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October-November 2016

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RecordPoint expands internationally

Backed by recent funding, RecordPoint, the provider of automated records management solutions for SharePoint and Office 365, has announced the opening of two new offices in Bellevue, WA, U.S. and Melbourne. The company has also announced an expansion of staff numbers to further support the growth of its global operations. It intends to grow its end user base to over a million users within the next couple of years.

RecordPoint currently supports thousands of government and enterprise users providing rules-based records management solutions designed to enforce compliance and provide turnkey records lifecycle management solutions.

"Opening our Seattle office is a key part of our long-term ambition to provide automated records management in the cloud for US customers. The USA is a really huge part of our future," said Anthony Woodward, RecordPoint's Chief Technology Officer.

Establishing an on-the-ground presence in the Seattle is part of a strategic initiative to bolster the RecordPoint global customer base and more closely align with U.S.-based partners and customers. RecordPoint Software develops automated technology solutions that provide standards compliant records management for SharePoint and Office 365.

Semantic Software unveils AI offering

Semantic Software Asia Pacific Limited (SSAP), an Australian research and development company based in Sydney, has released the first suite of its Semantic Computing Platform, Semantiro, described as a fundamental building block to achieving a complete cognitive environment.

This platform promises the ability to enrich the semantics of data collected from disparate data sources, and enables a computer to understand its context and meaning. A computer can then undertake much of the heavy lifting usually performed by data analysts.

The company is developing a modular architecture for Semantiro to allow individuals and organisations the freedom to customise their own cognitive computing solution, built on or integrated with their existing systems.

Semantic Software's Ontology Management Suite, Ontocuro is the first suite of core components to be released under the Semantiro platform. These bespoke components will allow users to safely prune unwanted concepts and axioms; validate existing, new or refined ontologies; and import, store and share these ontologies via the Library.

See more at: www.semanticsoftware.com/ontocuro



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TIMG announces Lexdata Acquisition

TIMG has announced a significant expansion in its delivery of legal service through the acquisition of Lexdata. Lexdata joins forces with LitSupport under the TIMG umbrella to deliver clients in the legal industry broader access to support services and expertise in information management.

LitSupport will take over Lexdata's litigation support services, while TIMG will handle Lexdata's digitisation and scanning services, integrating them into its own comparable offerings. The combined companies will deliver a wide range of litigation support and document management services to legal firms.

Established in 1997, Lexdata offered litigation support services to top tier law firms in Sydney and later added bureaux in Canberra and Perth.

PDF Day comes downunder

The PDF Association is coming to Sydney on November 25 for a one-day focused event that will bring ISO committee members and ICT leaders together to discuss the significance of ISO standards for PDF as well as the technology and solutions available to business users of PDF documents.

A global/international perspective is expected for the seminar which will address questions such as:

- why PDF? Why not XYZ other technology?
- which PDF standard(s) should I adopt for my business and why? Pros and cons.
- what future changes in PDF standards are coming and how should I prepare my business?
- how have other countries and industries leveraged PDF standards for e-government, workflow, etc.?

The Program Committee consists of: Duff Johnson, PDF Association Executive Director and ISO 32000 Project Co-Leader; Peter Wyatt, CISRA Engineering Manager and ISO 32000 Project Co-Leader; and Matt Kuznicki, Datalogics CTO and PDF Association Chairman.

Over two tracks, the event's sessions will cover:

- ISO standards for PDF, including ISO 32000, PDF/A, PDF/UA, PDF/E and PDF/X
- Government regulations and other environmental factors for electronic document technology
- Application of ISO-standardised PDF technology to address archival and accessibility needs

Speaking and sponsorship opportunities are still available. Contact duff.johnson@pdfa.org for more information

UpFlow takes on New Zealand

Australian document management and workflow specialist distributor UpFlow is expanding operations into New Zealand. The company says the expansion is in response to the extension of its distribution rights for PSIGEN capture solutions PSICapture and PSIfusion which it will now also represent in New Zealand and the South Pacific Islands.

UpFlow has been delivering these solutions via channel partners throughout Asia and Australia since 2011 and was recently named PSIGEN's 2016 International Partner of the Year.

All New Zealand partners have now transitioned to UpFlow and will be able to continue to provide PSIGEN products and related services to support their customers in driving efficiency and productivity into their businesses.

UpFlow also announced that Chris Manning has joined UpFlow and will be the primary contact for all of UpFlow's New Zealand based business.

For more information, contact info@upflow.co.nz or visit www.upflow.co.nz

Australia lagging US in information governance innovation

Australia is lagging the US in its approach to information governance, placing enterprises and individuals at risk according to Susan Bennett, co-founder of Information Governance ANZ, a new think tank that aims to lift the profile of information governance and spur enterprises into action.

Ms Bennett is a lawyer with international experience in information governance for strategic information risk management, privacy frameworks and responses to data breaches, including regulatory responses.

"Sprawling data collections are exposing businesses to enormous risk and cost if they are subject to a cyber-attack or caught up in litigation or regulatory action, and information governance ensures that these risks and costs are minimised," said Bennett.

Ms Bennett added that effective information governance required top-down commitment and an understanding by senior executives and the board, of the risks associated with having no proper strategy in place.

"We want to help break down 'information silos' at both the community and organisational level, driving more connected thinking and innovation to better lead information governance best practice. Effective leadership of information governance is the key to ensuring that appropriate strategies, priorities, policies and processes are successfully embedded in an organisation to maximise the opportunities and minimise the risks arising from the information it holds," said co-founder and IM consultant Marie Felsbourg.

Peter Baumann, CEO of Active Navigation, the first sponsor of Information Governance ANZ said, "The value that can be derived from data trapped deep within an organisation can deliver improved performance and profitability. Proactively implementing Information Governance should therefore be a no brainer. This is particularly so because it also mitigates risk associated with potential legal exposure, business interruption, loss of productivity, data breaches and reputational damage."

Membership of Information Governance ANZ is free to anyone who wants to join through the website – www.infogovanz.com.

Search and Content Analytics market set to surge: analyst

Analyst firm Technavio forecasts the global search and content analytics market to reach \$US6 billion during 2016-2020, according to its latest report, with a growth rate of almost 25% driven by the growing importance of deriving useful information from unstructured data.

Technavio ICT analysts highlight the following three factors that are contributing to the growth of the global search and content analytics market:

- Increase in adoption of search and content analytics in industries
- Increasing volume of data
- Use of social media data for content analysis

Integration of content analytics applications with IT systems within an organisation helps in communicating with people and other computer systems in real time. It also aids in recollecting previous interactions that assist in drawing conclusions independently while processing large quantities of data from diverse sources. For instance, a content analytics system such as IBM Watson can read millions of text documents in few seconds. The system trails the process of understanding, learning, and evaluating.

Amrita Choudhury, a lead IT security research analyst at Technavio, says, "Search and content analytics systems provide

insights and help in the interpretation of large volumes of complex data. They significantly reduce the time taken for research while offering the required speed and agility.

"Content analytics systems provide a complete view of the data from all business processes and enable efficient operations by providing better forecasts. Depending on the inferences of content computing, some processes may be refined, few may be reinvented, and others may be built from scratch."

The growing volume of data generated by organisations is a major factor driving the growth of the global search and content analytics market. Organizational data is generated from sources that include enterprise applications, web-based searches, social networks, and cloud-based applications.

"An organisation produces structured as well as unstructured data. Structured data is derived from traditional applications like enterprise resource planning and CRM tools. Unstructured data is derived from web-based searches, social networks, and cloud-based applications," adds Choudhury.

Microsoft rubs up a Genee in Office 365

Microsoft has signed an agreement to acquire Genee, an artificial intelligence-powered scheduling service. Co-founders Ben Cheung and Charles Lee, who plan to join Microsoft, started Genee in 2014 to simplify the time-consuming task of scheduling (and rescheduling) meetings.

Writing on the Microsoft Blog, Rajesh Jha - Corporate Vice President, Outlook and Office 365, said "It's especially useful for large groups and for when you don't have access to someone's calendar."

Genee uses natural language processing and optimised decision-making algorithms to provide a virtual assistant to arrange meetings.

"For an example of how Genee works, let's take a look at a common scheduling problem. Say you want to meet a potential customer, Diana, for coffee. Simply send an email to Diana and copy Genee, like you would a personal assistant. Genee understands that you want to "Find a time to meet with Diana for coffee next week" and will streamline the process by emailing her directly with appropriate options that work with your calendar and preferences. Genee will even send out the meeting invite on your behalf – freeing up your time. A coffee meeting scheduled in a snap!," writes Jha.

Digital mailroom patent issued to TIS

Top Image Systems (TIS) has been awarded a US patent for its unique method for mail classification and automatic response generation. This patent protects the Company's proprietary expertise in the area of automated document comprehension that TIS eFLOW software leverages to more closely mimic human processing of content and context.

This is employed in the company's Digital Mailroom solutions that offer intelligent document recognition and precise classification capabilities for automated customer communications management. Digital mailroom solutions maximise straight-through processing of incoming content, rapidly and accurately classifying, prioritising and routing the extracted business data to the right processes and persons to ensure timely, effective customer-centric business operations

"Top Image Systems has earned its reputation as a leader in intelligent content capture and document processing automation by continually investing in innovative R&D that maintains our technological edge," commented Carsten Nelk, CTO, Top Image Systems. "This patent is another proof point of our position in the automated mail management space. Advanced classification and response generation are key components of effective customer communication management and customer-centric business process automation solutions."



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Chess pieces are moving in the ECM world

Does OpenText's \$US1.62B acquisition of Dell EMC's enterprise content division, including Documentum, represent a defining point in the middlegame for enterprise content management (ECM) or the beginning of the endgame? Analysts and competitors have been vocal in their widely varying interpretations.

The deal came less than a week after 37-year-old EMC ceased to be a publicly traded, independent company and officially became part of Dell.

OpenText CEO and CTO Mark J. Barrenechea was positively beaming. "This acquisition further strengthens OpenText as a leader in Enterprise Information Management, enabling customers to capture their Digital future and transform into information-based businesses. We are very excited about the opportunities which ECD and Documentum bring, and I look forward to welcoming our new customers, employees, and partners to OpenText," he said of the purchase.

According to a company statement, OpenText will inherit all Documentum customers - more than 5,600 in total - including some giants in the global pharmaceutical, banking, insurance, oil and gas, and utility industries.

David Goulden, President, Dell EMC, observed, "Today's news is great for all stakeholders." The two companies have said they will work closely together from henceforth.

Rob Gascho, Vice President at Canadian solutions provider XY Vision, believes the move was entirely predictable.

"From my perspective, this was an inevitability. Documentum has long been suffering under the shadow of EMC - slowly conceding their industry leading position over the past 5 years. OpenText on the other hand, has benefited from the strength of their partnerships with Microsoft and SAP - and to a large extent from the revenue growth fuelled by their acquisition strategy. For OpenText (and CEO Mark Barrenechea) to acquire Documentum, it was just a matter of waiting it out, until they could acquire it for the right price.

"Now where does this leave the state of the Enterprise Content Management industry? This is a topic that will be much debated by industry analysts and CIOs over the coming months.

"My quick take on the industry is that it is a battle between the "two kids on the block" - the industry giants with the greatest market share and maturity - versus the "new kids on the block" - the new players that may outpace the current leaders in innovation and user experience."

Peter Brink, an executive at European ECM solution provider Informed Consulting, believes ECD wasn't able to achieve its full potential within the EMC family.

"Like in real life, marriages sometimes result in unforeseen and unwanted tightness for one of the partners. Within OpenText everybody breathes Enterprise Content Management and/or Enterprise Information Management. It's all about it. No distraction. The focus of the current OpenText product is mainly on collaboration and business intelligence. For Documentum it is mainly on enterprise control and compliance. There is some overlap but also a clear strategy around that because there is a visible difference in purpose and focus.

"In many cases there was a head on fight between Documentum and OpenText for the same prey. Now the strengths of both are leveraged and better solutions will become available to clients from a single vendor."

Forrester analyst Craig LeClair notes that "OpenText needs to be careful. It does not want to trigger shopping events for Documentum customers, and many are already in that process. Newer cloud-based content services, like Box and Drop Box are slowly becoming the next-gen repositories for content. And this

means keeping the pedal on the floor for EMC's Project Horizon, a platform-as-a-service offering for content services, it critical. Independently consumable capabilities, like secure collaborative document authoring and digital document exchange, which firms can use standalone or integrate into other consumable services, is the future."

John Newton, CEO of competitor Alfresco and cofounder of Documentum, says "the product lines will wither away" amid neglect from OpenText in favour of their own ECM solutions.

ECM Technologist Consultant John Webber, having worked on both Documentum and OpenText solutions, believes the details of the next five years of execution will be interesting.

"It's not about loyalty. Some folks characterise Documentum's customers as being loyal. I don't buy it. Most of the original proponents of Documentum in these companies have moved on to different positions. This is legacy software now in many large companies who've had it installed for over a decade. It's a matter of risk analysis now, not loyalty. Point or more integrated solutions are stepping in and sweeping away the new projects.

"I'm not sure either platform will supersede the other. For years EMC threw in Documentum as a bonus to its storage solutions. What does this mean? Well, at the metadata architecture and storage level it means that not only OOTB applications, but custom apps and integrations are dependent on the storage addresses. This will be no small feat to migrate to OpenText."

The acquisition of EMC Documentum by OpenText is the last nail in the coffin of what we knew as ECM, according to Gimmel director Becky Thomas.

"Did we really ever achieve "Enterprise" Content Management? Or a bunch of silo-centric solutions implemented in the age of client-server applications? The way we work has changed drastically over the last 15 years. The consolidation of the market is a sign of the changing times. As was predicted in 2010 this game was going to turn into a platform war between Microsoft, IBM and maybe Oracle. Now with Cloud Services the new buzz, times are changing and content will be cloud centric and accessible from any device. The winners will be those who emerge with cloud-centric offerings providing secure, compliant content management for the future."

HPE spins off TRIM to UK joint venture

UK tech firm Micro Focus is the new home for HPE's "non-core" TRIM/RM/CM, software although HPE is retaining 51% of a joint venture company formed in the \$US8.8B deal. Some of Micro Focus' previous acquisitions include Attachmate and Borland. The firm provides software & consultancy services for clients updating legacy systems to modern platforms.

HPE said it is spinning off and merging some non-core software assets in a deal aimed at continuing efforts to slim down its operations. As part of the deal, Hewlett Packard Enterprise said it will receive \$US2.5 billion in cash and its shareholders will have 50.1 percent ownership in the new merged company. The software assets include areas such as application delivery management, big data and enterprise security. The move follows the announcement in May that Hewlett Packard Enterprise would merge its technology-services division with Computer Sciences Corp. in a deal valued at about \$US8.5 billion.

"They are fantastic assets," Whitman said in an interview. "They're just not core to our strategy."

Micro Focus expects to improve the margin on Hewlett Packard Enterprise's software assets.

"It's a really successful pure-play software company that knows how to manage mature assets and growing assets," Whitman said. "And actually, these assets will get more investment with Micro Focus than they would with us."

Legal-IT disconnect threatens Data Breach compliance

News of data breach occurrences appear on an almost daily basis, frequently involving embarrassing leaks of credit card data, email addresses, phone numbers, physical addresses, and financial transactions.

The consequences can result in significant fines, reputational damage, legal claims and expense and even imprisonment.

With Data Breach Legislation expected to be introduced to the Australian parliament before the end of 2016, legal teams will need to work in tandem with their IT departments to ensure they are ready to comply with the legislation once it takes effect, according to Michael Bishop, APAC Regional Legal Counsel for Commvault.

Bishop is also concerned that today's lawyers don't necessarily understand the complexities that modern IT departments face in classifying, accessing, protecting and storing data. Similarly, IT departments don't necessarily know what obligations are required to be legal and regulatory compliant.

As a corporate legal counsel with an IT vendor, Bishop has a dual role in transactional work for the company while at the same time trying to get out to the market and educate on data management, good practice and general information.

"I think fundamentally the problem is that lawyers, whether in-house or in firms, can tend to be very outward looking in their focus. They're generally not involved in the IT function, because their work can be very transactional," said Bishop.

"Also I think a lot of organisations have a policy of dealing with issues as and when they arise, so they tend to have a very reactive approach. At Commvault we're trying to advocate a holistic business approach to data management or information governance, where the entire business owns that strategy.

"Although notwithstanding that it's got to be a holistic approach to data management, I think legal in particular can help guide and drive those practices in combination with IT, purely just because they understand the regulatory and legislative framework," he said.

The draft Australian Data Breach legislation released for comment indicates that there's going to be plenty of room for lawyers to interpret the guidelines to determine what a data breach is and when a notification is required. Making those calls will be nigh on impossible for in-house lawyers who don't really have a lot of knowledge or understanding of good data practice.

"For example, do they know if all their data is being held in the cloud, on-prem or off-prem," asks Bishop.

"They might know that it's being held on-shore in an Australian data centre, but do they know whether that data is being backed up? Are they having those conversations to really know the whole entire information life cycle of that data?

"It's amazing how many CIOs are working in isolation because they don't have the support from the business, let alone legal. They don't have the support that they need, they're under this huge pressure where there's increasing legislation and regulation, and their budgets are being cut at the same time.

"I honestly find that most people come up to you and say 'Well, all I've been doing is retaining all my data. I don't know about records management. I just keep



everything, because I'm so paranoid about being non-compliant'. So those conversations aren't happening."

The potential risks are highlighted in a recent report from global law firm Allens, which looked at the situation in the US, where 47 of the 50 states have mandatory notification laws. It found that the average total cost of a data breach there is US\$6.5 million.

"That must ring alarm bells for medium and large business in Australia as to the potential risks," said Bishop.

"With data breach legislation a case of when not if, organisations must be undertaking privacy impact assessments, working on action plans, if they're a large public company, looking at the directors' duties, and the way they're going to communicate and respond to breaches.

"A holistic whole of business approach to data management is required. It's about being proactive rather than reactive,

"You must have some plan in place for when a breach is suffered. There must be remedial plans in place to fix the security issues pretty quickly. There must be a process for notifying customers and the Office of the Information Commissioner.

"The quicker that reporting happens, the more integrity and reputation you retain with your customers. And that's what the data seems to show, that although a data breach can initially cause you some reputational harm, you can win it back and improve that by reporting it properly and working with your customers to resolve it."



Michael Bishop,
APAC Regional
Legal Counsel for
Commvault.



Records management in the digital age

by Elizabeth Gasiorowski-Denis

The records management landscape is changing. With the rise of digital content, and our increasing reliance on it, changes to the way we manage our records are inevitable. The question is how to manage these changes. Help is on its way with the newly published ISO 15489-1.

Your records management strategy has to take into account the big picture. This involves understanding the context you operate in, the nature of the business you do and the risks and requirements associated with that business. The good news is that it's possible to design systems and apply rules so that the records are made and kept properly – whether they are data, documents or even social media content – and result in a host of business-enhancing benefits. We asked Cassie Findlay, the Project Leader of the working group that developed the standard (ISO/TC 46/SC 11/WG 13), to give us her lowdown on the new standard.

Why is records management so important?

The creation and management of records has always been important – from ancient times to today. The key reasons for keeping records have not changed: accountability, efficient business, protection of rights and entitlements and the ability to reconstruct the past. Now, the rapidly changing digital and online world has simply introduced additional reasons to create, capture and manage records well: the shift to data-driven business, open government initiatives, shared and collaborative services, greater emphasis on corporate responsibility and more. You only need to look at the frequency of information management, access and accountability issues being reported in the news to see that the job of managing records is more important than ever!

What has happened to justify the publication of the new ISO 15489-1?

It has been over ten years since the previous version of the standard was issued. As I mentioned, in this period, we have seen an increasingly rapid shift to digital forms of business. It therefore follows that records need to be made and kept in digital environments, and we needed to have a robust set of concepts and principles to underpin new approaches.

For example, changing models of business are extending responsibilities for records beyond traditional organisational and jurisdictional boundaries. This requires records professionals to understand and meet a diverse range of internal and external stakeholder needs. These can include increased expectations of transparency in decision making from business and government, the general public, customers, users of services, records' subjects, and others with an interest in how records are created, captured and managed. Expectations for information security are also becoming increasingly significant to stakeholders within and

outside of organizational boundaries. Indeed the very concept of a 'record' has changed. Once, we tended to equate records only with documents and files. However, today we make and keep records in so many forms! But whether they are data, documents or some other form of information, our job remains to properly contextualise and manage them over time.

So the concepts and principles described in the latest edition of ISO 15489-1 are designed to enable the creation, capture and management of records in these new environments through time. However, it has been carefully designed not to ignore the needs of paper-based or "hybrid" environments and applies equally to these by taking a technology-agnostic approach.

In a nutshell, what will implementing the new standard do and for whom?

ISO 15489-1 establishes the core concepts and principles for the design, implementation and management of policy, information systems and processes allowing people, organisations, governments, private enterprises and collaborative coalitions to:

- Create and capture records to meet requirements for evidence of business activity
- Take appropriate action to protect the authenticity, reliability, integrity and useability of records, as well as their business context, and to identify requirements for their management over time

By taking a principles-based approach, ISO 15489-1 allows for flexibility in implementation while retaining strong direction on what those implementations should be achieving. It sits at the centre of a range of other existing standards and advice on more specific aspects of managing records – from metadata for records to the analysis of work processes – and will be complemented by subsequent Parts to complete this guidance, focusing on appraisal and design of systems for records.

Is its significance restricted to one sector, or does it have broader business and societal relevance?

ISO 15489-1 has very wide relevance. Every part of society makes and keeps records. They underpin corporate activity, the delivery of government or NGO services and personal lives. Not only is the creation and management of records essential to the conduct of current business and affairs, but it will prove crucial into the future, in that without well-managed records there are no archives.

