhelmed by millions of pieces of data each day, we enable organisations to take control over their most important asset – information.
The core of what we do is based on harnessing the value of information, and enabling organisations to make better, evidence-based decisions.
We are trusted advisers to organisations across the commercial, not-for-profit and government sectors. Glentworth consultants specialise in analysing and understanding social and organisational networks, enabling targeted workforce engagement and enhanced employee collaboration and productivity.
With a headquarters in Queensland, Australia, Glentworth was founded in 2007 to support the growth of information and data as a strategic business asset.

## MacroView Business Technology

*Phone: (02) 9249 2700*
*Fax: (02) 9279 4111*
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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 and MacroView Message support SharePoint on-premises and Office 365 and are designed to provide good performance even when working with very large SharePoint document stores.

## Fuji Xerox Australia

*101 Waterloo Road,*
*NORTH RYDE NSW 2113*
*Phone: 13 12 14*
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Fuji Xerox Australia is part of a world leading enterprise for business process and document management services. Our technology, expertise and services enable our clients — from small to medium businesses to corporate organisations and government departments — to focus on their core business.

Through the implementation of efficient business processes and effective communication, we deliver the right information to the right people in the right format. A continuous source of innovation help us optimise IT and print infrastructures to deploy document strategies that are waste-free, faster and more productive.

We're experts at getting everyone and everything working together. Happily. Efficiently. Reliably.

Whether it's integrating web-based eForms, easier hard copy digitisation, simpler cloud based networking, or doing many of the other things you might already know us for (and others you mightn't), we focus on making your everyday smarter.

## Information Proficiency/Sigma Data

*Tel: 8 6230 2213*
*Email: info@sigmadata.com.au*
*Web: infoproficiency.com.au/*
*sigmadata.com.au*

Information Proficiency and Sigma Data are at the forefront of Information Management Services and Streamlining Business Processes. We supply and support HP and Kofax software solutions, as well as developing our own range of productivity and connectivity tools based around Kofax and HP Records Manager (HPRM).

Focusing on Information Management Technology and Services, we work hard to understand our client requirements, and implement solutions to match. Implementing efficient processes are critical to enhancing productivity, transactional speed, reducing costs and achieving regulatory compliance for your organisation.

Our team of industry certified professionals are able to design and deliver systems to meet your requirements. We strive to build lasting relationships with our clients, providing continuous improvement and mature solutions.

## Konica-Minolta

*Phone: 1800 789 389*
*Web: www.konicaminolta.com.au*

Konica Minolta Business Solutions Australia is a market leading provider of integrated print hardware and software solutions with the power to transform the business environment.

As a technology innovator, Konica Minolta invests continually in research and development in order to deliver inspiring products and give shape to ideas. Globally recognised for its award winning products, Konica Minolta works closely with businesses to deliver a range of multifunctional digital imaging solutions for document scanning, printing and electronic archiving and distribution.

Optimised Print Services (OPS) combine consultancy with hardware and software implementation, to help customers further improve efficiency, cut costs, strengthen security and reduce their impact on the environment. Headquartered in Sydney, Konica Minolta delivers expert professional services with responsive client support through its extensive network of direct sales offices and authorised dealers.

## Nuix

*Phone: 61 2 9280 0699*
*Email: sales@nuix.com*
*Website: nuix.com*

Nuix enables people to make fact-based decisions from the content of unstructured data. The patented Nuix Engine is the world's most advanced technology for accessing, understanding and acting on human-generated information. Our unique parallel processing and analytics capabilities make small work of big data volumes and complex file formats. Organisations around the world turn to Nuix software when they need fast, accurate answers for digital investigation, cybersecurity, eDiscovery, information governance, records management, email migration and privacy. And the list of uses is always growing because our customers expect us to make the impossible possible.

## iCognition

*National Hotline: 1300 00 4264*
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*Facsimile: +61-2 6230 4264*
*Email: info@icognition.com.au*
*Web: www.icognition.com.au, www.diemsolutions.com*

iCognition is an Australian company delivering specialist consultancy, implementation and managed services centred on Information Management and Governance, particularly around HP TRIM/Records Manager.

The company provides consulting, strategy development, innovative solutions, systems integration, product development, implementation and managed services that cover strategic and project level services. As a HP Software Partner we are certified to provide HP TRIM/Records Manager technical and business services, including HP TRIM upgrades and support.