How we make and keep records today can have far-reaching consequences – think about records of our climate, or buildings and other infrastructure that depend on records to be maintained. There is no sector or part of society that cannot afford to pay attention to the making and keeping of records, especially in the age of digital disruption and change that we live in.

ISO 15489-1:2016 is available on the ISO Store at <http://www.iso.org/iso/home/store.htm> Elizabeth Gasiorowski Denis is editor in chief of ISOFocus at the International Organization of Standardization (ISO) in Geneva, Switzerland.



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- Reduce document and data handling, processing and storage related costs
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 - Increase Visibility and Control
 - Optimisation of data quality
 - Reduce Operational Costs
 - Accelerate Transactions



Preventing Digital Fatigue

**Records Management:
How It Should Be**

By Venkat Kedharanathan

I recently read an article describing the phenomenon of “Digital Fatigue” that is plaguing organisations. Much of this seems to be concentrated in the concept that organisations in order to be successful must have established ‘Digital Transformation’ strategies. Only when these strategies are implemented, companies can stay competitive and effective in an increasingly dynamic and demanding business environment. This has been especially true within the Digital Records Management space.

For many large organisations, much of the development around digital transformation and indeed much of the angst associated with Digital Fatigue can be in my opinion attributed to the lack of clarity around best practices. Managing large quantities of information and records collected and accumulated over a long period of time become a key focal point.

The response to these challenges has traditionally been to just throw money at the problem and hope for the best - an option that is rarely available for SMEs. The result has been a fragmented digital solutions’ market that is concerned more about adding more and more features while creating a locked system for their respective products than to identify the true value for their clients and in turn creating better outcomes for themselves. My proposition is that given these described challenges and pitfalls, there must be a clearly defined best practice to allow organisations - both large and small - the ability to quickly identify and assess any potential records management solution. These solutions must not only be affordable and effective but have also significant return on investment. Having the right system will achieve great benefits for their customers down the line. The best practice I will describe in this short article consists of the following (in no particular order):

Varied levels of Business Classification Schemes (BCS)/ Taxonomy setup

Traditionally, within organisations that require a records management solution, it has been the purview of a dedicated records manager(s) to adhere to imposed records structures often defined through government regulation.

These structures would then be implemented into a Business Classification Scheme. An issue with many electronic records management systems (EDRMS) is that while a particular solution may comply with regulations, the BCS is not immediately recognisable by end users who most often associate filing documents/records with organisational structures and activities. The result then is a low end user uptake of the solution. The ideal solution therefore is a system that can apply a compliant BCS that has the flexibility for further taxonomy layers to be applied. This will result in higher user up take and lower records management administration – and cost.

Automatic Disposal applications based on defined BCS

Given the large number of records and files that need to be stored in electronic records management systems, electronically stored records should be able to inherit disposal rules, however complex, from a pre-defined Business Classification Scheme. This aims to reduce the administrative overhead of records managers by allowing end users to enter records in a compliant fashion without external intervention. It constantly surprises me that in many legacy EDRMS – while still popular with government departments - still require each individual record to have a disposal application applied to it – not a very efficient use of time and resources.

Flexible Disposal Trigger Types

Electronically stored records in order to meet both organisational needs and regulatory compliance require flexible disposal trigger types. For example – last modified date, date of last deleted record etc.

Individual documents filed as individual records

While records managers place emphasis on replicating the storage methodology for electronic documents in the same way as paper, end users often do not. A good EDRMS must be able to store each individual document as an individual record. This has the benefit again of reducing the time and effort that records managers would have to take through the creation of separate record containers. Another added benefit is that a document stored as an individual record is then more easily searchable. Each document is therefore treated as an asset and is of added value to the organisation.

Seamless document/email capture methods

Whether you are capturing documents using an electronic document management system, Microsoft Office macros or scanners, the process should be seamless.

This has the immediate benefit of increasing uptake as end users inherently have their own preferred workflows. Flowing from this is again better flexibility and reduced labour costs of records managers. This further reduces the amount of training required and time spent learning the system.

Permanent information that is never lost (content search)

Information is only useful if it can be easily found and accessed. Nowhere is this more relevant than in records management. As a result, a good system makes the entire content of the stored record searchable. Ideally this will occur automatically with all digitally created documents that have content immediately searchable.

Yet, this is especially important for scanned documents that require an OCR process for embedded content to be searched. A recent US study found that time spent on looking for documents costs around \$US6,000 per month in lost productivity per person. A good records management system makes sure you’re not wasting time looking, rather than doing!

Easy to use UI

If you are spending more time configuring a system than actually using the system then it’s not a great system. Records management configuration has to be as simple as setting up some simple rules through a web-form with an intuitive

(Continued over)



Venkat Kedharanathan is
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6 Mistakes to Avoid when Implementing a Records Management Solution

By Julie Lintner

What are the pitfalls when implementing a Records Management solution? In my experience, here are some common mistakes. This list assumes that you have taken care of the obvious requirements such as having a File Plan and Retention Schedule.

1. Education/Training - A lack of training is a common problem in gaining user adoption of a Records Management solution. The training goes beyond learning "how" to use the system, the users must be educated on proper governance procedures and policies. In addition, this training should be viewed as an on-going program. If users are only trained once, the information overload of their daily job will soon push away the importance of data governance. An effective training program will help ensure the Records Management solution is adopted by the users.

2. Email - Don't ignore email. This is often a forgotten or ignored data store. AIIM reports that 73% of organisations include email in their retention policies, but most rely on manual methods to file them. That only gets you halfway there because relying on manual methods for filing email is creating a risk from a compliance standpoint. Finding a solution that includes the ability to classify email is critical.

3. Enterprise-wide implementation - There is pressure to get the Records Management policies implemented across the organization, so the Project Charter includes an enterprise-wide implementation. This may sound good on paper, but just like with any project that involves technology, it is often wise to take a phased approach.

Keep it simple and start with one department. This will enable you to work out any issues and gain buy-in from your

users. You can use those lessons learned to ensure the rest of the roll-outs are smooth and the users from the first department can be your champions for gaining user adoption.

4. ROT (Redundant, Obsolete, and Trivial) data. Don't ignore your ROT. Every organization has ROT data and frequently it is overlooked because nobody knows how to conquer the situation. Implementing and enforcing an Information Governance program is the first step towards gaining control. In summary, stop buying more storage to accommodate ROT data and invest in a software tool that will enable you to identify and classify the data.

5. Ignoring Data Stores. Make sure you locate and classify all of your data. Find a Records Management solution that will enable you to encompass all of your data stores; this includes File Shares and Email.

If you only focus on one type of data store or if your Records Management Solution is limited in the data stores it can manage, you are setting up your organisation for long-term failure of the solution.

6. Disposition - Don't forget to follow the disposition rules. Often the Records Management solution is implemented and in use, policies are automated and being followed, but when it comes to disposition, people get nervous. Typically, there is approval tied to disposition.

The approval process should be automated to make it easy for the users to complete approvals, and once the disposition is approved, the final action should be automated as well, whether it is to dispose or transfer the records.

Julie Lintner is a Professional Services Executive with RecordLion. This was originally posted on the RecordLion Blog.

Preventing Digital Fatigue

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interface that is laid out logically and is easily accessible if things need to be changed.

Business process integration

If your system doesn't allow for the facilitation of your business processes through electronic records workflows then you're not as efficient as you could be. Most importantly, you, the user should be able to create and maintain your own workflows.

If you need to call the vendor every time you need a new workflow, you waste time and money.

You should not have to keep switching from one platform to another to assign work and maintain a good record trail.

A good records management system will follow your records, documents and items in a single repository, but also make it possible for these items to be viewed and modified by authorized people who need them all in the one place.

Reporting that can be done through search interface

A modern EDRMS must allow anyone to conduct a search and from that search be able to run a simple report function.

Furthermore, the search needs to be able to be saved and be run again in the future in order to cut down on repetitive tasks. Furthermore, favourite searches need to be saved and "dynamic" search folder need to auto-populate without even conducting a new search.

Discussion function that allows customers to work collaboratively

Have you ever looked at a document or record and thought – "why has that been done that way?" or "who's changed this and why?" and then gone through your emails and correspondence to find some semblance of an audit trail? You shouldn't have to waste time finding out why. Modern systems will provide you with collaboration tools like an information feed that is attached to the record as metadata. As you can see from the best practice I have stated in this article, many of the things we should have are not difficult. The best practice I have described is what any good solutions vendor has to be implementing in their solution out of the box. The common theme - if you have not already picked it up - is that records management solutions shouldn't necessarily be about bells and whistles, they should be about: how do we make it easier for our users to provide better services for their customers. Solutions are by definition are the antithesis to a problem – we just need to make sure we are addressing the right problems in the first place. I believe we can start by implementing best practices as described above.

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AGL in \$A300M digital transformation

A three-year, \$A300-million digital transformation programme announced by leading Australian utility AGL Energy Limited (AGL) aims to improve customers' experience with the company. AGL Managing Director & CEO, Andy Vesey, announced the initiative alongside the release of AGL's annual results, which show a loss after tax of \$A408 million for the financial year ended 30 June 2016. The loss was explained as resulting from costs associated with the exit of gas exploration and production assets.

"We have announced an indicative \$300 million capital expenditure program over three years to drive the digital transformation of our customers' experience. This is a key component of the delivery of our strategic framework to embrace transformation, drive productivity and unlock growth as the energy sector evolves," said Vesey.

He outlined three elements that would make up the \$300M program: foundational capability, digital adoption and signature moments.

"The foundational capability component relates to the significant investment in core technologies, processes and people to create the digital platform," Vesey said.

"Bear in mind much of our IT architecture predates the smart-phone age. We are now in a period where customer expectations are being set broadly in a digital world and we must invest now to keep pace. Much of the capability that we are seeking to build relates to the personalisation of services based on data-driven decision-making.

"The digital adoption component relates to the digital enablement of all key customer interactions, such as signing up to AGL, billing, issue resolution and moving house," Vesey told the briefing. "The signature moment component is the part of the transformation that relates to delivering digital experiences that charm and delight the customer in unmatched ways."

"We anticipate improved customer acquisition and retention, improved front-office efficiency and accelerated take up of new, profitable digital offerings," the CEO said.

Beyond Bank Australia lands on Azure

UXC Eclipse, a CSC company, says it has successfully implemented a comprehensive, cloud-based IT solution that is transforming operations and improving customer interactions for Beyond Bank, one of Australia's largest customer-owned banks. Beyond Bank Australia, which has more than 200,000 customers, was looking to improve ways to provide services to customers, track interactions, manage workflows, and maintain and secure customer information.

UXC Eclipse implemented a solution that utilises the entire Microsoft Stack in the cloud, including Microsoft Dynamics CRM Online, Office 365, SharePoint, Dynamics Marketing, Azure Service Bus, and more. The first stage of this implementation began in September 2015, and the full offering will be live later this month.

Robert Aitken, CIO, Beyond Bank, said: "The Bank needed a solution that could integrate information from the previously-siloed systems across every customer touchpoint to deliver a single view of the customer. The solution also needed to integrate with the bank's core banking system to simplify workloads to leverage potential opportunities faster."

Bradley Stroop, head of UXC Eclipse, said, "This project demonstrates that financial institutions can use cloud-based solutions to dramatically lower the cost of ownership of mission-critical systems.

"Most banking systems are legacy, on-premise solutions that include significant licensing and support costs," Stroop continued.



"These overblown solutions were necessary in the past, but with the advent of local data centres, Beyond Bank was able to reduce its cost of ownership substantially by choosing the Microsoft Stack delivered in the cloud by UXC Eclipse."

The Microsoft solution delivered by UXC Eclipse gives Beyond Bank's 600 employees a 360-degree view of the customer, streamlining processes so the bank can leverage opportunities to upsell and cross sell more successfully.

"This is one of the most significant projects Beyond Bank has undertaken in 10 years. It has been truly transformational and a real game-changer for the organization. UXC Eclipse was the best partner to deliver such a successful project," Aitken noted.

Digitising Singapore shared Services

Vital, the Singapore Government's centre for shared services, has appointed OpenText - through a public tender process - to digitise its back-office corporate services, comprising over two million records per year for over 100 Government agencies.

As part of the Singapore government's effort to aggregate common administrative services and benefit from economies of scale, the Electronic Document and Knowledge Management System (eDKMS) will enable Vital to integrate daily HR, payroll and finance workflows for higher productivity, as well as foster greater knowledge management and a social collaboration platform within Vital. The system also reduces paperwork, manages the flow of information from capture through to archiving and disposal.

"As a part of Singapore's drive to build a Smart Nation and a digital government, Vital is taking its steps to reduce paper-intensive workflows in back-office operations, improve records and case management, and enhance business information analysis and decision-making," said Tan Chor Kiat, Vital's Chief Executive.

OpenText Content Suite will enable Vital to ensure compliance of government mandated document management policies, improved records and case management accountability, and enhance business information analysis and decision-making. Using OpenText, the Electronic Document and Knowledge Management System (eDKMS) will provide Vital with the tools to reduce paper-intensive workflows and deliver timely information sharing for improved collaboration.

OpenText Content Suite provides the document and records management platform required to power Vital's Digital Workspace and Database for all staff, providing a common platform for information management, sharing, and storage or records. Information can now be selectively and intuitively searched via a single search platform.

Vital, a department under the Ministry of Finance was formally launched in July 2006, as part of the Singapore Public Sector's

effort to aggregate common administrative services and reap economies of scale. It is a captive shared services centre which currently serves more than 100 Ministries, Departments, Organs of State and Statutory Boards in Singapore.

The suite of services includes finance services, human resource services, payroll and claims services, learning and development services, and travel management services. Annually, over a million transactions pass through their hands, with nearly 600 lines of services. Vital has a staff of 500 serving a population of over 80,000 public servants.

A convenient future for Peregrine

By tapping the power of the Internet of Things and business intelligence, South Australia's leading convenience retailer, Peregrine Corporation, plans to enhance its customers' experience and mitigate everyday business risks.

With more than 260 stores across Australia, Peregrine owns and operates the On The Run (OTR) and Smokemart & Giftbox stores. Their new solution uses IoT and data analytics for a dual benefit: instead of having Peregrine's site team manually log the temperature of appliances, as well as their operating specification, roughly every four hours, the sensors handle it automatically, saving time and reducing the risk of error.

Data and IoT technology also helps reduce Peregrine's enterprise risk, which is predicated on its complete compliance with Australian Food Safety Standards. Local rules and regulations dictate that any errors in the control of food storing appliances result in stock being destroyed to ensure the health of customers, so ensuring appliances remain operational within specified tolerances is essential for Peregrine's operations.

This ground breaking pilot, which is currently available at Peregrine's OTR Hillbank store, was developed in collaboration with Microsoft and Empired. It works by leveraging IoT sensors to automatically log the temperature of product storage systems, freeing staff for more value-added tasks, reducing the chance of equipment failures, and delivering greater operational transparency. Sensor-collected data is then aggregated into the Microsoft Azure IoT Suite and analysed via Power BI.

By analysing the sensor-collected data using Microsoft Power BI the team is able to assess the health status and where they require resources. Again, this results in a more efficient allocation of resources and pre-empts systems failures— a benefit that will be amplified when the proof of concept rolls out to additional stores. For Peregrine, this pilot is one component of a wider innovation vision, spearheaded by its CIO, Brendon Hore. According to Hore, "The South Australian convenience sector is extremely competitive and it's our belief that our commitments

to investment in technology improve the efficiency in our site operations and ultimately, improve the customer experience."

"When we started the project, we had two clear goals in mind. We wanted to make operational site processes simpler for our team. We pride ourselves on being a place where our great people get to do great things. Already, our staff are able to spend their time being analytical, rather than being data entry operators.

"The second goal of the project was to ensure that compliance to food safety standards was optimised with the most efficient use of resources. Again, it's early days but the reduction in manual labour is already resulting in decreased human error."

Sundeep Rehill, Practice Lead, Business Intelligence, Empired led the deployment of the initial solution. He said: "The Azure IoT Suite is fundamental to the solution. With 30 sensors in the initial pilot, and moving forward where there may be hundreds or thousands of sensors, having a cloud-based central repository to manage the data is essential."

Following its initial store rollout, Peregrine is already saving many hours of labour and reducing organisational risk. Peregrine are evaluating expanding the solution to an additional 5-6 stores and ultimately to replicate the deployment across its entire network of over 130 convenience stores, achieving the major economies of scale that the Internet of Things, data analytics and cloud promises.

Promapp nabs Frankston Council deal

Frankston City Council in Victoria will deploy Promapp's cloud-based business process management software, in a move the organisation says will support the council's ongoing business improvement program. The decision comes at a time when councils face ongoing cost shifting by the Victorian and Australian governments to the entire Victorian local government sector.

Promapp will initially be rolled out among the council's business and information technology team and customer relations teams.

Martha Eccles, co-ordinator Systems and Business Architecture, Frankston City Council, says up until recently, the council had been using processes inconsistently across the organisation with no overall focus on standardisation across its operations.

"As a council our mission is to lead and govern a connected community and deliver services and infrastructure which promote the quality of life for our current and future generations," Eccles explains. "In order to support these aims, the development of a business improvement strategy underpinned with a culture of process improvement will be critical," she says.

Promapp's deployment will support the streamlining of council operations by enabling the organisation to capture processes and improvements. Ultimately, continual improvement will encourage staff at all levels of the organisation to identify new ways to provide a service based on streamlined workflows, but at a higher quality, Eccles says.

"We liked Promapp for its simplicity, ease of use and the fact that it is visually appealing. It will enable us to map current processes and put time and costs against an individual process," she explains.

"In a rate capping environment, it's now more important than ever to identify ways to deliver high quality services for our residents in more efficient and cost effective ways," she adds.

"We will identify specific power users to take ownership of a process improvement project who can then start to map processes, identify improvement opportunities and drive change," says Eccles.

"At the same time, we will also deploy Promapp among business analysts within the Business and Information Technology department who work with key staff across the business to implement improvement opportunities."



OTR CIO, Brendon Hore checks the performance of the shops environment remotely.

Victorian Shire Council maps a way to paperless savings

By Derek Madden, General Manager Corporate Services at Cardinia Shire Council

Once upon a time a Shire not too far from Melbourne analysed its paper usage and was horrified to find that if each sheet of paper it used was placed end to end it would be the equivalent to the travelling the distance between Melbourne and Sydney (the scenic route) and a little bit more.

The financial costs associated with this were large. As we were planning on relocating to a new office at the time, we saw this paper as one of the issues that could inhibit people's ability to work independent of a specified desk.

Working independently of a specified desk was vital to the success of moving into the new office as the new accommodation had adopted the Activity-Based Working (ABW) principles. This basically meant people could arrive to work and decide to sit on any level within the building and at any desk (There is a lot more to ABW than this and Google can be a great resource for this if interested). We very quickly identified that if we could not create a working environment where paper did not restrict movement, ABW just couldn't work for Cardinia.

As a result, we developed a 6-stage process to help make people's working day independent of this paper. This process was implemented prior to the relocation to new offices and each one had its challenges.

Step 1 – Advertised internally the total cost of printing and the volume of paper used. Then we challenged the organisation to see if it could reduce the usage to a level where we might only get to Albury on the direct route (see map).

Step 2 – Created a plan to migrate from network drives to the corporate records management system which already existed but was not used as required. Some key communication points were needed to help remove the traditional resistance to this.

1. Network drives would not be closed they would be made read only at a certain date. From this date all records on the drives could still be accessed but if amended could not be saved to that location and instead would have to be placed on the corporate information system.

2. A bulk migration product was purchased to help staff migrate large numbers of files at once.

3. Corporate Information staff visited every work area and made appointments to sit with staff individually to help with the movement of files and the establishment of files structures within the corporate information system.

4. The process was staged, not all network drives were made read-only at once. This gave corporate information time to work with areas intensively to resolve issues before the close off date.

5. If exceptions were required; they were looked into and if no alternative was available, we would leave that particular drive with full read-write access.

Step 3 – We provided monthly updates on how we were travelling on the paper journey between Sydney and Melbourne.

Step 4 – We introduced new printers which showed the cost of each print and also costed this to individual work areas via an automated process. In doing this we also transferred the budget so no budget variances existed, it was merely to build awareness of cost.

Step 5 – Rolled out lightweight Laptops to everyone so they



could take to meetings easily and therefore not need to print off agendas, etc.

Step 6 – Created digitisation strategies to get people used to the notion that paper was not required and developed scan and destroy for a lot of records. The 6 step program seemed relatively straightforward as we set out but as is mostly the case it proved not to be. The full story proved much more complex.

Step 1 – Cost

As an accountant I was horrified that people did not seem to be as horrified as me at the horrific cost of printing (a lot of horror), but strangely people really did seem to react to the Sydney-Melbourne analogy. OK maybe we played a bit with the whole Sydney Melbourne thing (as we were actually closer to Queensland with the paper usage) but whatever gets people's attention!

Step 2 – Network Drives

People get defensive over the most basic things, which meant the work to change practices here took at least six months longer than expected. In some cases, it is actually still ongoing two years later. Every reason in the world was presented as to why this or that could not be done and why this one area is different, special or unique, etc. Eventually we were able to create a critical mass to get people on board. We also found some very innovative way to deals with signatures, planning documents and other problems presented along the way such as image libraries, etc. but the pain is well and truly burned in my memory.

Step 3 – Reporting

Actually this step was the least painful. I think this was because it was put into a context where people could visualise the paper usage, it became easier to push this message. Dollars did not resonate but the visual representation definitely connected with people. Although it was quite painful to have to log into Google Maps and check the distance to keep people engaged, Excel skills came in handy.

Step 4 – New Printers

The introduction of the new printers brought in 3 technology pieces we did not have before.

1. Print at any printer. Once a print job was sent, a person had to swipe their ID at any printer within the building and highlight the specific job on the screen of the printer to activate the print job. This saved a lot of printing, as how many times have we all

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Digital Transformation of Government Service Delivery

By Stephen Lees

The current Government models for electronic service delivery are typically Government-centric, eg 'One Stop Shop'. This represents Government trying to provide a single electronic entry point for Government services aggregating the multiplicity of Government agencies, brands and products. This is one step on the path towards reducing the cost to Government and providing a single entry point for consumers. But what problem are we trying to solve? If the problem is the difficulty of discovering where a Government service is available then perhaps alignment with a central service point has the potential to reduce burden.

I would suggest that in Australia the local, State and Federal Governments have a confusing abundance of service offerings that may intersect, overlap or miss the specific client situation. In addition, each level of Government will define its service offering with a name, brand and language that may be meaningful in the context of Government but typically is not very intuitive or may use similar language to other agencies for an entirely different service. In addition, there will be repetitive information capture typically form filling (either electronic or paper) that will likely require at least some elements in common (name, address, contact details is the likely minimum).

This repetition tends to frustrate the client, reduce the accuracy of the data collected and impose additional burden on Government entities who often share information where the legislation allows it. The problem for citizens and business is rarely the same as the problem for Government, typically it will be a task that must be completed and the preferred approach will be to complete it quickly with maximum confidence and minimum effort. The distinction between the responsibilities of each layer of Government are typically regarded as additional complexity and this is especially true when it is difficult to

understand language, terms, conditions, rules and regulations. Digital Transformation changes service expectations from the traditional form filling, paper lodgment and written response to a more contemporary method. The pace of contemporary society makes attending a mandated location, waiting in a queue and committing even modest amounts of time a very undesirable experience.

Digital Transformation that simply replicates the paper processes with digital equivalents does not meet contemporary expectations. Government has tried this approach (eGovernment) and it has provided some benefits but it is far from the nirvana that was anticipated.

Government's ability to build compelling digital experience has been very mixed - why is this?

- Government understands Government not citizens or business;
- Government is driven to efficient delivery of Government services by efficiency dividends and risk averse practices; and
- Government has no compelling measures for citizen or business outcomes.

I suggest that Government is not well placed to deliver contemporary expressions of digital services, e.g. websites and applications. I believe Government should concentrate of wholesale services (web services) and only provide retail expressions of wholesale services where there is no commercial opportunity or where there is a compelling social reason to provide a retail offering such as disadvantage of lack of commercial opportunity. I believe that this practice should be instituted in a 'Marketplace for Government services' that provides the means to moderate between retail and wholesale offering.

Stephen Lees is an Enterprise Architect at the Queensland Department of Transport and Main Roads.

Council maps a way to paperless savings

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sent jobs to the printer only to realise it was wrong just as we hit print and then had to print again.

2. When the employee card was swiped the cost of the job was shown before the print was approved. A moment of awareness was created as to the cost to make people think is this print job really required or before I print next time I might reconsider.

3. The ability to allocate costs automatically to the individual printing.

All good, if only! Issues quickly arose as people expressed concern that they would have to go to the printer and wait and valuable time would be lost. This objection was actually raised by many people and they managed to hold a straight face saying this which was very impressive.

Questions were asked, for instance why were internal print charges so expensive when they could go to the local print shop and get it done cheaper? People asked why they were getting charged for printing, completely missed the point budgets were also transferred. When we started producing stats on printer usage people complained that it was unfair ... Eventually we succeeded and people saw the overall benefits in the new process and now it is a system which is seen as normal.

Step 5 - Laptops/Ultrabooks

With large budget constraints we had to develop an internal Wi-Fi network which when we moved offices could be relocated to another site as we had to utilise every dollar. The choice of laptop/ultrabook was actually fairly straight forward and people were generally very accepting of the choice our IT team made. But not everything was smooth as the choice of bag to carry the computer went to whole new levels and friendships have never been the same since ... Who knew fake leather computer bags were so important?

Step 6 - Digitisation

The discussions over the requirements for paper copies are funny now but at the time were heated. The general answer when queried for the 10th time was because legislation said so or that was always the way it was always done 'a fairly standard answer'. Neither was really valid when investigated.

We recently signed a new print contract and the cost is approx. \$700,000 less than our previous contract as we now print a lot less and were able to reduce the number of machines required. As for Sydney we hardly make it onto the Hume highway these days. We will be continuing some new initiatives in the future to help reduce the total further. Sometimes a bit of pain can be worthwhile for an old accountant.



ACIAR DRIVES AHEAD TO A DIGITAL FUTURE

In a perfect enterprise, all data and content would be entirely integrated throughout all business apps, with workflow and business process management (BPM) systems driving most tasks. However, many of today's organisations are only beginning to make this transition. The Australian Centre for International Agricultural Research (ACIAR) is one Australian federal government agency that has taken firm strides in its quest to achieve this ideal.

ACIAR is a statutory authority established in 1982 that works with developing nations to fund research projects.

While being one of the smaller Australian federal agencies, with 55 staff based in Canberra and 25 overseas it faced the typical challenges of dealing with the traditional information silos.

Critical information was locked away in a legacy EDRMS, Outlook, highly customised Lotus Notes databases, a SharePoint Intranet and personal devices, with limited reporting ability.

Mobility was also critical as approximately 16 Canberra-based staff members travel for up to 30% of the year to the countries ACIAR works in.

Joanna Hicks, ACIAR's Manager, Business Systems Support, explains the many challenges that the agency faced in 2014.

"There was a dislocation between corporate, research, Canberra and overseas staff around access to information, internal communication and collaboration. The duplication of information with multiple sources of truth also made on-boarding new staff difficult.

"Our organisational and system knowledge was held by a few key staff, who also had the responsibility for reporting and administration support. This presented a risk to the agency."

"There was also pressure on a very small IT department which had to support growing agency requirements to maintain modern and secure systems and better manage information," said Hicks.

Having a mix of digital and paper based processes means many agencies are on the back foot in relation to the Government's Digital Continuity 2020 policy. While ACIAR still has some legacy processes in 2016 that require a step where documents are printed and handled manually, for instance in finance processing and contract management, it is working steadily towards a future where all documents created digitally are managed digitally.

Having worked with SharePoint since the 2010 edition, when it was chosen to provide the organisation with an intranet, ACIAR elected to put all its eggs in one basket and standardise on SharePoint 2013 as an information management platform.

Over 2015-2016 the organisation migrated email to Office365 and content from its legacy EDRMS (Meridio) and Lotus Notes to a Cloud as a Service (CaaS) deployment of SharePoint 2013

provided by Dimension Data. The migration from Lotus Notes was accomplished using a Dell migration tool that mapped fields from Notes to SharePoint, whereas the Meridio migration will be managed jointly by internal IT staff and external contractors. Some content will be moved to the active SharePoint site, some to a SharePoint archive and the rest stored in a duplicate fileplan on shared drives as an archive.

All of the content will be searchable and accessible but will now be managed under National Archives of Australia (NAA) Administrative Functions Disposal Authority (ADFA) and the Research & Development General Records Authority (GRA).

Flexibility, Simplicity, Choice. These are among the biggest driving forces behind cloud computing. Just as we have come to expect to be able to watch movies or play games whenever we want online, cloud computing offers a way to tap into computing resources on demand: data, computing, applications and services.

It also relieves the limited resources of IT teams at small government agencies!

To duplicate the functions of its Meridio and Notes systems required the full utilisation of SharePoint 2013's capabilities for designing workflows, templates, lists and libraries.

"This required that all ACIAR business processes be mapped, reviewed, signed off and documented," said Hicks.

"Our SharePoint intranet was previously mostly 'read only' for the majority of ACIAR staff, but with the upgrade to SharePoint 2013 we wanted to introduce the ability for staff to collaborate on team sites and publishing pages on SharePoint."

"This created one integrated, collaborative environment, accessible by the entire agency. Simultaneously we introduced OneDrive, OneNote, Skype for Business on top of the added functionality of SharePoint 2013."

Having a single repository provides the elusive goal of a single source of truth with version control and interoperability. Some partner organisations and remote staff have been provided with external access to the EDRMS using SharePoint accounts via AD Premium, while others have limited access to documents via AvePoint Perimeter.

Future development includes additional solutions to assist with records management and email management in SharePoint.

"Staff are currently filing email manually into SharePoint, but much of our email traffic will be reduced over the next year or two by utilising SharePoint workflows," said Hicks.

Other initiatives on the horizon include developing online templates and workflows for a range of internal corporate processes, improved external stakeholder engagement and knowledge sharing. ACIAR is also looking to replace its on-premise PABX and outdated desk phones with a cloud-based communication system, utilising Skype for Business capability and mobile device integration.

Governance on target at ANMF TAS

Governance and Compliance was targeted as one of the key result areas in the Australian Nursing & Midwifery Federation (ANMF) TAS Branch Strategic Plan 2014 – 2017.

The implementation of an effective business system to manage record keeping of both electronic and physical records was identified as a major requirement within this key result area. Along with the need to be able to integrate with their existing membership system, consolidation of disparate data stores was also identified as a core issue that needed attention.

Legacy systems, unstructured file shares and individual email stores meant that accessing information could be a time consuming, if not impossible task.

ANMF TAS Branch is both the voice and the strength for the thousands of nurses, midwives and carers working within Tasmania's health system. ANMF TAS Branch also works alongside their members, government and industry to improve professional status, education and working conditions for the greater nursing team, while safeguarding the quality of patient care.

Under the guidance of Heather Ragg, ANMF TAS Branch's Records Management and Library Officer, a decision was made to tackle this requirement with the implementation of Knowledgeone RecFind 6, an Electronic Document and Records Management System (EDRMS) to manage a range of the organisation's information including library catalogs, historic images, workplace, student and member records, as well as handling the need to electronically capture and manage email correspondence.

According to Heather, "We aim to produce a consolidated home for as much of our data as possible. A home that is easy for busy end-users to add to and find what they need – fast. ANMF TAS Branch staff are often multi-tasking across a broad-range of issues so reducing end-user workloads by automating many capture and classification activities was an essential outcome.

"The work we do is challenging, advocating on professional and industrial issues effecting nurses, midwives and carers, as well as providing quality training through the Health Education and Research Centre. Ensuring all team members can

easily capture and access relevant information is important for providing the service excellence our members and students expect.

"Before we began the journey with RecFind 6 in late 2015 we relied on time consuming manual capture and classification; supplemented by unofficial individualised structures and processes as well as storage in a variety of locations including personal and network drives, hard copy files and email accounts.

"We needed to be able to streamline and automate the capture and classification of our electronic records, especially our voluminous emails. Selecting a system that provided this was imperative. We also needed to ensure the system we selected could be customised to suit our particular needs, which included integrating to our existing membership business system.

"Using the latest Electronic Document and Records Management technology, Knowledgeone Corp and ANMF TAS Branch are working together to make integration and automatic capture a reality," said Ragg.

Having used RecFind 6 in a previous organisation, Heather understood how the RecFind 6 software suite could solve their issues.

"I was aware that through the excellent and supportive training provided by Knowledgeone, customisation of the software would be something we could go on to manage internally, without the need to outsource or engage the vendor anytime a change was required" she said.

ANMF TAS Branch will also benefit from using the fully browser based RecFind 6 Web Client. Not only does it reduce the workload on their IT resources, it also makes connecting to the system during off-site meetings, worksite visits and from their Launceston office a breeze.

Moving forward, the ANMF TAS Branch sees RecFind 6 as being a critical part in managing their compliance and governance by becoming the central repository for all their information, and are currently reviewing the possibility of integrating their finance systems with RecFind 6 to store relevant financial documentation.

"With RecFind 6 the potential is very exciting."

RACGP calls for paper and fax ban

The Royal Australian College of General Practitioners (RACGP) has released a position paper calling for all healthcare services and government agencies that communicate patient information with general practices to eliminate paper forms and faxes within the next three years and to replace them with highly secure digital communications.

"It is somewhat bizarre that in an advanced era of rapid and timely electronic communications many Australian healthcare organisations still use the fax machine as the most important document communications device," RACGP president Dr Frank R Jones said.

"The technology and means exists and it is only a matter of desire and the era of the fax is over, it has served us well. According to the RACGP it is now a national priority for government healthcare agencies, all tertiary healthcare providers and all other healthcare providers to move into the 21st century by embracing secure digital communications.

The RACGP's position statement on the use of secure electronic communication within healthcare calls for it to be the preferred

and default method of communication for all health services and government agencies communicating with general practice and patients.

Read the position statement at <http://www.racgp.org.au>

Objective Connect Link for HPE RM8.2+

Objective has announced Connect Link integration ensuring it is compatible with the latest versions of HPE solution set.

"We are seeing more and more organisations use Objective Connect to create secure workspaces in the cloud to support their repeatable processes that involve external participants," says Rob Mills, Vice President of Object Connect.

"One of the main reasons for our growth is our tight integration, known as Connect Link, directly with the EDRMS – ensuring that the organisation always retains a single source of truth.

Feedback from our customers is that they love Objective Connect, but they also want to stay up-to-date with HPE. With Connect Link now certified for all of the latest versions of both Records Manager and Content Manager, there is nothing stopping them from upgrading" says Rob.

Brother's new range of ADS Network Scanners

Hardware that lasts, software that excels.



Information Management is critical to Digital Transformation

By Dave Smith

Every organisation is now a digital business. Its information is an asset and its digital currency. Business leaders responsible for managing enterprise information have to focus on its life cycle, which is extremely critical for the success of the business.

Information flows feed every business process. You can't impact the customer's digital experience without digital information. Knowledge workers can't do their jobs without the right access to the right information at the time they need it. Process automation cannot happen without digital information. This is digital transformation, and information is inextricably linked to it.

Information management is by far one of the most critical things enterprises have to get right or face negative consequences to the business. While information is the digital currency of every organisation, it is also tied to people—the lifeblood of every enterprise or organisation.

The massive amounts of data that is generated between people across each line of business and their respective processes represent a potential treasure trove of information, insights, and a key source of innovation.

So, there is a relationship factor between people, processes, technology, the information flow, and its meaning that helps to determine the value of that digital currency.

Getting insights from data

"Big Data" has now become a prime area of focus as organisations try to analyse and gain insights from the large volumes of data submerging the business. That large volume includes both structured and unstructured data.

There is a continuum that includes people, processes, technology, information, and their relationship to each other. Artificial intelligence (AI) and offshoots, such as machine learning and deep learning, have emerged as methods to understand these relationships, gain intelligence from data, and support predictive and prescriptive analytics to enable better decision-making.

In speaking with small, medium, and large businesses, we hear them express over and over again that compliance, risk, cost savings, and improved productivity are among key drivers for information management.

Business leaders intimate that managing and getting value out of the large amounts of enterprise data is a key priority.

One of the key aspects of digital disruption and the ensuing digital transformation taking place is the underlying fact that information is an asset. Information is, in fact, your greatest asset from a business perspective. Information-enabling every part of the business allows enterprises to scale digitally in a way they could never before.



Effective management of information, however, requires a strategic approach that puts people and people processes at the centre.

Managing information is a delicate dance of collecting, sharing, and monetising that information where it makes sense. It is what can be derived from information that is key here.

There are transformative insights hidden in enterprise data, but organisations have to know where their data is to glean insights from it. So, enterprises need visibility into their data, access, and the ability to take action.

Information management helps enterprises break down the massive amounts of data into a manageable form that is easy to understand.

A major part of information management is archiving and storage management to ensure accessibility and proper governance. These are key concerns that have to be addressed.

The imperative is that enterprises have to manage information like the asset it is. This

leads to the technology component from a strategy perspective. Enterprise planners have to evaluate solutions and services that support information management, including the full information life cycle. Planners should evaluate leaders such as Veritas and EMC (being acquired by Dell to add to its own information management solutions).

Information management involves every area of the business. It calls for effective strategies to foster better business alignment. For example, business units such as information technology (IT) and marketing will need alignment as all business strategies are based around the customer experience. A true digital business has to focus on consistency and availability of information, with the end goal of enhancing the customer experience. Therefore, information has to be in context as well as be consistently captured and managed. It has to be real and people-centric enough to empower contextual business decisions.

David Mario Smith is Founder and Principal Analyst at InFlow Analysis. <http://inflowanalysis.com>

“Circuit breaker” needed to drive digital health transformation says PwC

In 2015, there was only one digital hospital in Australia and New Zealand. In comparison, the United States had 1,414. The health sector in Australia isn't just lagging that in the US, it is also lagging other sectors within Australia. It is many years behind sectors such as financial services in engagement, interactivity and access, and in urgent need of transformation and digitisation, according to a report from PwC Australia.

The report proposes that Australia adopt the US 'Meaningful Use' Program, which whilst having had its challenges, has achieved good results in adoption and improved information at the point of care.

"Australia is well positioned to learn from both its successes and its mistakes," the report concludes. "To successfully achieve the fundamental and necessary changes associated with digital transformation, policymakers and stakeholders must consider incentivising digital healthcare adoption through implementing a 'Meaningful Use' regime like that used in the United States. Meaningful Use requires providers to show they are using certified electronic health record technology in ways that can be objectively demonstrated to improve quality, safety, efficiency, and to reduce health disparities.

"Ultimately, Meaningful Use compliance will result in: better clinical and population health outcomes, increased transparency, better data and empowered patients. Financial incentives set for providers to comply with the legislation in the US, have resulted in accelerated digital healthcare technology adoption. Significant quality and safety benefits for patients and service improvements for the system have flowed from 'digitisation' of acute hospitals. The potential economic benefit, when quantified across the Australian population (using publicly available data), equates to approximately \$A1.76 billion annually.

"In 2015, there was a significant investment in EMRs across Australia, but current uptake is nowhere near as sharp

as in the US, where Meaningful Use (an incentive program enabled by the 2009 Health Information Technology for Economic and Clinical Health Act) is accelerating digital transformation."

The authors of the report claim that such a program would be beneficial to stimulate Australian digital health investment – and that it would be highly effective in improving patient care and financial returns.

"There is a disparity in the use of information systems across public, private and not-for-profit with no one single source of truth, no one single vendor dominance and poor information sharing across the continuum. Where information should be supporting the journey of a patient regardless of the care provider, it is siloed and archaic.

"Despite the limited scale of adoption to date, and given the current level of investment and capability in Australian digital health solutions, (from a number of leading vendors) it would be feasible to implement a comprehensive solution in a large site within 12-18 months. Available funding would determine the number of sites that could be implemented in parallel in any jurisdiction. However, the number of sites actively implementing concurrently would be constrained by the availability of vendor support resources for the Australian system. Taking the above factors into consideration, it is assumed that it would take approximately 5-7 years to deliver EMR solutions to the principle metro and regional facilities across the country. Meaningful Use continues to be a health sector 'circuit breaker' in the US. It has driven the adoption of modern health processes and technologies that are improving the quality of service and healthcare, and delivering compelling financial benefits. It can do the same for Australia. However, the approach should be mindful of lessons learned from the US scheme."

The full report is available at <http://www.pwc.com.au/publications/pdf/digital-hospital-2016.pdf>

iManage Cloud expands globally

Australia and Singapore Data Centres for iManage Cloud, the company's cloud service for Work Product Management, are being added to current data centres in the US and UK. Further, iManage will be adding iManage Cloud data centres in the European Union, Canada, and South America over the next 4 months.

Each cloud data centre features infrastructure tuned to optimise professional work for large files, high availability and rapid disaster recovery and all data centres are highly secure, and certified to the ISO 27001 security certification.

Responding to concern by customers as a result of the UK Brexit announcements, iManage has now committed to provide the choice of a data centre location within the EU, and to meet European privacy obligations such as the new General Data Protection Regulation (GDPR).

"This global expansion of iManage Cloud further validates our commitment to being the leader in cloud deployment of Work Product Management and our commitment to continuous innovation on behalf of our customers," said Neil Araujo, CEO of iManage.