We are also an Intelledox Partner and a Microsoft Silver Partner focused on SharePoint. As a HP Alliance One Partner we develop the Diem Solutions that add value to 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.

## Fujitsu

*Fujitsu Australia Ltd*
*Contact: Fujitsu Product Team*
*Tel: +61 2 9113 9200*
*Email: Fujitsu.direct@au.fujitsu.com*
*Web: au.fujitsu.com/scanners*

Fujitsu, as one of the world's leading document scanner companies for both Desktop and Workgroup scanners, offers compatibility with over 200 different document imaging applications. The result is state of the art image solutions from innovative portable units all the way to large centralized production environments.

Fujitsu document scanners are renowned for their performance, remarkable image quality, fail-safe paper handling and Fujitsu's legendary reliability.

New innovations include:

- Overhead contactless scanning of fragile documents, thick books and oversized items;
- Ability to input and sort multiple small documents, business cards, etc., just by laying them on the desktop;
- Ultra-sonic and patented ISOP paper sensing technology that prevents batched document damage; and
- Mixed batch scanning and automatic paper skew correction capabilities

## OPEX Corporation

*Contact: Jon Stevens*
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*contact/sales-contact/*

OPEX Corporation is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide.

OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecommunication, service bureaus, educational institutions, and fulfilment operations.

OPEX has developed innovative prep reducing scanners that address the root causes of workflow issues our customers face. Minimising preparation, paper handling, and other manual tasks not only improves efficiency, but also results in superior transaction integrity and information security.

As documents are removed from envelopes/folders and scanned, operators can view each image to ensure it is properly captured. This prevents time-consuming and costly re-scanning later in the process. Moving image capture upstream also reduces information management risks.

## Laserfiche launches ECM Connector

At the 2015 Laserfiche Empower Conference, a new product called Connector was launched, offering a simple, code-free way to integrate other applications with Laserfiche ECM.

It promises the ability for users to remain working in a primary application like Salesforce or Microsoft Dynamics find relevant information in Laserfiche with a single click. All without custom code and third party integrations.

At its most basic level, Laserfiche Connector allows users to:

• Search the Laserfiche repository based on fields from primary applications such as CRM and ERP systems.

• Scan a page, automatically populate metadata and store it in Laserfiche—directly from your primary application.

• Connect two applications by allowing one of them to start the other (including the ability to pass parameters between them).

• Choose whether the actions above are triggered from a keyboard shortcut, a button embedded in the application or both.

Laserfiche Connector uses tokens to perform searches and populate metadata. This means that once a search has been setup, it's not necessary to manually type in any search terms—the tokens will tell Laserfiche Connector what information to pull and locate.

Laserfiche Connector can also save information from a page in Laserfiche. It will automatically launch Laserfiche Scanning, populate metadata based on the page being viewed and store the new document in the right folder.

Laserfiche's Technical Product Manager, Justin Pava, said, "It's getting easier to think of Laserfiche as a hub, connecting you to any combination of systems and information stores.

"Once you have all those connections, you can see the full picture. You can use your data for reporting and big picture decision-making."

Any readable element can be used by Laserfiche Connector to perform a search. Common examples include:

• Account ID

• Contact name

• Phone number

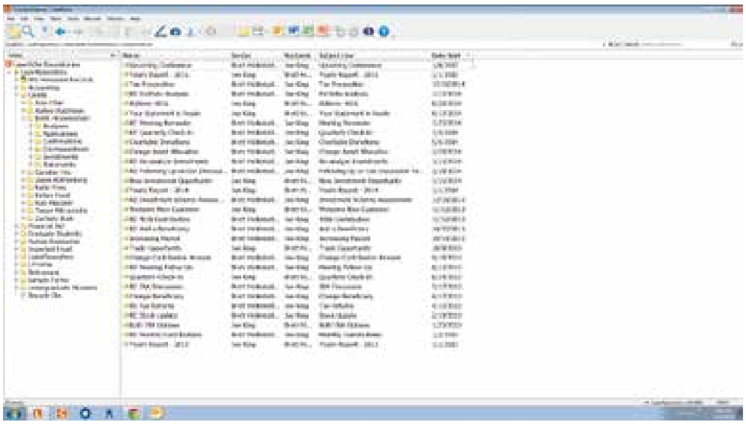
• Date

• Reference number

Laserfiche Connector uses a simple wizard to create searching and scanning parameters. During set up, you can tell Laserfiche Connector which elements you want it to find on the page simply by clicking on them. A red box will appear around the element and a token will be created.