Robert Fraser, director of Australian reseller Trinogy, said, "Their Work Product Management technology is clearly the established

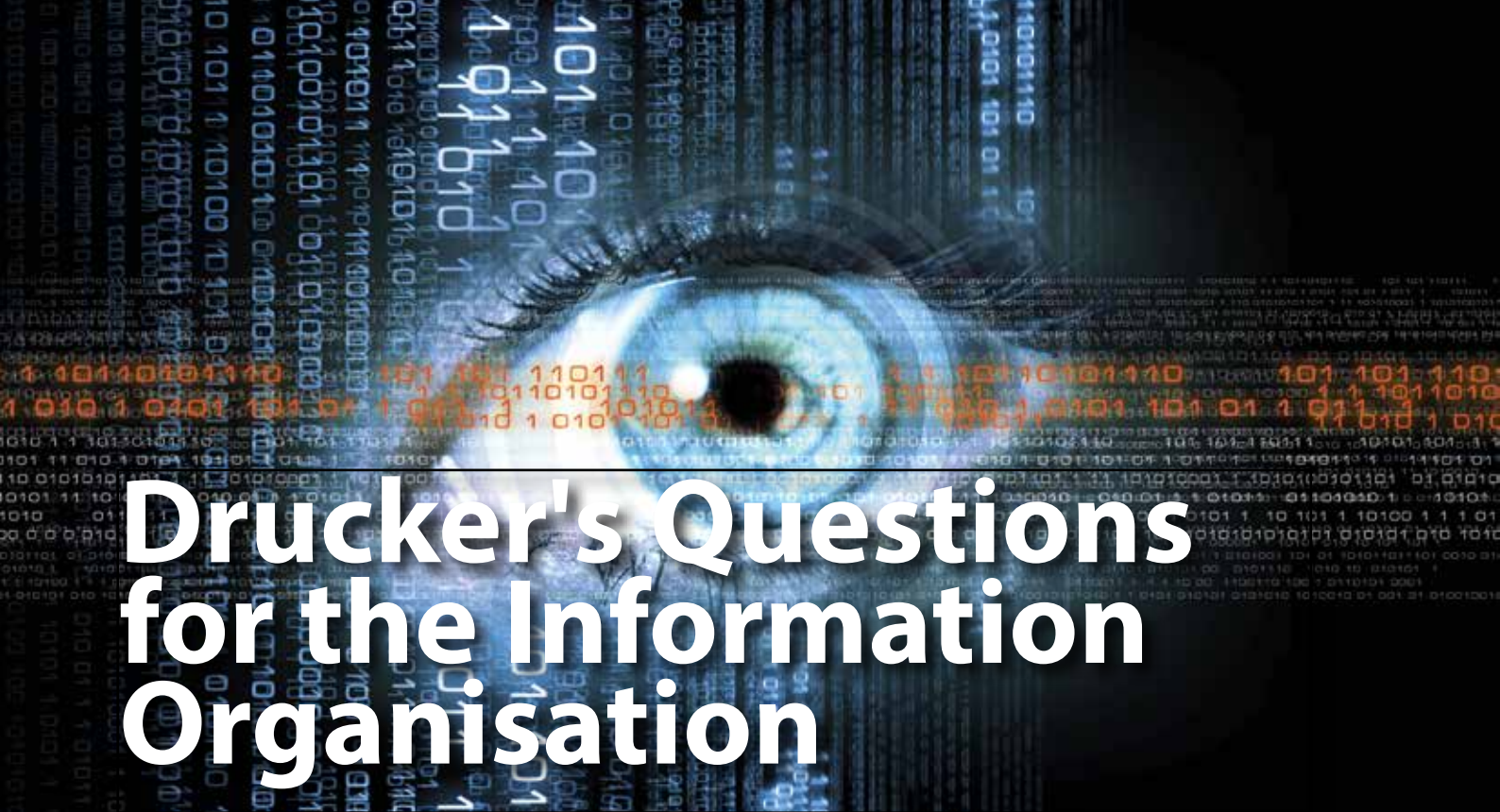
market leader worldwide, they have a deep appreciation of the demanding needs of the professional services sector, and the establishment of a local data centre in Australia will help our customers address data sovereignty issues. Trinogy welcomes the arrival of the iManage Cloud service, 'down under'."

Users will also gain greater administrative control over their cloud operations through a new cloud-based administration console. This console provides help desk staff or system administrators with the latest, most up-to-date information about their users and infrastructure right from their phone or laptop.

Key features, like tiered permissions, give administrators just the right amount of access and privileges to carry out their work, while job scheduling allows administrators to setup and monitor jobs for key iManage administrative functions like workspace generation and metadata import -- ultimately reducing the cost of monitoring and managing iManage deployments.

"We understand the unique needs of professionals when it comes to Work Product Management," continued Araujo.

"And we are responding by giving them a global cloud capability that combines ease of administration with the security, agility, and high availability of the iManage cloud -- all so that they can more efficiently carry out the critical work they do every day."



Drucker's Questions for the Information Organisation

By Lawrence Serewicz

When organisations want to buy an Electronic Document and Records Management System (EDRMS), they often believe it will solve their records management problems. They find they have lots of paper. They have lots of electronic documents. They have shared drives that are full and disorganised.

The EDRMS is often touted as the magic bullet, it will solve these problems. However, if we read Peter Drucker, they are solving the wrong problems because they have not asked the right questions. Peter Drucker suggested some questions in his seminal article *The Coming of the New Organisation*. (<https://hbr.org/1988/01/the-coming-of-the-new-organization>). The new organisation would be based on information.

He wrote this in 1988 before the web, digital platforms, or social media, yet had an insight into how organisations worked. More to the point, he understood how computers would influence those organisations.

First, it would allow what people did manually to be done faster.

Second, the data processing would change the structure of an organisation. This was a major insight since it signalled the radical changes in organisations that we are now experiencing.

Third, work will be done differently with sequencing of work being replaced by synchrony of work.

The second point is what I want to consider as it relates to the EDRMS decision. Usually an EDRMS comes with a desire to have "New Ways of Working" (™ © etc. etc. ad nauseam (no one ever introduces old ways of working. J).

The NeWoW reveals, or threatens to reveal, that, as Drucker noted; many layers of management only exist to relay information across the organisation. They serve as signal boosters to pass faint signals from the top to the bottom or farthest reaches and from the farthest reaches to the top of the organisation.

However, to make the NeWoW, a success, at least in terms of the EDRMS, the organisation has to know how it works. Here is where most change programmes fail since people rarely ask the questions posed. Or at least, it does not appear these questions are asked. Usually, consultants will come and discuss Business Process Re-engineering. This is useful, except it only addresses

the first point. It helps the organisation do what it does manually, faster with the new digital system.

What I am not aware of, but perhaps a reader is, of an organisation that has asked itself Drucker's questions.

1. What information do senior managers need to do their jobs? (We assume we know that, but we have never asked it or analysed the results)
2. Where does this information come from? (Here we start to see the myriad of flows, relays, and dead ends that emerge.)
3. What form is it in? (Is it an email, verbal (formal or informal meetings), written report? Is it anecdotes, polished analysis, a written report?)
4. How did it flow? (What flows upwards? What flows horizontally? At what level? What flows downward? How do managers get information and from whom? Is it a formal flow or an informal one?)
5. How much of that data is for control and how much is for information? (I would say 80/20 as very little information is circulated for information that staff can use, it is mainly delivered for control)

As Drucker says, information is data endowed with relevance and purpose. However, to convert data into information requires knowledge. Yet, knowledge is specialised. Here the command and control system emerges in its fullest culture especially if the belief that information is power and so must not be shared.

When I first started working in UK local government 15 years ago, I was told an important secret.

"You only tell your direct reports 50% of what they need to know to do their jobs. Otherwise, they will take your job!"

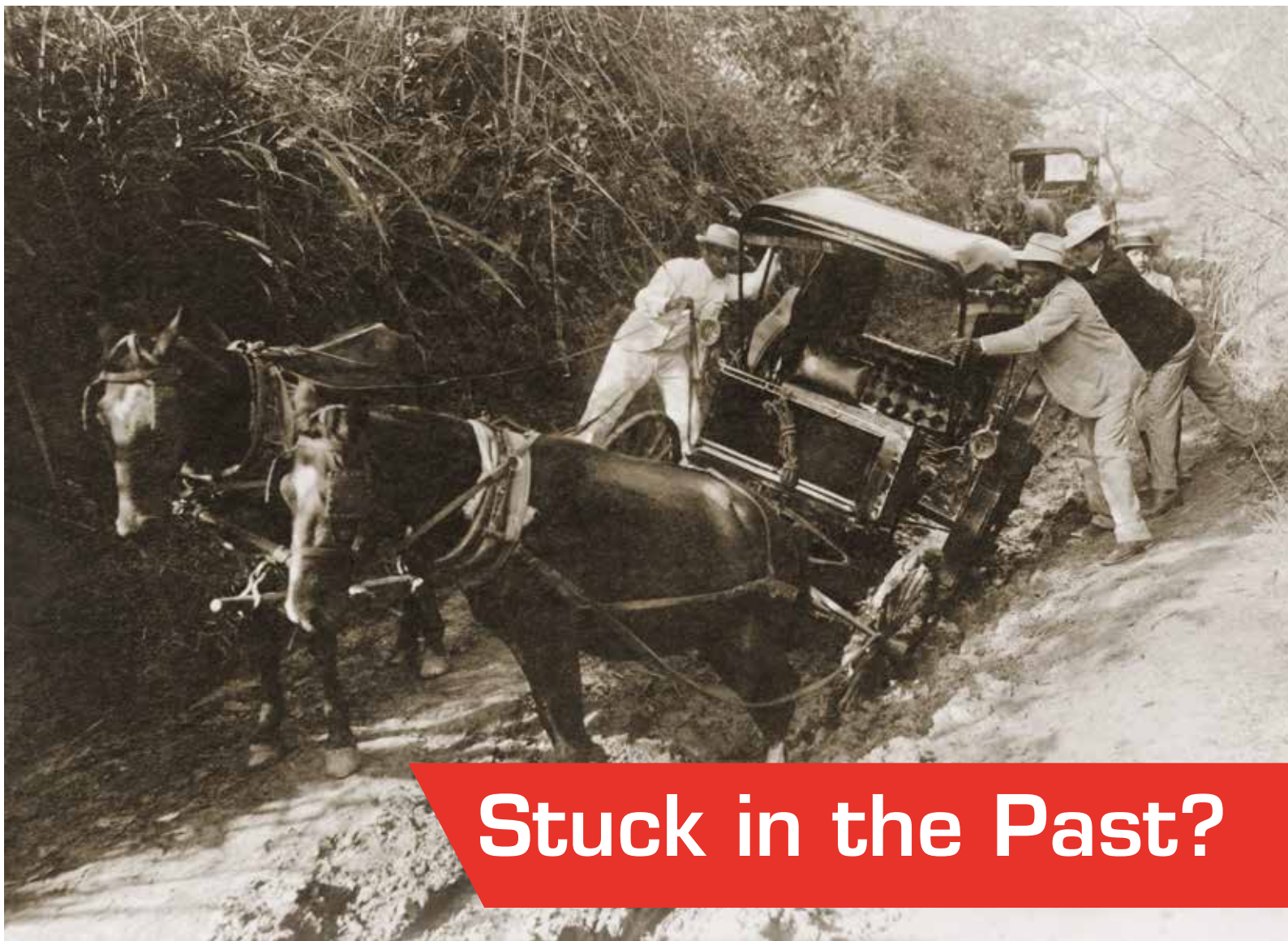
The questions are likely to reveal that the people who convert data to information are senior managers and a few middle managers. The rest are passing information around as relays or collecting the data.

I would be interesting to know how many have asked Drucker's 5 questions to see whether you work for a command and control organisation or an information organisation. The answers may reveal the gap between the appearance and the reality.

Lawrence Serewicz is Principal Information Management Officer at Durham County Council in the UK, where he leads and manages a team of 6 officers involved in FOI, Environmental Information and Data Protection requests, and Records Management

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Data governance needed more than ever, but not as a roadblock to IT change

By Dennis Layton

We have moved from an era in IT where the relational database management system was the one-size-fits-all technology, where data being used for informational purposes was solely sourced from in-house corporate databases that were rigorously defined, structured and well within the span of control of IT.

In the post relational era, new types of database management systems designed to handle data previously untapped for informational purposes because of volume, velocity or its inherently unstructured nature are coming online. The Big Data and NoSQL databases are challenging the dominance the more traditional relational database management systems.

At the same time, the rise of so-called shadow IT systems developed largely outside the span of control of IT and often implemented in the cloud are being rolled out at an unprecedented rate. The data from these systems is making its way into enterprise data warehouses and data marts to be used for informational and decision making purposes.

Taken together this means that data being used for decision making is no longer limited to what can be sourced from corporate systems of record and that the new sources of data are coming online and changing at an ever more rapid pace.

All of this is happening now when most corporations barely have a handle on the data contained within their corporate systems of record. Data governance and the practice of data management is seen to move at sluggish pace, focused on the notion that there is a single version of truth to be discerned from corporate data.

To meet this need, data governance itself must evolve. It must move away from the idea that only data deemed as a single version of truth can be used for informational purposes. It must become more agile as a practice adapting at the pace of change that exists today in IT. Finally, it must invest more time, in the

definition of the kinds of metadata needed to provide context to relatively unstructured data.

Today the governance of data can no longer driven solely by the idea of a single version of truth. Data needs to be evaluated based on different levels of trust, privacy, timeliness, confidentiality and so on, so that a profile that can be developed and associated with each data set. This profile indicates the inherent level of risk and value to using this data.

Data governance and the practice of data management needs to keep pace with the rate of a change in new sources of data. When data was solely sourced from corporate systems of record, the structure of that data was well defined and relatively static once in production. Changing the structure of a customer record for example required careful consideration because of its impact on a myriad and growing number of corporate systems that relied upon it.

While this remains true of corporate systems of record, the structure of data from shadow IT systems, and external data sources such as social media are much more likely to change and grow over time. The practice of data management needs to become as agile, as the development of new systems has become. New kinds of metadata need to be defined, providing much needed context to relatively less structured data. This meta data needs to be made readily available and accessible to more sophisticated kinds of end users of the data. The business value of: Data as a Service, of fostering user self-sufficiency, and of monetising approaches to data, is closely linked to the quality of the metadata that describes the data.

Data governance is what drives business value and mitigates the risk of using data but it cannot be a roadblock to change, it must evolve and mature to keep pace with a rapidly growing number of new kinds of data sources.

Dennis Layton is an Enterprise Data Architect, based in Canada with over 35 years of IT experience. He is an advocate for a more agile and adaptive approach to data management.

Aided intelligence for ediscovery

Ayfie has unveiled a new text understanding engine that the company claims can quarry volumes of structured and unstructured content at lightning speed, with near-human accuracy, saving time and money. The language processing technologies developed by Ayfie are based on more than 40 years of research in linguistics, computational linguistics and computer science at a number of universities in particular the University of Munich and the University of Paris

Ayfie can artificially derive conceptual meaning from any size of datasets, documents, emails, and text by using a combination of Machine Learning and Linguistics. It finds similar concepts in a collection of documents, derives relations between entities and aggregates everything into single-document and cross-document scores. It also similarly ranks the individual words in documents, so the Ayfie index will contain values that ultimately show how everything is related to everything else. This enables it to provide conceptual search and to create clusters (a virtual folder) of conceptually related documents.

Ayfie provides its clients with access to high-coverage, customizable electronic dictionaries that help recognise all the different variants and related terms for words and multi-term expressions, for English and all major European languages.

Extensive connectors allow for integrating information from every corner of the digital landscape. Ayfie provides out-of-the-box and database connectors to index and search your content wherever it is, however it is stored.

Dozens of Ph.D. theses and research monographs in finite state technology, lexical analysis, parsing, formal semantics etc. have provided the theoretical underpinnings of the approach to linguistic analysis and computation implemented by Ayfie.

Ayfie has its roots as part of Virtualworks, a global enterprise search and discovery provider, and Language Tools, a provider of machine learning and natural language processing technologies. Following the merger of Virtualworks and Language Tools, Ayfie was spun out as a standalone business, focused on global leadership in the application of content analytics in eDiscovery and compliance.

www.ayfie.com/solutions/ediscovery

SiteFocus intros cloud for text analysis

US developer SiteFocus Inc. has launched a cloud-based analytics solution called Communications in Focus (CIF) which aims to solve a problem facing businesses of all sizes – how do you discover and validate actionable insight from unstructured data? Unless insight can be validated, most unstructured analytics software brings little or no value to the user.

CIF aims to solve this problem by: Dramatically reducing the effort to acquire and share relevant data; Predicting sentiment trends with novel multi-factor sentiment analysis; and Disrupting unstructured data analysis with technology that emulates focus group and objective opinion to discover causation and validate actionable insight

"Traditional machine learning models require large amount of data, work in a narrow problem domain, and require tedious supervised training. CIF's all-purpose textual analytics is applicable across industries. To demonstrate its ability, CIF has been deployed in analysing companies in the Dow 30 (example: Disney, Apple, Cisco, Verizon) depicting contemporary issues regarding investor concerns, expressed in sentiment graphs," said Chief Innovation Officer, Sing Koo.

CIF promises to allow for better management of voice of customer (VOC), risk, customer success, employee sentiment, product planning, competitive analysis, corporate communication, investor relation, market research validation, and applications that involve textual human interaction.

www.sitefocus.com

Most companies can't protect confidential documents

A majority of companies don't have the technology in place to keep employees from sharing confidential documents, according to a new survey titled, *Risky Business: How Company Insiders Put High Value Information at Risk*.

In particular, only 36 percent of over 600 IT practitioners at large companies said that their companies were able to restrict the sharing of confidential documents with third parties, and only 27 percent were able to restrict sharing between employees.

The Ponemon Institute surveyed 637 US IT security practitioners familiar with their organisation's approach to protecting data, documents and files against cyberattacks. All organisations surveyed use some type of document and file-level security tools.

High value information includes trade secrets, new product designs, merger and acquisition activity, financial data, confidential business information, etc.

Other findings from the survey include:

- Company insiders are the biggest threat – The primary cause of data breaches experienced by companies was the careless employee (56 percent) followed by the lost or stolen device (37 percent).
- Where are the leaks – Seventy-three percent responded that it was likely their organisation had lost some confidential information over the past 12 months. Half of all respondents say their organization is highly effective in preventing leakage by external attackers and hackers yet less than half are as confident in preventing data leakage by careless employees.
- Highest risk departments – Sales departments pose the greatest risk to information assets, both structured (69%) and unstructured data (58%). C-level executives and Human Resources (79%) account for more than half of unstructured data risk while Human Resources and Finance and Accounting (71%) pose more risk with structured data.
- Setting policies and enforcing them – Eighty-three percent of organisations struggle with determining the appropriate level of confidentiality documents and files should possess. Determination is based on data type, policies or data usage, but only 13 percent use access as the determining factor while only 16 percent are using a content management system. Even if the organization has properly identified confidentiality, only 15 percent of respondents are confident that they are highly effective in limiting access.

"There is a belief that data breaches are the work of malicious actors, internal and external, but it is more often the result of careless behaviour by employees who don't understand the impact of sharing files," said Larry Ponemon, President, Ponemon Institute.

"The findings in this study should serve as a wake-up call for all organisations determined to protect high value information

"Better security hygiene, including education and consequences for risky behaviour, should include every employee with access to information in addition to the organisation locking down proprietary data, intellectual property and confidential information that shouldn't be accessed by everyone."

The Lifecycle of Grey Data

By Bill Tolson

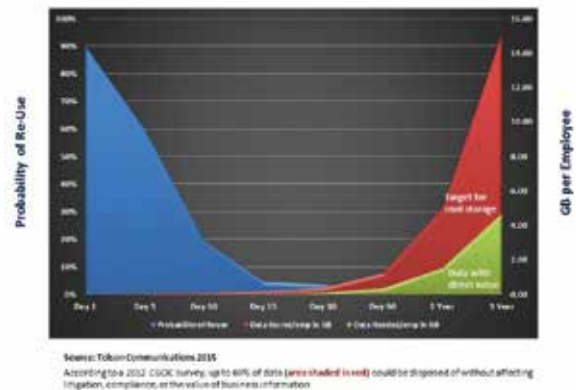
Organisations habitually over-retain information, especially unstructured electronic information, for many reasons. However, many organisations simply have not addressed what to do with this data so fall back on relying on individual employees to decide what should be kept and for how long and what should be disposed of.

On the opposite end of the grey data management spectrum, a minority of organisations have tried centralised enterprise content management systems and have found them to be difficult to use. In these cases, employees find ways around these complex systems by keeping huge amounts of data locally on their workstations, on enterprise file shares, on removable media, in cloud accounts, or on rogue SharePoint sites that are used as “data dumps” with little or no records management or IT supervision.

Much of this information is transitory, expired, or of questionable business value. Because of this lack of active management, information continues to accumulate. This information build-up raises the cost of storage as well as the risk associated with ediscovery. In some cases, the company’s General Counsel actively stops grey data “clean up” processes because they are afraid of being accused of destruction of evidence in a future case. Fred Moore, Founder of Horison Information Strategies, wrote about the concept of the lifecycle of information years ago. His theory was as information ages, its probability of re-use and therefore its value, shrinks rapidly. Once data has aged 15 to 30 days, its probability of ever being looked at again approaches 1%, and as it continues to age, approaches but never quite reaches zero.

Contrast that with the possibility that a large part of any organisational data store has little or no business, legal or regulatory value. In fact, the Compliance, Governance and Oversight Counsel (CGOC) conducted a survey in 2012 that showed that on the average, 1% of organisational data is subject to litigation hold, 5% is subject to regulatory retention and 25% had some business value. This means that approximately 69% of an organisation’s electronic data store has little or no business value and could be disposed of if your legal department approved the disposal. But in reality, legal departments are extremely hesitant to actually delete data – afraid they will be seen as destroying evidence if a future lawsuit arises. So this huge amount of grey data continues to clog up expensive enterprise storage resources.

The Lifecycle of Information Value



The average employee creates, sends, receives, and stores conservatively 20MB of data per day. This means that at the end of 15 business days, they have accumulated 220MB of new data, at the end of 90 days, 1.26GB of data and at the end of three years, 15.12GB of data. So how much of this accumulated data needs to be retained and managed? Referring to figure 1 above, the red shaded area represents the information that probably has no legal, regulatory or business value according to the 2012 CGOC survey. At the end of three years, the amount of retained data from a single employee that could be managed more cost effectively without adverse effects to the organisation is 10.43 GB. Now multiply that by the total number of employees and you are looking at some very large potential cost savings.

If companies could effectively capture and manage this grey data centrally utilising a low cost cloud repository, the company’s overall data costs as well as the cost to conduct ediscovery could be dramatically reduced. As unstructured data volumes continue to grow, more cost-effective storage solutions need to be found for that low touch grey data that has a very low probability of reuse. Fortunately, new cloud storage solutions that utilise “cool” storage designs can drive your overall storage and ediscovery costs down for a while, ensuring your ability to effectively search and manage that information during its lifetime.

Microsoft Azure is that low cost cool data repository. Archive360’s Archive2Azure provides the management layer for Azure to allow this grey data to be migrated into Azure, encrypted, retention/disposition applied, and custom indexing processes enabled to provide centralised ultra-low-cost “cool” storage so that grey, low touch data can be managed and searched quickly.

*Bill Tolson is Vice President of Marketing at Archive360, Inc.
<http://www.archive360.com/>*

Mindbreeze and oobe search partners

Two companies in the enterprise search sector have launched a collaboration; oobe from Australia and Austrian company Mindbreeze will jointly offer high-end enterprise search appliances in Australia and New Zealand. Google Search is moving solely to the cloud at the end of 2018 and you will no longer be able to buy a new hardware based Google Search Appliance from the end of 2016. As a provider of enterprise search in regulated markets such as the security sensitive areas of Federal Government, oobe identified the need to continue beyond this date with a secure and functional search appliance. oobe undertook significant market analysis of both software and appliance-based alternatives to the Google Search Appliance.

“We wanted to make sure we had all the bases covered as a Cloud solution isn’t the single answer for our customers. We wanted to offer a secure appliance with the simplest migration possible, yet with high-end features, and those factors were the focus of our evaluation. We found that replacement with Mindbreeze - Mindbreeze InSpire is an innovative enterprise search appliance and we are very pleased about the partnership with them,” says Andrew Fahy, Director of Business Development at oobe.

“The partnership in Australia and New Zealand represents a strategically important step in our rapid global growth strategy. Our appliances enable our customers to find relevant information in context and to quickly make sense of the correlations. oobe shares our guiding principles,” says Daniel Fallmann, founder and CEO of Mindbreeze.

Capture solution delivers business boost

Australia's leading and longest running residential smoke alarm specialist, Smoke Alarms Australia, has undertaken a major business project to implement automated data capture and workflow.

The Australian owned and operated company was formed in 2005, as a specialist in fire protection for residential properties. It is affiliated with more than 2,000 real estate agents across the country, inspecting, installing and maintaining smoke alarms for properties under management.

SmokeAlarmsAustralia required a system to automate the data entry process with more efficiency and accuracy, as well as reduce human error and free up data entry staff to do other, more productive work.

Office automation specialist Data Device was chosen to provide two automated solutions, one for work order processing and the other for remittance advice processing.

ABBYY FlexiCapture technology now replaces manual data entry as it receives, analyses and captures information from documents and outputs the data direct into the firm's custom developed business system.

Smoke Alarms Australia's CFO Namal Karunaratne says,

"Prior to ABBYY, delays often occurred resulting in strained relations with our real estate agents.

"Now work orders are received electronically and FlexiCapture automatically stores it in our system saving us time and cost without annoying our agents."

In addition, Smoke Alarms Australia has been able to vastly speed up the experience private householders receive.

As a request gets raised through the website an email notification with a pdf work order is now automatically sent to a dedicated mailbox.

Every 20 seconds FlexiCapture scans the mailbox for new work orders and uploads the detail to the business system.

Namal commented that, "We now have only a small number of the work orders delivered by FlexiCapture's verification station that require manual intervention."

Dhruv Shah, business analyst at Data Device, said, "Smoke Alarms Australia has been able to reassign two team members from manual data entry to work on other more important business tasks."

Namal further said, "I would say that this technology has reduced the time to process

volumes of 3,000 orders and 2,000 remittances a month by 70-80%, which is a very substantial productivity improvement."



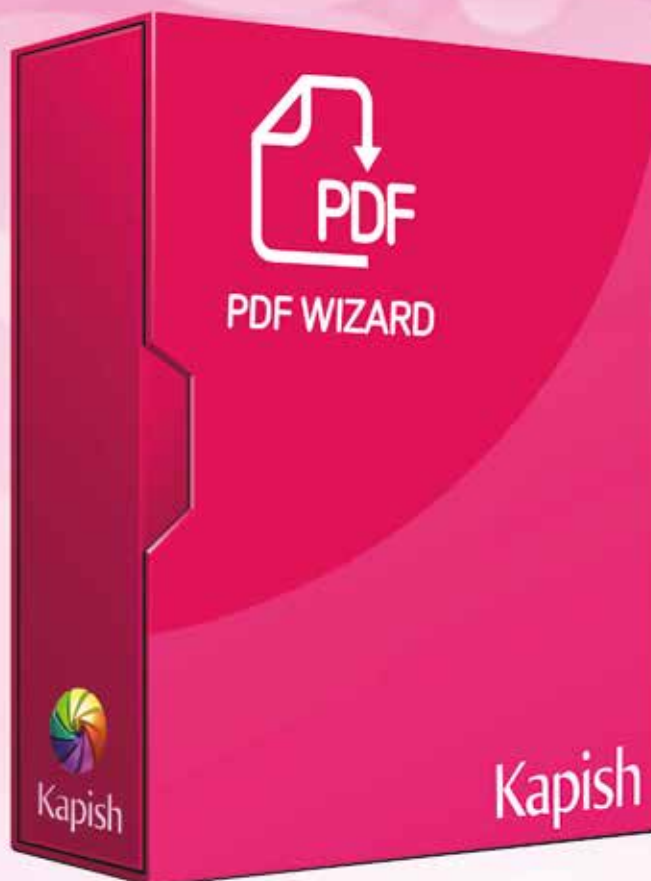
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25 exciting things to do with an Information Asset Register

By Reynold Leming

Information is a vital, perhaps the most vital, business asset for an organisation. Nearly everything an organisation does involves using information in some way. It is used to support effective decision-making and facilitate ongoing operations and the delivery of programmes, products and services; it evidences practices and performance, business activity and transactions, rights and obligations.

Information is the glue that holds an organisation's structures and processes together. In the age of big/dark data and evolving legal obligations, particularly around privacy, as organisations seek to leverage their information content to unlock value and identify risk, it is increasingly important for their data to be fully understood, readily accessible and properly governed.

Yet it is a valid question to ask: do we know more about the value of our filing cabinets and computers than about the value of the information they contain?

Given our tacit understanding of the importance of importance of information, why is it the elephant in the room when we look at formal asset management processes? To change we need to recognise the worth and utility of information as a vital business asset! Therefore information must be identified, profiled, understood and proactively managed as a business asset. A comprehensive inventory in the form of an Information Asset Register ("IAR") will support this.

Below I have listed (in no particular order of importance) 25 potentially beneficial outcomes from populating, maintaining and interrogating an IAR.

1. Understanding Relationships: A related series of records sharing the same purpose (a "master asset" if you will) might have a variety of constituent entities ("sub assets") in different formats - e.g. physical records, digital content, database records. Identifying these within an IAR will enable an understanding of their relationships and purpose over time.

2. Security Classification: Assets can be classified within the IAR to an approved security classification / protective marking scheme, with current protective measures recorded, in order to identify if there are in any risks relating to the handling of confidential personal or commercially sensitive information.

3. Personal Data: Specifically you can identify confidential personal information to ensure that data protection/privacy obligations are met, for example in terms of security and disposal.

4. Ownership: The ability to know - who owns what? Also to understand who owns both in terms of corporate accountability and ownership of the actual information itself.

5. Business Continuity: Assets can be classified within the IAR to an approved scheme, with current protective measures recorded, in order to identify if there are in any risks relating to business critical ("vital record") information. You can also identify the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for assets to support a disaster recovery or data protection plan.

6. Originality: You can identify whether an asset is original or a copy, supporting decisions on removing duplication and the optimisation of business processes.

7. Heritage: You can identify records of historical importance that can be transferred at some stage to the custody of a corporate or third party archive.

8. Formats: The ability to understand the formats used for information, supporting decisions on digital preservation or migration.

9. Space Planning: Data can be gathered for physical assets relating to their volume, footprint, rate of accumulation, use, filing methods etc., in order to support office moves and changes.

10. Subject Matter: If assets are tagged to a business classification scheme of functions and activities, as well potentially to a keyword list, the organisation can understand the "spread" of record types (e.g. who holds personnel, financial, contractual records) and/or "discover" resources for knowledge management or eDiscovery purposes.

An IAR can be used both to link assets with approved records retention policies and understand the policies and methods currently applied within the organisation ...

11. Archive Management: The ability to understand what physical records (paper, backup tapes etc.) are archived, where and when; this might for example identify risks in specific locations or issues with the regularity of archiving processes. The organisation can also understand its utilisation of third party archive storage vendors - potentially supporting decisions on contract management / consolidation - and maintain their own future-proof inventory of archive holdings. Archive transactions can be recorded if there is no system to otherwise do so.

12. Location: The "location" of an asset can of course be virtual or physical. The benefits for archive management are explored above and for maintaining a system catalogue below. Other examples might be to identify records to gather when doing an office sweep following vacation of a floor or building, or what assets are held in the cloud, or asset types within a given jurisdiction.

13. Retention: An IAR can be used both to link assets with approved records retention policies and understand the policies and methods currently applied within the organisation, therefore identifying queries, risks and issues. The IAR can also be used to maintain the actual policies (across jurisdictions if applicable) and their citations; if a law changes or is enacted, relevant assets can be identified for any process changes to be made.

14. Disposal: An IAR can be used both to link assets with approved destruction or transfer policies and understand the processes and methods currently applied within the organisation, therefore identifying queries, risks and issues, particularly for confidential information.

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15. Source: The source of assets can be identified to understand where information is derived from and better manage the information supply chain.

16. Rights: The rights held in and over assets can be identified, such as copyright and intellectual property, in order to protect IPR and avoid infringement of the rights of others.

17. Applications Catalogue: The application systems in use (e.g. content management, front and back office) can be identified and be linked in locations, people, activities and of course assets. Licensing and upgrade criteria could also be managed. It would also be possible for example to identify system duplication or the use of home-grown databases.

18. Condition: Both physical and digital assets can degrade: this can be identified for assets with conservation / preservation actions taken accordingly.

19. Age: The age of assets can be established, with decisions made on further retention / disposal, the need for archiving (historic or business) and potentially whether they need to be superseded with newer resources.

20. Organisation: An understanding can be gained of whether structured systems and approaches are in place to profile and organise physical and digital assets, identifying if there are likely to be any issues with the finding information.

21. Utilisation: An understanding can be gained of whether assets are proposed, active, inactive, discontinued / superseded, therefore enabling decision on their format, storage, disposal etc.

22. Sharing: An IAR can be used to identify how information is

shared within and without the organisation, helping ensure that it is available as required, and that suitable security measures and, where applicable, information sharing agreements are in place.

23. Provenance: Fundamentally an IAR can provide an accountable audit trail of asset existence and activity, including any changes in ownership and custody of the resource since its creation that are significant for its authenticity, integrity and interpretation.

24. Publications: Information produced for wider publication to an internal or external resource can be identified, including for example the audience for whom the resource is intended or useful, the channels used for distribution and the language(s) of the content, thus facilitating editorial, production and dissemination management and planning.

25. Quality: Observations can be recorded on the quality of assets (e.g. accuracy, completeness, reliability, relevance, consistency across data sources, accessibility), with risks and issues identified and managed.

In summary, a high-performing organisation consistently improves its use of data and information to increase its knowledge, thus leading to wisdom, insight and innovation.

Also the organisation is safer and more accountable if there is an understanding of the legal issues and requirements for the entire corporate information landscape and when 'duty of care' responsibilities are in place.

I see an IAR as a highly valuable tool to help deliver both these outcomes.

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How enterprise architects can help ensure success with digital transformation

By Oliver Bossert and Jürgen Laartz,
McKinsey & Company

Those who design and steer the development of the technology landscape can mitigate risk by setting operating standards and promoting cross-functional collaboration.

Most CEOs understand the potential upside of a digital transformation. If they can get it right, their companies can be more efficient, more agile, and better able to deliver innovative products and services to customers and partners through multiple channels. About 70 percent of executives say that over the next three years, they expect digital trends and initiatives to create greater top-line revenues for their businesses, as well as increased profitability.

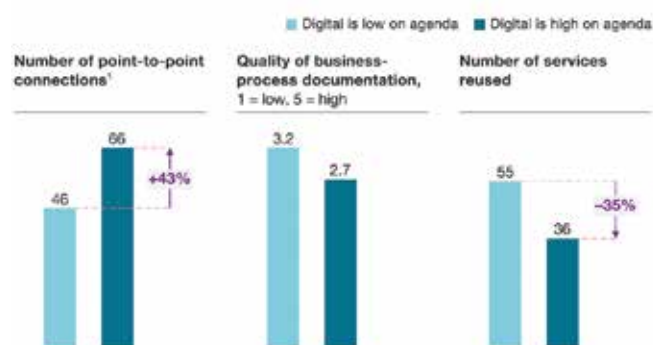
There are tangible risks associated with these efforts, however. Traditional companies want to behave like start-ups, but they usually don't have the technology infrastructures or operating models to keep up with companies that have been digital from the start. Their shortcomings can have consequences. Traditional companies undergoing digital transformations may continue to build ever-more-complicated IT systems, deploying new features or patches and fixes on the fly to meet immediate needs without any clear road map or consideration of future IT needs.

Indeed, an in-depth survey we conducted with Henley Business School on enterprise-architecture management revealed such patterns among companies pursuing digital transformations (see panel below, "The Enterprise Architecture Survey").

When companies go all in on digitisation, the number of point-to-point connections among systems rises almost 50 percent, the quality of business-process documentation deteriorates, and services get reused less.

These firms experience greater complexity in systems and processes, and not just in the near term, as digital projects are rolled out, but also in the long term, as companies seek to extend pilot programs and applications to all functions and business units. In the latter scenario, IT organisations may need to do a lot of systems and applications rework and re-engineering to enable even the most basic digital activities. Companies may be slower to market with new products and services, and less able to react quickly to changing customer demand.

When companies go all in on digitization, the complexity of IT architecture increases.



¹All findings generated a p-value of less than 0.05, which indicates a high level of confidence in the results.

Source: Enterprise Architecture Survey, a joint survey from McKinsey and Henley Business School, Feb 2016

McKinsey & Company

The enterprise-architecture (EA) department can play a central role in reducing the complexity associated with digital transformations. Most companies have a dedicated EA group embedded within the larger IT organisation. This group typically oversees the entire systems architecture, including business processes and IT infrastructure.

It helps to establish rules for and processes around technology usage to ensure consistency across business units and functions. As such, this group can help the CEO and others on the senior leadership team redesign their companies' business and IT architectures so that they can avoid some of the pitfalls cited earlier and compete more effectively in a digital era.

The findings from our research suggest that when the EA group is directly involved in digital-transformation projects, the documentation and communication between business and IT stakeholders improves significantly. What's more, organisations are likelier to focus on capturing tangible benefits from the transformation - an important factor in mitigating the risk of black swans - and to devote more time and attention to planning. They may also be able to launch products and services more frequently, given the reduced complexity.

Most companies are not prepared for this to happen, however. More than 40 percent of respondents in our survey say that the business leaders in their companies are not aware of what the EA group does. We believe that to improve the odds that a digital transformation will succeed, CEOs and CIOs need to raise the profile of enterprise-architecture departments within their companies and to develop the business and interpersonal capabilities of their enterprise architects.

Empowering the EA group

The enterprise-architecture professionals we surveyed said that the top goals in their IT organisations are executing digital programs - such as cloud computing and online business models - and simplifying and modernising their IT systems. Reducing complexity is especially critical, they told us, for ensuring that companies can capitalise on digital technologies, support agile and DevOps product-development methodologies, and respond to customers' needs more quickly.

To successfully deploy agile development methodologies, for instance, companies need their business units and their IT organisation to have a common understanding of both products and processes. These groups must have a joint view, for instance, of which applications are "mission critical" versus just nice to have, which processes are uniquely required, and which are being duplicated across multiple business units. The enterprise-architecture group is in a prime position to support these decisions and help create a unified perspective on what needs to change.

Good things can happen with EA involvement, but our research indicates a general lack of awareness of enterprise-architecture groups within most organisations - who they are and what they do. Some enterprise architects told us that, during the course of their work assignments, they are actually more likely to interact with suppliers than with internal business executives and C-level leaders. When this happens, the EA group can enter into an unproductive cycle: its capability and process models won't accurately reflect business needs and therefore won't be used by the business to make critical technology decisions.

CIOs and CEOs can heighten the awareness of enterprise-architecture groups and empower them by setting the right tone operationally and by facilitating talent development.

Operating-model factors

Sometime in the early 2000s, as Amazon was starting to establish a service-oriented architecture, CEO Jeff Bezos distributed a memo. In it, he mandated that all teams use open application programming interfaces and web services to share data and functionality. He made it clear that those not following the rules would be fired. Having this level of CEO attention on a very technical topic prompted change within this digital organisation.

Similarly, company leaders in traditional organisations, especially at the top but also at the line-management level and in the boardroom, need to engage more deeply with enterprise-architecture topics. They don't necessarily need an Amazon-like shift of the entire operating model, but it is important for them to include the enterprise-architecture team in formal discussions about processes, policies, and strategy.

CEOs and CIOs can also put more of the spotlight on EA groups by doing the following:

- **Give them more responsibility.** Even among those in the know about enterprise architecture, the perception in many companies is that this back-office group can have only limited impact on overarching corporate initiatives—particularly compared with other technology-oriented groups (application development, for instance) that tend to have bigger budgets and direct responsibility for core operational areas. CIOs and CEOs can reverse this perception by giving EA departments more responsibility for certain big-picture decisions; for instance, they can give authority in the approval process for changes to the technology landscape. Otherwise, the policies and guidelines the EA department develops may never gain traction across the company.

- **Measure their performance.** It can be difficult for CIOs and enterprise architects to determine the EA group's direct contribution to corporate performance because so much of the day-to-day work depends on input from individual business units, ever-changing strategy and budget decisions, and other interdependencies. There is no simple formula for demonstrating absolute impact, but one feasible approach is for the enterprise-architecture team to routinely provide the business units with the "technology costs" of any important decisions they make - for instance, trade-offs in cost, time, and quality when a new technology is deployed and used in place of an alternative. The business would get the information it needs to make critical decisions, and enterprise architects would gain a direct line of communication to the business.

Talent factors

Pushing enterprise architecture toward the top of the agenda, giving greater responsibility to the EA group, and coming up with clear performance metrics may also help companies attract the operations and leadership talent they need to design and support IT systems effectively. Indeed, our survey revealed that for most EA staffers, being seen as a valuable contributor to the bottom line may be more of an incentive than monetary rewards. In our experience, the individuals who take on EA-management responsibilities need a combination of deep smarts in business strategy and expertise on IT trends and technologies, integration patterns, business-process steps, and running a closed IT environment.

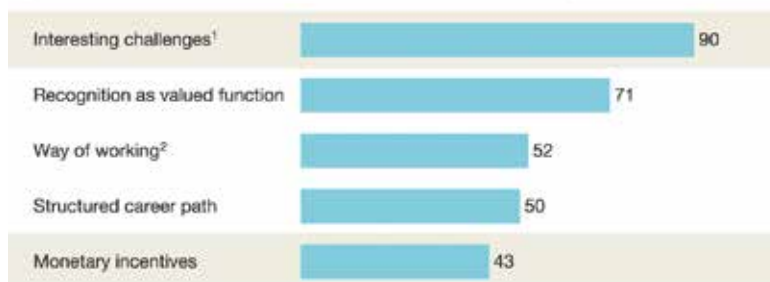
These people do not need to be experts in coding or supply-chain planning or store operations, but they do need basic knowledge of all those things—and more. They must also have good communication and marketing skills.

They must become "ambassadors" for enterprise architecture, helping business leaders and board directors alike understand

With respect to incentives, enterprise architects are more attracted to interesting challenges than to money.

% of respondents

Incentives rated "high" or "very high" (multiple responses allowed)



¹Transformation programs, innovative business models, and innovative technologies.

²Interactions and work models.

Source: Enterprise Architecture Survey, a joint survey from McKinsey and Henley Business School, Feb 2016

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the purpose and value generated by all the systems that underlie day-to-day operations. And they must be able to foster close collaboration between IT and business stakeholders.

Because of the variety of skills required, CIOs may need to look outside the usual talent pools when recruiting, considering people with academic and business credentials as well as traditional technologists.

Digital transformations are, by their very nature, complex. There are multiple moving parts, integrated processes and technologies, and the need for expertise that cannot already be found in the company. In most firms, however, there is a small cadre of technology professionals who can impose relative order on the proceedings.

CEOs and CIOs should consider the benefits of pulling enterprise architects closer to the centre: bringing them to the table with business leaders, devising metrics that reveal the value of their work, and creating the type of incentives that will challenge them and prompt them to stay for the long term. Such an approach is critical not just for limiting risk and protecting against the potential challenges and downsides of digital transformations but also for ensuring a clear upside—a close and lasting partnership between the business and IT.

Oliver Bossert is a senior expert in McKinsey's Frankfurt office, and Jürgen Laartz is a senior partner in the Berlin office. The authors wish to thank Sharm Manwani, executive professor of IT leadership and director of the Strategy & Enterprise Architecture Programme at Henley Business School, for his contributions to this article.

The Enterprise Architecture Survey

A team from McKinsey and the Henley Business School have established an ongoing survey of IT professionals and senior IT and business leaders. The goal is to create a fact-based perspective on best practices in enterprise-architecture governance and the degree to which these practices contribute to successful digital transformations. The findings discussed in this article are drawn from a research base of more than 100 global CIOs, heads of enterprise architecture, and other IT professionals. The research was conducted over the past 12 months using an online instrument.



The Document Life Cycle Road to Digital Preservation and Archiving

By Brett Claffee

So, what's so important about documents versus records in today's digital enterprises? First, it's important to understand that documents do not become records until they are declared a record. When a document is first created, it is under its author's control and typically goes into a workflow, put simply—a document life cycle. In most corporate document workflows, the document is eventually used for a business decision or its context and content matches a line item on the corporate retention schedule and becomes a record. When this occurs, it “jumps tracks” into the record life cycle.

Once a document is declared a record, it leaves the author's control and lives under corporate control until it is no longer required for retention, at which point it is destroyed.

Of course, not all documents graduate to the position of official corporate records. For those that do not, the document is generally retained through its active use and then destroyed according to an organisation's data and information retention policies. These non-record documents will not be listed in a corporate records retention schedule, because they are not records—they were never used for legal, fiscal, operational, historical, or business needs and decisions.