Once a single user completes the steps in the setup wizard, Laserfiche Connector stores this information as a "profile."

The profile is stored in the Laserfiche Server and pushed out to each machine that uses Laserfiche. End users will then have that profile available to them - they can customise the profile on an individual basis if needed.



Laserfiche Connector instantly locates every saved email related to a client in Laserfiche.

## Readdle launches Fluix for iPad

Readdle has announced the launch of Fluix, its business-focused offering that enables team collaboration in the field via iPads.

The company says that by automating collaboration, Fluix bridges the gap between the mobile workforce and the office, accelerating the document lifecycle. Current customers include Roche, Siemens, Duke, Ecolab, BMW, Yamaha, and Henry Schein.

With Fluix, businesses can:

• Collaborate with your mobile workforce

• Create personalised workflows to digitise current paper-driven approval processes.

• Fill out forms and get feedback on documents with highlights, handwritten mark-ups and other annotation tools.

• Keep team members, wherever they are, up-to-date with the newest collateral, forms and contracts.

• Drive efficiency with digital documents

• Automate the document workflow, reallocating time back to revenue generating activities.

• Reduce paper consumption and related expenses, decreasing your carbon footprint.

• Lower the risk of human error and prevent accidental process deviation.

• Stay secure and compliant

• Sign documents with legally binding, handwritten and digital signatures.

• Quickly configure user and group permissions to comply with current internal policies.

• Lock sensitive data with data encryption at rest and in motion.

Fluix's iPad app enables users to read and annotate documents, fill in PDF forms and sign agreements on-the-go.

*http://www.readdle.com*

## OpenText Business Center for SAP

A new capture and workflow solution for SAP users from OpenText extends the existing Invoice Management Extended ECM offerings.

OpenText Business Center for SAP aims to provide SAP users with a new platform for digitising the capture, approval and processing of documents in a workflow supported by SAP software.

Tightly integrated into SAP solutions, it is designed to extract data directly from incoming documents to populate, validate and browse many business objects in SAP software to help achieve a completely digital process.

OpenText Business Center for SAP solutions will:

• Digitise incoming paper, email, PDF or fax;

• Browse many business objects in SAP software and get a holistic view;

• Accelerate workflow implementation in SAP software, typically by a factor of 5-10;

• Connect instantly with business partners via the flexible electronic input channel;

• Access and approve workflows on the go with a mobile app.

The new solution is designed to extend capture and workflow to include more types of of incoming documents including sales orders and delivery notes, purchase requisitions and HR applications, and more.

## Fuji Xerox goes to Infiniti

Fuji Xerox Australia is now offering the Australian developed Intelledox Infiniti document output solution for organisations wishing to migrate their paper-centric business processes to smart digital web-forms.

Intelledox Infiniti is a scalable software solution that delivers documentation in a wide range of digital formats, alongside integration into systems such as Microsoft SQL, Microsoft SharePoint, Microsoft Dynamics CRM, Xero and HP TRIM.

It can automatically generate customised documentation to meet the specific requirements of organisations, including student admissions and HR statements, home loan applications, license applications, traffic infringement notices, patient pre-admission forms and many more.

Intelledox Infiniti is able to sit alongside and intelligently integrate with an organisation's existing technology and information management systems. For inputting information it uses the ubiquitous Microsoft Office, and powerful XML based rules engines, to generate output and even audit trails for complete transparency and significant time savings. It does not need coding or scripting and uses a drag-and-drop designer to generate dynamic forms and personalised documents.

Infiniti is available as a "traditional" on-premise specific software module, or as a cloud based module (SaaS) via subscription.

Data is collected, stored and retrieved through Infiniti's smart web forms. Users do not need extensive IT experience for generating or completing smart web forms, eliminating the need for developers. Intelledox Infiniti offers an authorisation system based on permission scales, so an organisation's documents can remain secure and accurate while readily available to those who need to use them.