Pretty cut and dry, right? Not really.

Typically, a document's life cycle involves the following key phases:

1. Creation
2. Management
3. Storage
4. Retrieval
5. Distribution
6. Disposal

However, some documents are not fated for destruction. At some point in their life cycle, they are declared a record - whether because they began serving as evidence of corporate decisions and actions and map to a retention schedule item, or they were copies of records that were lost for some reason, and these documents are replacing the original and, by default,

are becoming original records. Regardless of how a document becomes a record, when it is declared, it becomes subject to corporate control and cannot be destroyed until it meets all of its retention obligations, including being released from any legal, financial, or regulatory holds. These are many record types with long-term retention requirements that an enterprise must hang on to for a designated period of time—and, for some, even forever.

Digital preservation and archiving is a key differentiator between document and record life cycles today. Starting with creation and leading up through retrieval and distribution, the life cycle phases between documents and records are tightly aligned. While the records life cycle adds retention and archiving as a phase, it also has defensible destruction in line with the document life cycle.

The digital archiving and preservation phase is a multi-layered process, teeming with everything from provenance and authentication practices, to chain of custody and accountability, to format transformations—all designed to keep information legitimate, useful, and, if required for long-term retention, preserved.

What kind of documents typically become these types of records? These are standard operating procedures (SOPs), corporate intellectual property records, corporate financial records, human resources (HR) records, legal contracts, and an army of other records that a company is duty-bound to retain based on its corporate retention schedule. These document records move from active to inactive—but always remain valuable. They must be preserved in a way that allows them to retain their chain of custody and carry appropriate preservation metadata so that they can be easily retrieved by persons with a legitimate, authorised right to view them.

Afterthought no longer

Today, archiving is no longer an afterthought and is on its way to becoming mainstream. With the data explosion of recent years, data archiving has come to the forefront as organisations work to maintain hosts of systems that produce diverse types of data. Currently, according to studies, more than 30 billion documents are used each year in the United States. All of these documents were created with key parameters addressed: name, date of creation, name of author, keywords and other metadata values to facilitate access and retrieval, and also workflow information (approvers, signatures, expiration information, and even long-

term archival information). A large number of these documents will be declared records and many will become inactive but still have a long-term retention requirement. In enterprise archiving, the final form of information, the record, is transferred from operational business applications to a central enterprise archive. Once this information has been archived, it is available to everyone who needs it. The enterprise archive can support a wide spectrum of business applications as well as the various record types that they generate.

Enterprise archiving benefits businesses and government agencies with five critical advantages:

- Ensuring regulatory compliance for data retention, data immutability, and audit trails
- Improving performance and productivity of current business applications
- Making archived records widely available and easy to retrieve by authorised users
- Removing the burden and complexity of maintaining obsolete systems solely for their data
- Reducing information technology (IT) costs and time for back-up, upgrades, license, and support costs and database tuning.

Gaining control

To operate efficiently, organisations must gain control and governance of their IT portfolios and establish a solid digital records archiving strategy with an optimised IT infrastructure to manage content, ensuring all required records are accessible and actionable.

With trends in information storage moving more to cloud computing, big data, and information protection, organisations require complete solutions for enterprise archiving that are built to allow the user to find the information they need—regardless of the application that created it.

It's exciting to see that archiving structured, data-centric records alongside unstructured, document-centric records is becoming a reality for many organisations and delivering tangible benefits back to their bottom line.

Archiving today accomplishes critical information governance goals, such as records identification and classification, storage and cost optimisation, data scalability, user access, and more, providing a logical final destination for the vital information that powers today's digital enterprise. Keep in mind, state and federal regulations will play a significant role in determining a firm's information archiving best practices, but establishing a policy that can be applied to various types of information, like documents, data, and records, and that can provide solid guidance for staff members in a wide range of situations can boost productivity and help an enterprise maintain compliance throughout the organisation.

Compliance is a double-edged sword: On one blade is retention compliance and assuring information is retained to address legal, regulatory, and business needs. On the other blade is destruction compliance - an enterprise must destroy information once those needs are no longer in place. For records, organisations can follow a corporate records retention schedule. For documents and data, the requirements are a bit more obscure and are generally applied according to active use.

With data storage decreasing in costs, there is pressure to keep information longer and make it available for informatics and analytics. Whatever your company's approach to data and document retention, efforts must be taken to apply a life cycle that can be practically followed and a governance model to assure and demonstrate consistent control.

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6 reasons why Big Data investments are not paying off

By Jay Zaidi

Prospective clients always ask me if Big Data is a passing fad or something that's truly going to provide the benefits that they're looking for - deeper insights, better decision making and faster time-to-value. This is an important question that deserves an answer based on facts and not on marketing hype.

In this article, I shall provide my perspective, but before I do that, I must state that Big Data is not a fad and will certainly benefit organizations, if its implemented correctly.

According to a recent report, "*Joining the Dots: Decision Making for a New Era*," by the American Institute of CPAs (AICPA) and the Chartered Institute of Management Accountants (CIMA), 32% of 300 C-level executives at large organizations from 16 countries around the world said Big Data has made things worse, not better, for decision making. In fact, 70% of those surveyed said at least one strategic initiative failed in the last three years due to delays in strategic decision making.

These findings fly in the face of the rhetoric that's heard around the industry. Before we go off and start finding fault with product vendors and industry pundits, let's take a step back and analyse the situation, to identify the root causes for the current state of affairs.

Based on my experience with clients that have either made the leap into Big Data or have invested in Proof-of-Concept implementations, I've identified 6 reasons why Big Data investments aren't paying off for some organisations: (1) Lack of problem definition, (2) Skill mismatch, (3) Scope creep, (4) Data wrangling challenge, (5) Contextual gap and (6) Evolving technology. Here's a deeper dive into each:

Lack of problem definition - Many organisations don't take the time to clearly articulate the problem(s) that they wish to solve with Big Data and to determine whether those problems truly need a Big Data solution. Picking the wrong problem, jumping

in before clearly defining the problem, listing the questions that one wants to answer or hypothesis that one needs to prove or disprove, are a recipe for disaster.

Skill mismatch - Hadoop and NoSQL implementations require a certain skill set, which is very different from traditional relational database skills. There is a tendency on the part of organisations to redeploy resources with traditional data skills to Big Data projects, before providing them adequate training in the frameworks, methodologies and underlying architecture. This results in sub-optimal designs and sub-standard products, which may not meet the client's expectation. Under these circumstances, it is advisable to augment internal staff with Big Data specialists from service providers and Big Data product vendors.

Scope Creep - Starting small and taking baby steps to reach the end goal should be the preferred approach. In order to test Big Data and prove its capability, it is best to start with a well-defined problem that has a narrow scope. This will provide an opportunity for the team (e.g. Data Analysts, Data Scientists, Big Data Developers, Business Domain experts, etc.) to stay focused and deliver results in a reasonable amount of time. The end goal shouldn't be to test performance and scalability of the platform (that's a given), but the data ingestion, data wrangling, modelling and analytics processes end-to-end.

Data Wrangling Challenge - For business customers time-to-value is paramount. There is a tendency on the part of IT to not appreciate the time and effort required for wrangling data to get it right. Industry estimates put this at approximately 70% of the effort. **Contextual Gap** - Solving complex problems that are multi-dimensional in nature requires significant contextual data and business domain knowledge, in addition to the availability of large sets of raw data. This tribal knowledge isn't readily available in a repository but has to be extracted from various individuals. Given the siloed nature of organisations and their focus on parochial interests, this tends to have a major impact on project deliverables.

Evolving Technology - It took relational databases a decade or

two to mature and become robust enough to support business transactions. Same is true of Big Data technologies. Various components of the Big Data platform are evolving and maturing. It is important to keep this in mind, as organisation's embark on Big Data projects. Do the due diligence to determine which components of the Big Data stack are relatively stable and which ones are not. Design your solution to take these data points into account, so that you reduce your dependency on the less mature components or have alternate plans in case you run into issues. Leverage expertise provided by product vendors and integration partners.

I always advise clients to remember the maxim "Buyer Beware". What is clear from the above is that organisations must perform the necessary due diligence before implementing Big Data. This will increase the probability of success and their ability to improve decision-making. All is not lost for organisations that have invested in Big Data and aren't seeing the desired results. I'd suggest they take a step back and consider the points made above, identify the bottlenecks or issues with their implementation and take corrective action.

Leaders within organisations and HR departments should also focus on skill development across the business, technology and operational roles, at the line level. Managers play a key role in the success of Big Data projects. They must be trained and equipped to ask the right questions, make decisions related to architecture and design options and be able to scope out and plan the engagements. One should not expect them to transition into this new role, without adequate training and management support.

My observations and assessments were validated by a recent Forbes article on American Express's Big Data Journey, where Ash Gupta, President of Global Credit Risk and Information Management for AMEX, listed three challenges along the way:

- (1) adoption of new and immature technologies required significant organisational adaptation and cultural transformation. Old processes became obsolete. New approaches required fresh skills and approaches;
- (2) AMEX needed to recruit new talent, with skills in Big Data solutions and approaches. This challenge was complicated by the scarcity of Big Data talent, and compounded by two additional factors: a) the need to always understand "business context", which comes from experience, and b) the tendency for millennial Big Data talent to continually seek new challenges, creating a retention challenge; and
- (3) Mr. Gupta cited the "marketing process journey", which he characterised as a process of continuous improvement intended to consistently refashion customer experience in a positive way. For American Express, this meant employing the same kind of "test and learn" techniques and learning-through-iterative-improvement approaches that the firm has used in the past to refine its customer marketing models.

Big Data projects introduce new paradigms, new processes and non-traditional skills and require organisations to change the way they operate. Although technology and data play critical roles, one must not minimize the importance of organisational culture, senior level sponsorship and an organisation's appetite for change.

By employing best practices and lessons learned on Big Data implementations, organisations can take proactive measures to increase the probability of success. They should also focus on implementing a "test and learn" methodology to improve their processes over time, resulting in better outcomes. The Big Data talent gap must be tackled through in-house training and acquiring fresh talent.

Jay Zaidi is an entrepreneur and author in strategic data management. His book called "Data-driven Leaders Always Win" is available on Amazon.

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The self-fulfilling prophecy of intelligent automation

By Ralph Aboujaoude Diaz

Today's need for automation is real and is not going away. It is undeniable that the intelligent automation market is going through a rapid democratisation process and societies we live in are somehow more inclined to coexist with virtual cognitive workers. The end-goal of automation is not anymore perceived as a Kafkaesque nightmare of unpredictable and uncompromising robots!

From automation that just “executes” (data centre automation to robotic process automation) to automation that “thinks” and “learns” (autonomics, cognitive computing and ultimately the holy grail of true artificial intelligence), the intelligent process automation market is growing at fast pace and in an orchestrated manner. This market is now projected to exceed \$US40 billion by the year 2020 (per IDC's ICT Market Outlook).

Three major indicators are, slowly but surely, reinforcing the belief that intelligent automation will be part of our future:

1. Near-confirmation of expectations due to increased knowledge and education of stakeholders (positively or negatively affecting the intention to use intelligent automation)
2. Substantial increase in adoption (driven by more industrialised, content-based and cost-effective deployment)
3. Perceived immediate and future usefulness (based on more compelling use cases, success stories and market trends)

The next-generation business ecosystem is naturally emerging due to a societal and technological shift towards more acceptance and usage of automation. The constant quest for more intelligent automation will be a promising and rewarding journey but without any doubt a tumultuous a complicated one...

Getting the right intelligent automation strategy supported by appropriate technologies will need proper thinking and planning! Will intelligent automation just serve specific purposes and contexts (running processes that require extensive “swivel-chair” access to multiple existing systems or increasing cognitive capabilities in targeted sub-processes) or will it be used to holistically and gradually transform the workforce environment across the organisation?

Building commitment from senior leadership towards large scale adoption of intelligent automation will be a long journey. Let's be realistic here, there is still a long way before knowledge-based virtual workers can accurately start to gather unstructured data without pattern, process rules based on dynamic languages and ultimately make complex judgements. There is no doubt that in order to be successful and widely adopted, the intelligent automation journey should be considered as a strategic initiative. But how to convince and get

the buy-in when benefit realisation plans are difficult to determine because too many variables are involved and unknown?

Overcoming cultural resistance to automation and managing the change will require planning, discipline, and effective communication. Don't underestimate the business technophobia and operational fatigue that has been built up during the long and tedious IT and Business transformation years. Some form of IT literacy and skills will be required in order to assimilate and embed intelligent automation.

Initial strategies for scale will face execution obstacles that can potentially slow down mass adoption. From a business perspective, deployment of intelligent automation at “process” levels will not consistently realise expected benefits. A wide range of unstructured processes and activities are and will continue to be highly unstructured and therefore resistant to automation (successful application of intelligent automation has been very limited so far). From an IT perspective, will IT functions feel that intelligent automation is another burdensome project that will stretch resources and create additional maintenance and support activities? Will there be any space for example for mass RPA deployment (GUI integration) in already highly automated processes (that leverage robust and commoditised API, allowing reliable and cost-effective integration between systems)?

In addition to key drivers such as end-to-end process optimisation, real-time data-driven insights or risk and compliance intelligence, cost reduction (mainly FTE replacement) will remain the primary driver for investing in intelligent automation. It is evident for example that the targeted adoption of RPA will bring tangible cost reduction but how advanced intelligent automation as a whole will actually create business value and boost agility?

There will be non-negligible security concerns regarding the risk of the entire intelligent automation environment being vulnerable to internal or external data breaches and potential data manipulation. Now that intelligent automation is actually increasing the level of digitisation and networking, how to ensure that the intelligent automation environment is reliable, secured and cannot be tampered by intentional fraudulent cyber activities (accessing the robot controller to re-calibrate processing logic and sequences, altering master data or extracting data logs, etc.)

Significant co-investment between organisations and service providers for defining and aligning intelligent automation strategies will be the norm. Money will be spent on preparing business cases, running proof of concepts, determining how to scale up the pilot and defining target operating models. Offering large discounts, putting fees at risk and defining value-based revenue will be common practices. But one thing is sure is that intelligent automation tool providers will be the big winners!

In order to reach a stable "automation" state, systematic reliance challenges will create business fatigue and bring initial cost up. A lack of process and data standardisation will continue to be the automation bottleneck. Like any machine, 100% reliability can't be reached. If instructions provided to the robot have been defined with errors, the robot will just execute bad instructions (replicating processing errors in a very large volume until detected) that will ultimately impact the effectiveness of the process (having to reverse all the chain of errors).

There is no doubt that established service providers (the likes of IBM, Accenture, Cognizant, TCS, Wipro, etc.) have built extensive intelligent automation capabilities via accelerated development of proprietary technology (Watson, Holmes, Trizetto, ignio, etc.) or strategic alliances with mature off-the-shelf technology vendors (IPSoft, SyntBots, etc.). In addition to that, an HfS survey has revealed that almost half of organisations (buyers) want to roll out intelligent automation with their existing service providers. However, serious "challenger" service providers (other large consulting practices and professional services) and niche specialised firms are starting to methodically transform existing practices by building in-house area/ sector based intelligent automation capabilities, developing proprietary content and building strong alliances with technology vendors and established service providers. At the same time they are actively educating the wide range of stakeholders. The right mix of intelligent automation and labour arbitrage will be part of most value propositions. There will be a lot of alliances or let's better say "coopetition"!

Dependencies (with other ongoing IT programmes, business transformation initiatives, existing data storage/ processing capabilities, required period for jobs/skills shift, termination date of existing BPO contracts, etc.) will create an initial bottleneck that can block the rapid development of advanced intelligent

automation. What if the best intentions are here but the intelligent automation ecosystem is somehow paralysed by shortage of experts, IT limitations or internal and external competing forces? Rethinking the redistribution model of income and wealth gained through increased intelligent automation will not be an easy ride, but at least organisations will not be alone! From the despotic behaviour of "robot capital owners, behind the scenes, orchestrating lobby against wealth redistribution" to the human capital doctrine of encouraging "government taxation on productivity of robotic capital to refinance education and learning programmes" to Bandholz's response of spreading "the ownership of capital to ensure a more equitable distribution of robotic rents" or maybe even to the neo-Marxist approach of establishing "a universal basic income financed by robot taxation", the new redistribution models during mass intelligent automation deployments will be difficult to implement and consistently challenged.

The unanswered question of resource reallocation mechanisms needs to be addressed in a holistic and procedural manner.

Training future employees and re-training current ones will be a significant challenge. But how will the resource reallocation process will actually be executed and who will pay for it? Will it be easy to reallocate a resource to another existing function/ process by "augmenting" skills? Or convert an accounting data entry/ reconciliation person into a virtual agent calibrator or a data insight curator?

Ralph Aboujaoude Diaz is Senior Manager, Risk Transformation Services, EY UK. Opinions expressed are solely my own and do not necessarily express the views or opinions of my employer.



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Data science tackles audio and insider threat analytics

US company Digital Reasoning has launched Synthesys 4, the latest version of its cognitive computing platform which leverages an ensemble of technologies including machine learning, NLP, computer vision, pattern recognition and knowledge representation. Synthesys 4 delivers its analysis in the form of interactive data exploration tools as well as task-oriented and user-friendly Intelligent Assistants that reason over knowledge abstracted from data. The result is enhanced user productivity and continuous learning from context.

New capabilities include:

- analytics enhancements leveraging deep learning neural networks across text, audio and images, as well as behavioural analytics based on anomaly detection techniques.
- Enhanced multi-lingual capabilities, including state of the art quality for English, Spanish and Chinese with full syntactic parsing.
- An integrated ability to conduct interactive data analytics designed for data scientists. Synthesys Notebook enables local exploration of data and import/export of results from Synthesys analytics to a range of third party databases and visualization tools.
- Self-service model training with Synthesys Trainer provides an intuitive interface that enables non-technical users to train new analytical models according to the language and tasks that are relevant to their domain. In addition, the Annotator tool visualises and facilitates NLP and metadata annotations in textual data.
- A simpler yet more robust distributed architecture, making deployments quicker, more cost-effective, more extensible and easier to integrate with partner solutions.
- Support for Elasticsearch for high performance indexing and data exploration across multiple Hadoop distributions, including Cloudera Enterprise, HortonWorks and MapR.

According to Bill DiPietro, vice president of product management at Digital Reasoning, "Synthesys 4 will boost the adoption of cognitive computing technology by giving customers more flexibility and transparency into how the system learns from context, as well as better tools to explore the output of its cognitive algorithms and the knowledge graph.

"We are especially excited to expand into the area of Entity Behavior Analytics, combining the analysis of structured and unstructured data into a person-centric, prioritised profile that can be used to predict employees at risk for insider threats. These enriched profiles also represent valuable, holistic insights into customers, patients and physicians across use cases ranging from customer intelligence to clinical surveillance, and investigations into fraud, waste and abuse."

<http://www.digitalreasoning.com/>

Multilingual text analytics for search

Basis Technology has announced a partnership with SearchBlox, a provider of enterprise search solutions based on Apache Lucene, to provide its faceted search in 18 languages, including those critical to government intelligence agencies: Arabic, Chinese, Korean, Pashto, Persian, Russian, and Urdu.

SearchBlox users can download the Rosette SDK and connect it to their SearchBlox installation in minutes. SearchBlox continually aggregates and indexes data in realtime for search and analysis, as data is added via over 60 data connectors, whether from social media, email, cloud storage, Salesforce, or other sources. Fine-grained controls let administrators select the type of analysis to apply field-by-field.

"Faceted search has become a standard interface for search users, but the quality of the facets is always a challenge,



especially when languages other than English are introduced," Gregor Stewart, VP of Product Management, said. "Our integration into SearchBlox provides its customers a better search experience across a broad set of languages."

"We have been seeing a lot of demand from the government sector for a secure, on-premise search solution," said Timo Selvaraj, Co-Founder and VP of Product Management at SearchBlox.

"Combined with the Rosette SDK, SearchBlox is a cost-efficient and quickly deployed multilingual search and analysis solution. What used to take weeks and months of developer time now takes minutes to get running."

www.basistech.com or www.searchblox.com

Recon 2 secures critical enterprise data

Ground Labs, a global security software company, has released Enterprise Recon 2.0, an upgrade that improves security methods for organisations. The solution now scans for 100 different data points and personally identifiable information (PII), allowing organisations to protect critical information at every endpoint.

"Every day, PII and other sensitive information is leaked or stolen because organisations cannot keep track of all their data," says John Wethington, vice president at Ground Labs.

"Enterprise Recon 2.0 digs deep into the IT environment to recover the hidden data and provide options on how to deal with it properly."

Enterprise Recon 2.0 offers scanning capabilities that are compatible with a wide array of platforms, file formats, and target types, including local and network storage, email accounts, the cloud and Office 365. When non-compliant data is located, the solution enables organisations to remediate the security risk by either permanently deleting the misplaced data, relocating it to a secure location, encrypting it in an AES zip file, or modifying it to be useless to criminals.

Enterprise Recon 2.0 automatically converts any unknown file types to ensure that no data is missed and companies receive a complete scan of their enterprise network. The tool also allows for historical monitoring of sensitive data, so organisations can track their security and compliance record over a 10-year period.

www.groundlabs.com



Reengineering TRIM for NSW Government Dept.

The machinery of government does not always run smoothly, particularly in the wake of the inevitable mergers and demergers of departments or agencies that take place after elections or ministerial reshuffles. This was definitely the case for one large NSW state government department, which faced a major challenge in 2016 to align two separate and unsupported deployments of TRIM for over 1800 users, while also preparing for a scheduled demerger of one of its agencies.

Following earlier mergers, the department had staff at several discrete agencies working on two separate HP TRIM licenses, with two separate HP TRIM server environments running different editions of HP TRIM. Both HP TRIM versions were also past active support.

End users manually create record content in both environments, swapping between datasets in their desktop installation environment, using a v7 client to access both the v7 and v6 datasets. The two datasets were operating under two different licenses and so many of the users were licensed twice.

There is also considerable automated content created through front of house browser-based systems using the TRIM 6 COM API for integration. On average 3000 records per month are delivered via these systems into the datasets.

IM specialist consulting firm Information Proficiency was tasked with bringing these two environments together. This included migrating to a new data centre and upgrading the datasets to a supported version of HP TRIM. This would ensure readiness for separating the combined data as one of the agencies was scheduled to be "demerged" from the organisation.

The merger aimed to deliver reduced TRIM licensing costs, ensure compliance with corporate standards and operating systems; and reduce risk by making three obsolete servers redundant.

This project involved a multi-site distributed rollout of new desktop software, including the removal and clean-up of legacy software. There were also several customised integrations with the HP TRIM datasets which required supporting as part of the process.

The integrated solutions dictated the platform standardisation be limited to upgrading to HP TRIM v7.3.5, the only remaining supported version of HP TRIM that also supported the legacy integration components. There was some urgency to achieve this goal before the 2015-16 financial year end. Information Proficiency commenced the upgrade in May.

The new HP TRIM server was configured to cater for a large user base and deliver an efficient IDOL implementation. A UAT/Staging environment was established and used to ensure that both migrations and integrations would proceed smoothly at the actual cutover.

The Department now has an operational Document Content index engine which returns results in a timely manner, where previously this was subject to instability, incomplete indexing and poor responsiveness.

"Once the organisation signed off to go ahead with the upgrade event, things were executed within the planned timeframes, and the users simply carried on with their daily work without missing a beat," said Information Proficiency project manager Simon Blunt.

"The organisation's offices across NSW now access the consolidated HPE environment from within the data centre infrastructure near Sydney, where previously each dataset was hosted within regional offices."

"Now that the environment has been consolidated, and the licensing optimised, the agency can focus on the business requirements around the restructure of the data, and ultimately achieve a single source of truth," said Blunt.

www.infoproficiency.com.au

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ABBYY

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ABBYY is a leading global provider of technologies and solutions that help businesses to action information.

The company sets the standard in content capture and innovative language-based technologies that integrate across the information lifecycle.

ABBYY solutions are relied on to optimize business processes, mitigate risk, accelerate decision making and drive revenue.

Thousands of companies process more than 9.3 billion pages of documents and forms annually using ABBYY technologies.

ABBYY solutions and products are used by many of the largest international enterprises and government organizations, as well as SMBs and individuals.

ABBYY technologies are licensed by world-leading hardware and software vendors to provide Image Pre-Processing, OCR, Data Capture and Format conversion capabilities for their products.

ABBYY technologies and products, available on a number of platforms (mobile, desktop and server) and a variety of operating systems (Windows, Linux, Mac, iOS, Android, etc.), include FineReader, PDF Transformer, FlexiCapture, Recognition Server, Mobile Imaging SDK, Lingvo, and ABBYY Comprehension-based Semantic technologies.



Knowledgeone

Phone: 02 8913 9300/1800 221 061

Email: sales@knowledgeonecorp.com

Web: www.knowledgeonecorp.com

Knowledgeone Corporation has been a leader in the Australian Records and Document management sector since 1986 when the very first RecFind was released.

Our latest product RecFind 6 is a fully-featured Enterprise Content Management solution used by customers all around the world for:

- Physical/Paper Records Management;
- Electronic Document Management; Document Imaging;
- Business Process Management/Workflow; and
- A huge variety of Information Management applications (e.g., mortgage application processing and contract management)

We are renowned for the quality of our support and the robustness of our products.

We believe that RecFind 6 is both the most scalable and most configurable product in the market.

Using the free high-level tools supplied, the customer can change almost anything (e.g., data model and work processes) and still have a standard product able to receive regular updates from us.

The user interface for each class of user is configurable such that the user only see the data & functionality



Kapish

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As a Tier 1 HPE Software Gold Business Partner, Kapish aims to provide its customers with the best software, services and support for all versions of the Electronic Document and Records Management System, HP TRIM, HPE Records Manager (HPE RM) & HPE Content Manager (HPE CM).

We help our customers overcome the everyday challenges associated with information governance and document / records management through software and services that improve the user experience and maximise return on investment.

Focused exclusively on HPE RM / CM, our extensive range of software solutions are designed to easily integrate into existing systems or be implemented as new solutions, enable projects to be delivered faster, more effectively and with a higher degree of success.

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 HPE RM/CM make record-keeping a breeze.

Kapish is a member of The Citadel Group. Citadel solve complex problems and lower risk to our clients through our tailored advisory, implementation and managed services capabilities.



DocsCorp

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DocsCorp is a leading provider of productivity software for document management professionals worldwide. Our offices and products span the globe with over 250,000 users in 32 countries. Our clients are well known and respected global brands that rely on DocsCorp for their technology needs. Our mission is to provide document professionals who use enterprise content management systems with integrated, easy-to-use software and services that extend document processing, review, manipulation and publishing workflows inside and outside their environment to drive business efficiency and to increase the value of their existing technology investment.

Our solutions include:

- contentCrawler intelligently assesses image-based documents in content repositories for batch conversion to text-searchable PDFs, making every document searchable and retrievable
- compareDocs delivers unparalleled levels of efficiency and accuracy in the document comparison process
- cleanDocs provides a high level of confidence that metadata is cleansed from confidential or sensitive documents before being sent externally.



Information Proficiency/Sigma Data

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Information Proficiency and Sigma Data specialises in Information Management Solutions, Technology and Services.

Our focus is on implementing efficient processes critical to enhancing productivity, improving transactional speed, reducing costs and achieving regulatory compliance for your organisation. We supply and support Records and Content Management software and solutions that improve business processes, as well as our range of leading productivity and connectivity tools. We work hard to understand our client requirements and implement solutions to match. Our team is made up of experienced and diverse industry certified professionals. We strive to build lasting relationships with our clients, providing continuous improvement and mature solutions which significantly improve your end-to-end business processes and outcomes.



Brother

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Web: <http://corpsolutions.brother.com.au/>

Trusted worldwide and always with a "Customer First" approach, Brother continuously meets the needs of consumers through a comprehensive range of quality solutions. Committed to the advancement of printing and scanning technologies, Brother also offer business solutions designed to fit perfectly in the SOHO, SMB, SME and corporate environments. With a skilled team specialising in assisting their customer's corporate growth, Brother's business categories such as portable printers and scanners, commercial desktop scanners and high volume corporate printers can help businesses achieve in any industry. With resellers located Australia-wide, readily available product and a locally based product support team, Brother is always 'at your side'. Contact the Brother Commercial Division today to find the best solution for your business requirements.



Objective

Phone: 1800 065 640

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Web: www.objective.com

Designed for regulated industries, Objective's solutions extend governance across the spectrum of the modern digital workplace; underpinning information, processes and collaborative workspaces. Solutions vary from information, records and drawings management to business process automation; from collaborative authoring through to secure collaboration with external parties.

These solutions turn the burden of compliance, accountability and governance into business opportunities by maximising the value of content to deliver operational efficiency that translates into improved services, increased productivity and reduced risk and cost.

Objective solutions have been designed to remove the friction associated with traditional information management, delivering quick and easy access to accurate information across a variety of digital devices and business applications for a diverse range of customers ranging in size and complexity, from large government bodies to local councils and any other regulated organisation.



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EzeScan

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EzeScan is Australia's most popular production document capture 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 worldwide, 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, EzeScan provides the fastest most cost-effective method available to digitise business processes. EzeScan solutions range from basic batch scanning with manual data entry to highly automated data capture, forms and invoice processing. EzeScan provides both centralised solutions for records professionals and decentralised business process digitisation for entire workgroups. EzeScan benefits include:

- initiate intelligent automated processes;
- accelerate document delivery;
- minimise manual document handling;
- capture critical information on-the-fly;
- and ensure regulatory and digitisation standards compliance.



comprehensive functionality, user friendly design, trend-setting innovation and modern technology. The Australasian HQ of ELO was established in 2005 and has gained an impeccable reputation on all levels of Government, the Private Sector, NGOs and Not-for-Profit Organisations. The completely scalable product allows ECM implementations from as little as 5 users to solutions for many thousand staff members. With reputable certified business partners such as Toshiba Iron Mountain and AMS Imaging (Australia) or Jardine OneSolution (Hong Kong) ELO customers are assured of quality implementations, successful rollouts and continued support – 24/7/365. The VERS compliant ELO product provides solutions for Document Management, Records Management, Workflow, Accounts Payable Automation, Imaging, Contract Management and mobile applications for all industries. ELO can be deployed onsite, in the cloud or as a hybrid solution.

Epson

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Web: www.epson.com.au/products/scanners

Epson is a global innovation leader dedicated to exceeding expectations with solutions for markets as diverse as the office, home, commerce and industry. Epson's advances in scanning technology deliver the perfect balance of speed and reliability for image reproduction of unbeatable quality. From compact mobile scanners to A3 flatbed scanners that operate at speeds up to 70ppm, the range is designed for a variety of demanding organisations where fast and easy document management is required. Combine that with high productivity software that allows networking and 'scan to' options including the cloud, its versatile functions dramatically expand data usability and online document workflow. A high quality scanner is a powerful tool. For unbeatable reproduction of photographs, documents and graphics, you can't do better than the Epson scanner range - outstanding results, simple operation and value for money.



OPEX

Contact: Byron Knowles, Business Development Manager - APAC

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OPEX 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.



Fujitsu Australia

Tel: 02 9776 4555

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 & automatic paper skew correction.



FileBound

Phone: 1300 375 565

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FileBound is an end-to-end process automation solution for enterprises of all sizes. FileBound is a cloud-native document management system with advanced workflow capabilities that automates the flow of enterprise work. This comprehensive enterprise content management (ECM) solution features capture, document management, workflow, electronic forms, analytics, mobile access (iOS and Android) and much more. It presents in a single, easy-to-use application that manages business processes from beginning to end and reliably connects people and information. FileBound provides organisational efficiencies, drives out manual paper-based processes to decrease costs, increase productivity and support compliance with internal and external mandates. FileBound users have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.



ELO Digital Office

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ELO Digital is a truly global ECM company with Australian expertise! With subsidiaries in 48 countries and hundreds of thousands of users, ELO has become the natural choice in ECM. Having been voted ECM company of the year in 2013 and 2014, ELO was officially recognised for its



UpFlow

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PSIGEN, PSICapture is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability. PSI:Capture provides unmatched integration with just about any ECM or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc.] and allows the utmost in flexibility for deployment in large or small organisations. Whether you want a simple scan workflow or complex document capture, PSI:Capture provides a solution to meet your specific needs. Document Capture and Scanning is a challenge in any organization. With an array of scanning devices, capture needs and back-end content management systems, it is ineffective to settle for multiple applications to accomplish one goal. PSI:Capture provides a single capture platform that can meet all the needs of an organisation. UpFlow is the Asia Pacific distributor for PSIGEN, PSI:Capture.



RevIM automates SharePoint and Office 365 Records Management

AvePoint has announced the general availability of AvePoint RevIM for Microsoft SharePoint and Office 365. AvePoint RevIM allows administrators to apply automated business rules that manage the end-to-end content lifecycle to provide organisations with effective and efficient information management across on-premises, hybrid, and cloud-based SharePoint environments.

"Effective records management with SharePoint has often been a struggle, with a large portion of the work falling on untrained end users," said Alyssa Blackburn, Manager of Information Strategy, AvePoint. "With AvePoint RevIM, organisations can ensure that information follows defined content lifecycles wherever the data may be."

Features include:

- **Content Capture:** Reduce the complexity of traditional records management by providing the right tools to the right audience – bringing end users, information administrators, and IT professionals together to effectively manage the organisation's information.
- **Information Use:** Maximise the value of documents, records, and information through streamlined search results and ongoing reuse of content. Organisations can reduce duplication and redundant information by breaking down information silos and enabling better cross-departmental collaboration.
- **Ongoing Management:** Apply flexible information management rules unique to the organisation with a fully integrated and automated solution. Administrators can manage content end-of-life processes, including disposal, long term archival, and preservation or transfer to secondary storage.
- **VERS Compliance:** RevIM has achieved compliance with all five specifications of the Victorian Electronic Records Strategy (VERS) standard, which sets out requirements for the long term preservation of digital information for some states in Australia. Through the use of RevIM, organisations can ensure that they comply with the standard without additional steps or customisations.

compareDocs cloud released as a Windows 10 Universal app

DocsCorp has announced that its document comparison application, compareDocs, is now available as a Windows 10 Universal application.

compareDocs cloud enables law firms, corporate legal departments and anyone who needs to compare two versions of a document for changes to run a comparison on any Windows 10 compatible device: phone, laptop, desktop and Surface.

compareDocs cloud as a UWP application will empower document management professionals to deliver services to clients in a more flexible and agile manner as businesses continue to redefine the notion of the "office."

The compareDocs cloud user interface lets you compare two versions of a document for changes; Word to Word, PDF to PDF, and Word to PDF. The changes are output immediately to a Comparison Report showing all insertions and deletions in the content, headers/footers, footnotes, list numbers and tables. The Comparison Report can be marked up as a redline, or as a track changes document.

Redline is a static, non-editable mark-up that shows what has changed between the two versions.

Track changes is an interactive, or live document that allows

you to continue working on the document. You can accept/reject the changes directly in the Comparison Report.

This is a more efficient workflow.

compareDocs is also available as a Windows-based application in Standard (no DMS integration) and Pro (DMS integration) versions. compareDocs Pro integrates with leading Document Management Systems iManage, MS SharePoint, NetDocuments, OpenText eDOCS DM, ProLaw, and Worldox. DocsCorp has also just released compareDocs cloud as an Office 365 Word Add-in, making document comparison available on a PC, Surface or iPad. Documents can be loaded into compareDocs cloud from cloud file storage systems such as OneDrive, Box, Dropbox, Google Drive and iCloud.

compareDocs cloud is available from the Microsoft Store

SharePoint to SharePoint migration

Sharegate, the Office 365 & SharePoint management tool, has enhanced its Inventory feature to include the possibility of planning and assessing a migration from one SharePoint environment to another. Sharegate's two previous releases introduced and upgraded the file share migration Inventory feature, which enabled organisations to assess the complexity and effort of a potential migration by providing a list of errors to be repaired before beginning the migration. It also listed the approximate time of completion for the move and gave a detailed report of exactly what files contain the errors, so they can be rectified prior to starting the migration.

Sharegate's latest release makes their Inventory feature even more powerful, by allowing users to plan both their File Share and SharePoint migrations.

This feature lets users quickly select an on-premises SharePoint environment, or other tenant, and simulate a migration to SharePoint 2013, SharePoint 2016 or Office 365. After scanning the chosen environment, Sharegate provides a quick summary of what it contains, as well as a list of warnings and potential errors that could be encountered when moving to the desired destination.

<http://www.share-gate.com>

Quick Study 2.0 understands contracts

Kira Systems, the machine learning contract analysis software provider, has announced Kira Quick Study 2.0, a major upgrade to its proprietary technology that identifies clauses and other metadata from contracts and related documents.

The upgrade makes Kira faster at learning to identify new clauses, names, dates and other values. Kira employs a wide array of advanced machine learning techniques in order to achieve high accuracy, often with only a few dozen examples.

Kira Quick Study requires no technical expertise and no consulting engagements.

"We continuously improve Kira's technology, but never at the expense of the user experience. Maintaining an intuitive design is always of top importance," said Alexander Hudek, CTO and co-founder of Kira Systems. "Behind the scenes, Kira algorithms look at thousands of factors. The upgraded algorithms use layout and location information as well as content to help Kira perform even better, particularly on data in forms and tables."

Kira Systems' proprietary machine learning technology automatically identifies and extracts relevant information from all types of contracts, and organises it into metadata that can be exported and synced into other systems. Kira comes with built-in machine learning models covering general commercial terms, real estate leases and compliance terms, as well as provisions that are commonly reviewed in due diligence and post-merger integration.

www.kirasystems.com

Hawkeye analyses Business Processes



Nintex has announced the upcoming release of Nintex Hawkeye, a new cloud-based workflow analytics service. For the thousands of global companies that have collectively deployed more than a million Nintex workflows, they can now capture, monitor, measure, and assess workflow analytics that provide actionable intelligence to understand and improve their business processes.

Nintex Hawkeye automatically captures people and process data and then generates reports and dashboards with analytics to help business and IT decision makers understand important, yet often unanswerable, questions like: which processes are automated, what functions do they perform, when and how often do processes run, who's involved in the process, what content is accessed, how effective are the processes and how might the processes be improved?

"Nintex Hawkeye is an explicit effort to improve workflow analytics the same way we helped our customers and partners easily automate their business processes," said Nintex CEO John Burton.

"We've made it extremely easy to instrument, measure and monitor business processes and in doing so we're helping our customers digitally transform how work gets done."

Nintex Hawkeye uses leading business intelligence tools such as Microsoft Power BI or Tableau to generate the visualisation of workflow analytics in the form of dashboards by simply connecting to industry standard OData APIs.

Nintex Hawkeye capabilities and features include:

- Visibility of key metrics such as workflow user participation or the number of automated business processes by department in an aggregated view of the process portfolio;
- Intelligence on data, content and other systems with which Nintex workflows interact plus the ability to drill down and filter by types of processes, users, and roles to derive valuable process intelligence; and the
- Ability to proactively monitor and manage Nintex workflows, identify opportunities for additional automation, and target workflows that need improvement to quickly optimize organizational effectiveness.

www.nintex.com/hawkeye

Nuix Endpoint Security solution

Nuix has launched an endpoint security platform, Nuix Insight Adaptive Security, which integrates cybersecurity threat prevention, detection, response, remediation, and deception in one solution.

"Previous attempts at applying an adaptive model to security software have failed because they've ineffectively cobbled together several overlapping tools that were never intended to work with each other, creating a sort of 'security Frankenstein,'" said Eddie Sheehy, CEO of Nuix.

"Nuix Insight Adaptive Security is a tightly integrated endpoint defense solution that closes the feedback loop between sensing, filtering, detecting, and disrupting security events earlier in the kill chain."

Nuix Insight Adaptive Security combines six security technologies into one lightweight, intelligent endpoint agent, featuring:

- **Digital Behavior Recorder:** Continuously monitors and records endpoint activity straight from the kernel, including users, processes, Windows Registry changes, user sessions, DNS queries, file system information, Netflow communications, removable media, and print jobs;
- **Real-time detection:** A multilayered threat detection stack that automatically identifies malicious activity;
- **Intelligent protection:** Includes whitelisting, blacklisting, application control, and behavioral blocking;
- **Response and investigation:** Automated and manual options including incident triage and investigation capabilities allowing security analysts to search, filter, and organise single or multiple data sets collected by the Digital Behavior Recorder;
- **Remediation:** Allows analysts to terminate malicious processes based on their process identifier (PID) and to delete files and Windows Registry keys; and
- **Deception:** Fake listening services that help analysts identify attackers during the reconnaissance phase of their attacks.

To understand the continuously changing threat landscape and the challenges it presents to organisations' security posture, Nuix employs a team of security consultants including pentesters, incident response experts, social engineers, and digital forensic professionals.

Through field activities and client engagements, these consultants stay up to date with evolving security threats and attack techniques. Nuix then incorporates the intelligence they gather into the platform's logic engine so it can take automatic actions that help protect customers from advanced attacks.

Nuix Insight Adaptive Security is now available to enterprise customers who join Nuix's Early Adopters Program. It is the first release from the Nuix Insight range of security and intelligence products. Later in 2016, Nuix will release Nuix Insight Analytics & Intelligence, a four-dimensional security intelligence platform for breach investigations, deep-dive forensics, and analysis.

Qoppa releases Version 11 of PDF Studio

Qoppa Software has launched version 11 of PDF Studio, a PDF editor for Windows, Mac OS X and Linux. PDF Studio 11 adds a number of new features including Spell Check, Non-Latin OCR Languages, Output Preview, & Enhanced Print Dialog

PDF Studio now comes with a Spell Checker. Spell check highlights misspelled words when creating text annotations, typing annotation comments, and filling interactive form fields. Users are able to set various options including highlight colour, ignore all caps or numbers, and add/edit custom words to the dictionary. PDF Studio 11 offers 9 different languages options and supports spell checking more than one language at the same time. Languages supported are Arabic, Dutch, English, French, German, Italian, Polish, Russian, Spanish.

PDF Studio 11 also introduces a new OCR engine that now supports non-Latin and CJK languages. A total of 46 new OCR languages are now available such as Chinese (simplified & traditional), Japanese, Hindi, Arabic, and many more. In addition to the new languages, PDF Studio also has the ability to select 2 languages at once to use when OCRing documents containing multiple languages on each page. PDF Studio 11 also adds additional improvements including a Welcome Screen, new rubber stamps (dynamic, preview, predefined and PDF stamps), quick text search (in addition to advanced search), memory & performance enhancement.

<https://www.qoppa.com/pdfstudio/>

No code solution for customising SharePoint & Nintex

Devworkz has announced the latest release of Appbuilder for SharePoint & Nintex, which enables anyone to customise SharePoint and easily create applications with no code components. Because Appbuilder removes the need for custom coding and the complexities associated with data integration, even non-programmers can build and manage powerful application solutions.

Version 6.6 focuses on how Appbuilder users view and interact with the complexities of business logic, SharePoint content, LOB data and Nintex workflows.

John Ackery, Director for Devworkz, said "This 6.6 release provides rich new capabilities for our existing Appbuilder customers, it also powers our growing platform of accelerators for tasks such as compliance, asset auditing, risk, probation, contract management, staff services, etc.