Peter Brittliff, Group Marketing Manager, Software, at Fuji Xerox Australia, said, ""Fuji Xerox has been a leader in communications, be it paper or electronic documents, for over 50 years, and by combining our experience with Intelledox Infiniti's dynamic e-forms, intelligent workflow and scalable cloud technologies, we're providing our customers the ultimate platform to transition complex paper processes to fully digitised, smart business processes."

## HP bundles data storage and analytics

HP has unveiled a new Intelligent Retention and Content Management solution that combines its HP StoreAll, HP ControlPoint and HP Records Manager products. It is designed to enable organisations to intelligently manage data throughout its lifecycle.

It includes the HP Haven big data analytics platform as its core, to provide insight into enterprise information.

HP promises a unified software and hardware solution that extends the concept of file analysis by comprehensively capturing, analysing, managing, and retaining content in a completely secure environment. This enables the identification and automatic classification of valuable content within enterprise systems such as file shares, email and Microsoft SharePoint - according to policy to improve data accuracy and staff productivity.

Inactive but valuable content can be moved from tier 1 storage and migrated to StoreAll where it will be retained as a secure and possibly immutable (WORM) archive.

HP ControlPoint facilitates deletion of content with no business or legal value (redundant, obsolete and trivial content) based on policy to reduce overall storage requirements and cost.

HP Records Manager allows for the long-term management of content to meet retention and compliance requirements at the file level. Pricing of the HP Intelligent Retention and Content Management solution is is based on the amount of information managed by terabyte.

*www.autonomy.com/products/control-point*

## DocsCorp pdfDocs makeover

DocsCorp has launched a major upgrade to pdfDocs, its PDF management application that integrates with business applications and systems for assembling, editing and distributing business-critical documents in PDF and PDF/A.

pdfDocs 4.1 is a complete redesign with a MS Office 2010/13 look and feel, including Backstage view and Ribbon menus. The modern user interface reduces complexity and clutter, allowing the user to focus on the task at hand. This will also reduce training requirements as it works like most of the standard applications on a user's desktop.

Docscorp promised that users will also see significant speed improvements in software performance, as well as streamlined workflows. These enhancements have been achieved through a combination of new technologies and the availability of multi-core CPUs. pdfDocs 4.1 now works independently of Organizer and Binder Projects. Single Document mode eliminates the need to use Adobe Reader. Simply double-click on any PDF on your desktop or email attachment, edit and save the PDF to your desktop or directly into your document management system.

Improved inline text editing makes it easier to make changes to PDF documents and a redeveloped PDF Editor pane allows you to easily review and edit PDF content. Forms capabilities are now standard in pdfDocs including formfilling and design.

The OCR module extends document workflows to digitise business information contained in paper documents and image files, which can be converted to MS Word, or text-searchable PDF. The OCR module supports more than 180 languages.

Digital signatures can be applied to sign or validate a form or document and a series of E-Learning modules can be accessed from within pdfDocs 4.1.

*www.docscorp.com*

## Toshiba and ELO Digital partner up

Toshiba (Australia) has announced a partnership with ELO to provide Document Management and Workflow solutions.

"We're delighted to be able to enter into a mutually beneficial partnership with ELO" says Bret Davies, Electronic Imaging Division General Manager at Toshiba.

"ELO's broad product capability combined with their extensive experience in a wide range of vertical markets will compliment Toshiba's existing hardware, solution and professional service activities. Together we are looking forward to assisting our customers achieve greater productivity and efficiency, whilst helping them implement best practice and achieve compliance in their information management processes", adds Davies.

"ELO and Toshiba are a perfect fit!" says Rainer Krause – ELO's Managing Director.

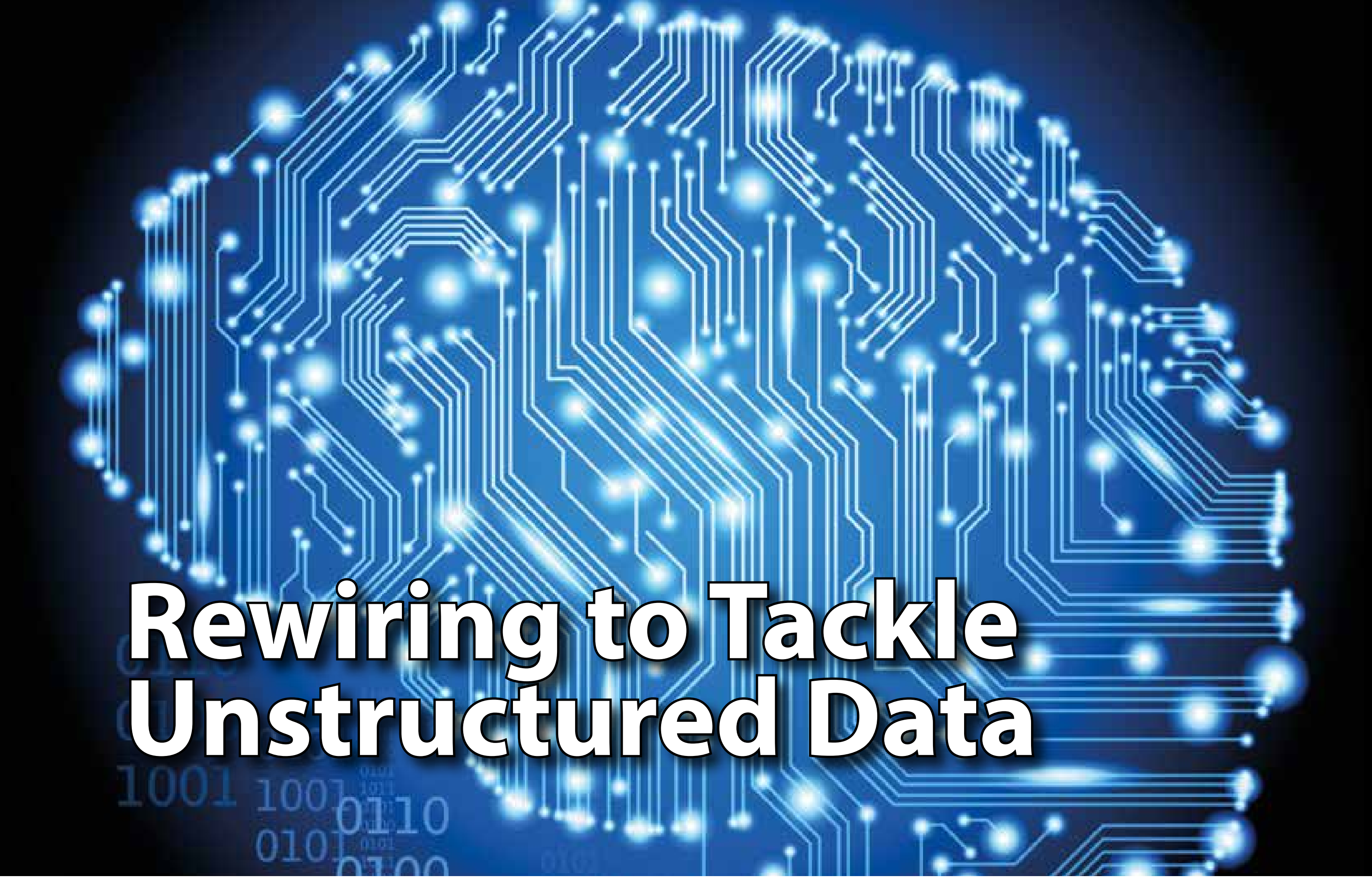
"Not only do both companies create high quality products, we also overlap significantly in our approach to the market. Our cultures and business ethics are geared towards consulting, problem orientation and trusted advice. Our customers expect quality from a German made product.

"The partnership with Toshiba adds Japanese creativity and quality to the mix of solutions and we – at ELO - are proud working together with such a great company."

Rainer adds: "Our partnership in Australia and Asia provides further commitment for the greater Asian market where ELO is already an established brand.

"Our challenging goals can be summarised as: ELO & Toshiba are the natural choice for document management. Toshiba's range of products, including their quality laptops and tablets will have an improved selling proposition when combined with ELO."

The combined solutions will be tailored to various vertical markets including Education, Aged Care, Manufacturing and Logistics.



# Rewiring to Tackle Unstructured Data

By Xavier Pornain

**Extracting value from (Big) Data requires the right tools for extraction. In the pursuit of this value, large enterprises and administrations have spent very large sums of money on tools for data analysis and business intelligence. But these tools, mature as they are, can only tackle about 10% to 20% of the data most companies deal with today: structured data. They only address the structured data from enterprise applications pulled together in data warehouses and online analytical tools, including ERP, CRM, SCM, etc.**

However, according to the leading industry analyst firm IDC, unstructured data accounts for 90% of enterprise data, referring to data from sources outside of the enterprise but relevant to its business processes. Unstructured data is mostly human generated, textual data — in many different languages — from documents like project or research reports, internal and external publications, product descriptions, work and governance procedures, and of course, emails. Add semi-structured data to this, like log files and, generally, machine generated data, and you understand the enormous volumes of data that remains untreated today.

Why is it that companies and administrations have according to IDC, "significantly overinvested" in dealing with structured data and underinvested in dealing with unstructured data?

The down-to earth pragmatic answer may be "because they were lacking the tools to deal with unstructured, textual data." That is, however, only part of the truth: Tools for syntactic and semantic analysis, Natural Language Processing (NLP), have been around for some time, and they have become increasingly performant in recent years and are able to deal with sizeable chunks of enterprise data, data generated and kept inside or outside the enterprise.

We believe, the disregard for unstructured data has deeper, cultural reasons: Our scientists, engineers, and programmers are trained to "structure the world" to understand it and dominate it. Unstructured data is just data that you haven't structured yet. It is a bit embarrassing, work unfinished, to be done asap.

You may dig even deeper for the roots and come to the book of Genesis: the creation is an act of creating a divine order – separation of the earth and the skies, of land and water, of light and darkness. And the mission given to humans to proliferate and dominate the world means emulating this process of creating order.

Coming back down to earth and to our daily chores of extracting value from data, the unfortunate truth is that the volume of unstructured data doubles every year, while the volume of structured data grows by only 20%. The effort of "structuring the world" is clearly doomed, about as successful as the quest for the Holy Grail.

It appears then, that our IT people, and possibly our managers, are wrongly wired: They need to accept unstructured data as a fact of life, and make the best of it, instead of fighting it. Luckily for them, if they overcome their shame at the existence of unstructured data and accept it as a natural fact of life, they have the tools at their disposal to extract the value hidden (until now) in this treasure trough.

The news is even better for them: Today's tools for analysing both structured and unstructured data are less costly and can be put in place more rapidly than many of the tools they spent their budgets on in the past.

Getting rewired may be all it takes to come to grips with a problem that seemed intractable and embarrassing in the past. But "rewiring" means a change in culture, and that is known to be one of the hardest problems of all.

How will this cultural change come about? Quite simply, by competitive pressure. Some enterprises are implementing ingenious projects today, using real-time big data analytics that include analytics of unstructured data. Others will need to follow suite. And they will need to do more than just copy. Inspiration rather than imitation is needed to ensure long-term competitiveness.

*Xavier Pornain is VP of Sales for Sinequa.*

# Transaction-friendly so you can focus on customers

## Kodak ScanMate i1150 & i1180 Scanners

In customer-facing transactions, you need to scan documents, capture information, return documents, and stay focused on your customer. The transaction-friendly, quiet, compact Kodak ScanMate i1150 Scanner scans a mix of materials – documents, IDs, even hard cards – quickly. It's designed for the way you work today – featuring a 60% faster "burst speed" transaction mode for the first 10 documents to turbo-boost customer satisfaction.

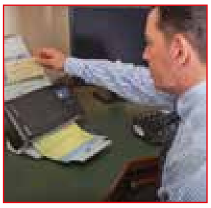
| Model | RRP | Rated Speed | Special Features | Warranty |
|---|---|---|---|---|
| i1150 | $459 | 25 ppm | Speeds up to 40 ppm in transaction mode (for the first 10 pages) | 3 yrs RTB |
| i1180 | $899 | 40 ppm | On board Perfect Page and bundled web connectivity | 3 yrs RTB |

i1150 - 25 ppm and up to 3000 pages per day

i1180 - 40 ppm and up to 5000 pages per day

Small, Quiet and Quick

In transaction mode the i1150 speeds up 60 % to capture first 10 documents



On board Perfect Page renowned advanced image processing and web connect ready for cloud based application

**Newly launched**

Kodak ScanMate i900 & Kodak i1100 Series Scanner

Kodak i2000 Series Scanner

**New Models** Integrated Flatbed

Kodak i2900 Scanner

Kodak i3000 Scanner

Kodak i4000 Series Scanner

Kodak i5000 Series Scanner

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