Devworkz aims to be helping its customers automate what are essentially unmanaged business process. Inside of most organisations, inefficiencies are normally found at the nexus of day to day staff activities and the outcomes they deliver.

Connecting staff with the required management goals and obligations (such as revenue, profit, compliance, social outcomes and services, etc.) is key to any organisation's performance. By adopting a 'systems' approach where business rules are defined and outcomes are measured and transparent, organisations can make massive gains.

"When management teams understand how their essential processes can be boosted by blending 'system automation' (the design and configuration of repeatable processes with measurable insights) with 'people' and their roles and responsibilities, the outcomes are amazing," said Ackery Appbuilder complements and works seamlessly with the Nintex platform of workflow, forms and mobility solutions.

<http://www.devworkz.net/SitePages/yourjourneystartshere.aspx>

Iron Mountain launches Analytics

Iron Mountain has unveiled its new Analytics Dashboard, providing RIM professionals instant access to programs managed by Iron Mountain, allowing them to focus on analysing data and making changes to achieve both corporate governance and business performance goals

As the value, and importance, of effective information management continues to rise, organisations are placing greater emphasis on understanding their information as an essential business requirement. In turn, traditional records and information management (RIM) programs have been transformed into the more holistic and global category of information governance, moving beyond just compliance and security into uncovering the value of their information.

This has challenged RIM professionals to provide greater transparency into the sophistication and performance of their program, identifying actionable insights that can make information more valuable.

Using advanced data visualisation the dashboard provides organizations and departments immediate global visibility into their records and information management programs to help identify potential risk and compliance concerns, as well as opportunities to apply greater retention controls to their information. With the ability to benchmark comparisons of key metrics, customers also can see how they stack up against their industry peers.

Additionally, they can use these metrics to measure the health of their programs with the Iron Mountain Risk Indicator, further demonstrating effectiveness against internal goals and identifying opportunities for building the business case for change,

and then monitor their progress towards those opportunities for program transformation.

Key metrics available in the Analytics Dashboard include:

Retention Schedules – Organizations can properly manage their offsite storage inventory and associated timely dispositions in accordance with their records retention schedules, uncovering potential storage cost savings.

Retention Tracking – Through tracking the volume of record retention holds for off-site storage inventory down to the department level, organizations can ensure they are correctly categorising and managing their information regardless of geography, helping to mitigate compliance risks.

Improved Inventory Tracking – By providing insight into off-site storage carton inventory that may be missing required key metadata, organisations gain a better understanding of their overall storage and can better apply retention.

Internal & Peer Benchmarking – With agreed-upon key performance indicators that demonstrate the health, effectiveness and return on investment of records and information management programs, information governance leaders can benchmark against peers within their industry, reporting the findings to leadership to bolster the business value of their organization's program.

<http://www.ironmountain.com/Services/Records-Management-And-Storage/Analytics-Dashboard.aspx>

eFLOW AP certified with SAP NetWeaver on HANA

Top Image Systems' eFLOW AP 5.2 solution has achieved SAP-certified integration with SAP NetWeaver running on the SAP HANA platform. The end-to-end automated invoice-processing solution includes components that are located inside the SAP application itself. This means familiar interfaces for users of the software, and easy retrieval and validation of data from SAP solution components. The components in eFLOW AP (eFLOW Control and eFLOW Resolve) are add-ons complementary to SAP software that integrate into the SAP Netweaver Application Server (SAP NetWeaver AS) component to deliver invoice data capture and a highly automated workflow solution for vendor invoice processing.

The solution handles requirements such as automatic posting, automatic line-item matching and automatic workflow routing for exception handling and approval. Maximum straight-through invoice processing means increased speed and accuracy of invoice handling through elimination of manual steps.

The SAP Integration and Certification Center (SAP ICC) has certified that eFLOW AP 5.2 integrates with SAP NetWeaver AS on SAP HANA using an ABAP add-on deployment on SAP HANA for SAP ERP, and resides inside its own dedicated namespace within SAP ERP.

harmon.ie Collage Add-On for Outlook

harmon.ie has announced that its Outlook add-on, Collage, is now available for free on the Microsoft Office Store. Collage is described as topic-driven interface to help users focus on what matters most, by leveraging the environment where they are most comfortable: email.

Using artificial intelligence and incorporating Microsoft Graph recommendations into its patent-pending machine learning technology, Collage, promises to enable workers to concentrate on their most important activities. The Collage Outlook add-on surfaces key topics contained in email messages and then identifies related notifications from a range of business applications, document management systems, and social tools such as Office 365, Salesforce, Zendesk, Yammer, and more.

<https://store.office.com/>

conceptClassifier cleans up file shares

Concept Searching, a developer of metadata generation, auto-classification, and taxonomy management software, has made its conceptClassifier for File Shares utility available to clients. conceptClassifier for File Shares cleans up, optimises, and organises file share content, automatically tagging and classifying documents to a term set, improving search and eDiscovery, and preparing content for migration.

This new Concept Searching utility is deployed in conjunction with either the conceptClassifier for SharePoint platform or the conceptClassifier for Office 365 platform.

Using Concept Searching's intelligent migration, or a third-party migration tool content, content is automatically migrated to SharePoint on-premises or SharePoint Online. The result is the deployment of an enterprise metadata repository and concept-based searching.

The utility automatically generates multi-term metadata, auto-classifies and manipulates it, eliminating many manual and time-consuming tasks. Content can be optimised, organised, tested, and validated before, not after, migration. This reduces the time, resources, and costs associated with a typical migration process. Classification of file share content is automatic, and duplicate documents are identified. While classifications can be written directly into document properties, without affecting documents' modified dates.

SharePoint formats are respected, to ensure automatic population of managed metadata properties following migration. Privacy or confidential information is identified and pushed to a quarantine location for auto-classification, eliminating content security vulnerabilities. Risk is reduced, with searchable, findable, and organised content. Also the accuracy of metadata is increased, by eliminating end user tagging, improving productivity, and enabling concept-based searching

<http://www.conceptsearching.com>

ABBYY FineScanner comes to Android

ABBYY FineScanner is now available to Android users delivering an advanced OCR-powered mobile scanner. Anyone with an Android smartphone and tablet can now use ABBYY technology to scan and capture text from any kind of printed materials: business documents, receipts, newspapers and magazines, presentation slides, advertisements and even billboards.

A winner of the SUPERSTAR Mobile Star Awards for high-resolution scanning of printed and hand-written text, ABBYY FineScanner takes a photo of the document and automatically corrects the perspective to generate the rectangular and upright image, crops away unnecessary borders (the table the document is on, for example), uses black and white, colour or grayscale filters to eliminate noise, enhance contrast and brightness.

The resulting copy is optimised for viewing and printing and can be shared as a multipage PDF or a JPEG image.

ABBYY FineScanner can extract text from scanned images in 193 languages including Chinese, Japanese and Korean – all while retaining the original formatting of the document: markers, tables, headers and titles. The results can be saved in 12 most popular formats like DOCX, XLS and PDF and shared via email, messengers, social media or a cloud storage.

ABBYY FineScanner for Android is compatible with Android 4.2 or later with camera autofocus. The application is available on Google Play in two versions:

- Free application with a premium subscription for advanced features, including OCR and ad removal (\$US4.99 a month or \$US19.99 a year)
- One-time purchase version for \$US39.99 which includes all the advanced features and future updates

www.finescanner.com

Accellion protects critical enterprise content stored in SharePoint

Accellion has announced several new security features in its kiteworks content platform that further enable enterprises to keep their critical enterprise data secure while extending compliance with rigorous industry requirements.

These new features provide added protection to an enterprise's various content management systems by scanning all sent and received files to identify any viruses or malware that could lead to a data breach.

Whether the files reside in on-premises or cloud-based enterprise content systems, the data within the files can now be scanned with data loss prevention (DLP) and antivirus (AV) capabilities to further safeguard enterprise content.

Because kiteworks seamlessly integrates with existing content management systems, employees can access, edit and share all enterprise content from a single pane of glass without having to duplicate or upload edited files back to the system of origin.

Now with DLP scanning of every downloaded file and AV scanning of every uploaded file, employees can collaborate securely with external partners across the enterprise ecosystem while enterprises can be assured that their most critical content will stay secure, regardless of where it is stored or from which device it is accessed.

Accellion's new security features include the following key capabilities:

- Antivirus Scans on File Upload -- perform an AV scan automatically on any file that is uploaded through kiteworks to an on-premises or cloud based enterprise content management system like SharePoint, SharePoint Online, Documentum, OneDrive, Dropbox, Box, and others. If a user attempts to upload an infected file, the action will be suspended and the user will be informed of the failure.

- Data Loss Prevention Scans on File Download -- perform a DLP scan automatically on any file that is downloaded through kiteworks from an on-premises or cloud based ECM system. If the file is infected and fails the scan, both the recipient and sender will be informed.

www.accellion.com

Lexmark updates Invoice Capture service for Dynamics NAV Users

Lexmark's Invoice Capture Service (ICS) SaaS solution – integrated with Microsoft Dynamics NAV 2016 enterprise resource planning (ERP) .

The solution has been upgraded with new features and functions.

CS's new 1.1 release includes:

- State-of-the-art line item extraction capabilities allow customers and partners to create extensive PO-matching functionality as part of a Dynamics NAV rollout while embracing multi-page invoices with complex line item combinations.
- Rich verification capabilities are delivered through a completely redesigned HTML5 interface, and the verification interface can be activated for needed invoice review based on exceptions or turned off for seamless pass through.
- Additional workflow integration and extraction optimisation features provide more process improvement opportunities to increase the return on investment.

ICS 1.1 can be activated on a subscription or pay-per-use basis by users, and offers an initial "freemium" model for processing up to 75 invoices per month without charge, helping customers validate their invoice automation goals before committing to its use.

OCR app for the visually impaired

ABBY has partnered with Japan's Amedia to create the Amedia Live Reader application -- a mobile optical character reader for the visually impaired. With the integration of the ABBYY Mobile OCR Engine, the Amedia Live Reader uses the camera of an iPhone, iPad or iPod Touch to scan an image with text before the app reads aloud the text to the user in realtime.

Released initially in Japan, the Amedia Live Reader is now more generally available. Early customers of Amedia Live Reader have used the mobile app in a variety of work/life scenarios, such as reading menus in restaurants and train/bus schedules when traveling, as well as printed materials handed out at business meetings/conferences.

Yu Mochizuki, president of Amedia Corporation, said, "The app is special in that it recognises characters in complex scenes (such as street signs) and reads these characters aloud in realtime, achieving both accuracy and speed. This is made possible by combining ABBYY OCR technologies and our special image processing technology. To our knowledge, we haven't seen anything like this in other mobile products, at this affordable price point."

The ABBYY Mobile OCR Engine is a software development kit (SDK) based on ABBYY's OCR technologies. Its powerful image processing algorithms enable mobile devices to perform highly accurate text recognition. The Amedia Live Reader is available for purchase on iTunes for \$US29.99. In order to operate, iOS 8.0 or later is required. Supported languages include English, French, German, Indonesian, Italian, Portuguese, Spanish, Chinese (simplified), Chinese (traditional), Japanese and Korean.

Nuix partnership adds speech transcription and voice analytics

Australian technology company Nuix and voice analytics provider Voci Technologies have announced a partnership in which Nuix will license and distribute Voci's V-Discovery speech analytics platform. The two companies will integrate Voci's V-Discovery engine with the Nuix Engine and Nuix's products for ediscovery, investigation, information governance, cybersecurity, and intelligence.

"Organisations and individuals are recording massive quantities of audio and video and it's impossible for investigators to listen to even a fraction of it," said Nuix Chief Technology Officer Stephen Stewart.

"They're accumulating audio for surveillance and compliance, voicemail, interviews, and on a huge range of devices including smartphones and police body cameras. Combining Nuix's and Voci's world-class technologies means customers can now search and analyse all this human speech alongside communication patterns, emails, text messages, documents, chats, and many other sources."

Voci's V-Discovery system uses advanced machine-learning technology to convert electronically recorded audio data to text. A single Voci appliance can process more than 100 hours of audio in one hour of clock time, providing accurate and fully-punctuated transcripts of recorded or live audio sources in English or Spanish, and many more languages to come in the future.

The partnership allows organisations to:

- Perform a full-spectrum analysis that includes speech content as well as acoustic measurements of participant gender, emotion, and conversation times;
- Convert voice mail, recorded phone calls, interviews, video files, and other audio sources to text over 100 times faster than listening;
- Analyse human speech in real time or in batches while "listening" for specific phrases and automatically indexing audio files

based on keyword occurrence; and

- Scale the use of this technology to any size organisation to provide audio search across the enterprise by delivering a cost-effective means of converting recorded human speech to text.

Forensic boost for Evidence Center

Belkasoft has announced a major update to Evidence Center, the company's flagship digital forensic solution. The new release brings a revamped user interface, improved search and enhanced analytics.

A major addition to Evidence Center 7.5 is the ability to directly access encrypted iTunes backups whether or not the password is known. Unknown passwords can be attacked directly by using the new Decryption module. Other changes include the updated Photo Forgery Detection, EML and MSG email analysis and Google Maps clustering support.

Prior to version 7.5, Evidence Center could only process unencrypted iTunes backups. In this release, Evidence Center gains the ability to automatically decrypt iTunes backups using a known password.

If the password is unknown, the new Decryption module is available to attack and recover the password.

The Forgery Detection Plugin automatically discovers altered, forged and tampered photos among the thousands of files available on the suspect's computer. In this release, the Photo Forgery Detection plugin received a major overhaul with new types of analysis and better reporting.

<https://belkasoft.com>

Egnyte data governance solution

Enterprise file sharing specialist Egnyte has announced the launch of what it calls the first hybrid data governance solution for enterprise, Egnyte Protect. Expanding upon Egnyte's hybrid EFSS solution, now named Egnyte Connect, Egnyte Protect provides visibility, insight, and control over files accessed in any content environment -- including popular services like Box, SharePoint and others.

"The reality is 85% of content currently lives on-premises, but 85% of apps are running in the cloud, so organizations need solutions that orchestrate all content, without compromising time, investment or existing workflows," said Vineet Jain, CEO at Egnyte. "While our roots have been in the Enterprise File Sync and Share space, we saw a real opportunity to capitalize on all the analytics we acquired and learned from our platform file usage to help customers get smarter about how they manage their content."

Egnyte Protect will be comprised of four file services:

- Identify issues with your permissions so that you can ensure only the people who need to access files can access them
- Eliminate non-secure links to comply with regulatory requirements
- Unify permissions across your content repositories for greater control and security
- Find unusual user access patterns to limit costly data leakage
- Selective Encryption -- Keep a select subset of your files encrypted at all times, even after they leave your system (and your control) to prevent unauthorised viewing of sensitive, confidential or regulated content.
- Data Residency -- Control the location of your content, between cloud or on-premises storage, across geographical boundaries and even different vendors to comply with data sovereignty laws and other regulations.
- Data Retention -- Control when and how long your files should be retained, and who can access and modify them.

<https://www.egnyte.com/connect>

Opex unveils FalconV scan workstation

OPEX Corporation has announced the release of FalconV, the latest mixed document capture workstation in the Falcon series of scanners. FalconV combines the performance of a high-capacity production scanner with OPEX's unique prep-reducing process. With two additional sort bins and enhanced multi-feed detection, FalconV increases the functionality and flexibility of its universal document scanning workstations. From forms processing, insurance & mortgage documents, invoice capture, backfile/archive scanning, to medical records, legal discovery, and digital mailroom, FalconV is designed to attack the most difficult workflow challenges.

FalconV allows operators to prep and scan documents at significantly faster rates than can be achieved using the traditional multi-step process of separating, prepping and then scanning the pages. By combining these steps into a single process, labour costs are dramatically reduced.

FalconV is engineered to process a variety of document types, from thick paper to onion skin and fragile or damaged pieces, to envelopes and file folders stuffed with receipts, odd-shaped pages, and business cards. FalconV can even take on difficult challenges other scanners will not touch, including X-rays and three-dimensional objects – nearly any style or type of “document” can be scanned.

Designed with five sort bins, FalconV offers enhanced sorting capabilities. An additional pass-through bin allows large or delicate documents to be scanned.

Seven strategically placed Ultrasonic Multi-Feed Detectors (MFDs) recognise the slightest paper overlap wherever it occurs, practically eliminating any chance of multiple pages being scanned simultaneously. This capability vastly improves the overall scanning process and helps to eliminate the problem of missing documents.

According to Mark Stevens, Chief Operating Officer at OPEX Corporation, “FalconV keeps OPEX ahead of the pace in document scanning technology. When we can provide our customers with the product improvements they’ve asked for, add useful hardware and software features to help them do more with less, and make the product cost effective; it is a definite win-win.”

When fitted to the OPEX Model 72 Rapid Extraction Desk, FalconV RED is ideal for digital mailroom scanning. It provides a fast, efficient way to process payments and mail orders, and it scans virtually any document directly from the envelope.

Other notable features include: 600 dpi capture, OPEX CertainScan 4.0 prep-reducing software, versatile document feeder, 22” touch screen monitor, and automatic and one-touch page classification.

For more information, visit www.opex.com

Content Curator for SharePoint

OWNZONES Media Network has made its enterprise content enhancement and delivery platform, EZONES Content Curator for SharePoint, now available for purchase on the Microsoft Office Store. EZONES for SharePoint allows corporations to easily optimise and distribute targeted content to employees, both within the workplace and remotely, as if it were a major media company.

Additionally, due to several strategic alliances, EZONES for SharePoint can provide corporations of all sizes with access to specialized content from companies such as leading global provider of content-enabled workflow solutions, LexisNexis, anywhere, simply by installing the EZONES for SharePoint curation software and without significant upfront investment.

EZONES for SharePoint offers white label native app creation which provides an end-to-end content solution and allows for content to be continuously available at employee's fingertips.



With EZONES, an enterprise can:

- Expose the most relevant content to individual users, creating a personalized and more effective experience.
- Allow users to consume content directly inside SharePoint without sending them to separate players or programs. This includes video, audio, Office documents, PDFs, images, and more.
- Increase user adoption and engagement by making an enterprise's SharePoint environment a hub for anything and everything they may need, both from internal and/or external sources.

Not only does EZONES for SharePoint make an enterprise's internal content more accessible to users, it also allows for streaming of external content directly into the SharePoint environment. Whether it's HR training, industry resources, business news, or any other information or resources one can think of, EZONES can source and provide it.

<http://ezones.com/>

iManage Work 9.4 adds analytics

iManage has announced the release of iManage Work 9.4, an update to its core document and email management solution which spans document and email management, secure file collaboration, knowledge management, information governance, and process automation. iManage Work Product Management is available as a cloud service in the iManage Cloud and as an on-premises installed product.

iManage Work 9.4 takes a cue from user-friendly consumer interfaces like Amazon by putting search front and centre. Filters enable users to quickly sort results so they get to what they want without complex queries.

Based on user feedback and focus group insights, iManage Work 9.4 introduces analytics that help the software anticipate user needs and wants -- and provide the user with new insights and useful information not previously available in collaborative content repositories.

Personalised search uses knowledge of each user's working habits to produce more meaningful search results. To the user, search just seems smarter and better.

A home page dashboard provides each professional a snapshot of all documents and emails that have been added or changed across all projects they are working on, providing multi-tasking professionals with a perspective not previously available in any system of this type. Content that has been edited by others is automatically flagged so users don't have to “fish” for what's changed -- they see it in seconds. These are just a few examples of new insights and frustration busters that exist throughout the software. Enhanced document preview loads quickly on mobile devices, and even anticipates what page a user wants to see based on past actions.

Your map to the gnarled jungles of AI

By Nicholas Alan Brown

The number of services that want to help you make your product smarter has exploded over the last year. If you're planning a product, it can seem impossible to understand this new field.

As a product manager and a developer, I've been playing with some of these services for a few months now. Today I'd like to share a bit of what I've learned thus far.

Here are some broad categories of services and ways you might use them in your product:

Prediction and Pattern Recognition

This is the oldest category of services on this list. Popular examples include Google's Prediction API, Wise.io, and BigML. These services use mathematical techniques to detect patterns in data and make predictions. You provide the data, they provide the insight.

To get started, first you'll need a dataset you want to better understand or use to make predictions. It's worth noting that these services perform best with very large datasets. Don't expect to get much value from them unless you have a live product or you have a large dataset to start from. There are plenty of open-source datasets intended for machine learning applications.

Possible product use cases include:

- Analyse a large set of user behavior data to predict who will become a paying customer;
- Analyse product browsing data to create a list of related products; or
- Analyse transaction data to identify fraudulent transactions

Conversation

This category includes services like api.ai, wit.ai, and smooch.io. These tools let you build conversation interfaces for your product. Improvements in natural language processing have made it easy to understand human speech.

Usually you need three inputs to start building a conversation interface:

Intents - these are just a list of phrases and sentences a user might ask for. If you're building a music player, your intents might look like this:

- "Play some Rihanna"
- "Add this song to my playlist"
- "Go to the next track"

Actions - next you match those intents with actions you want sent to your product. Usually you tell the service which API endpoint to call when it determines the user's intent. If I ask to hear some Rihanna, the service will send structured data to that endpoint so it can play the right artist.

Entities - finally, you provide lists of acceptable data. If you're building a music player, you'd provide a list of artists, a list of songs, as well as any synonyms for each term.

These tools can accept text from clients like Facebook Messenger, SMS, or Slack. They also often support voice recognition. Api.ai also adds machine learning to its engine. The more data you provide to the service, the better it will get at understanding intent.

Possible product use cases include:

- Chatbots - you want your users to be able to ask for information or trigger actions with text.

- Home Devices - your product is an Alexa Skill or maybe a connected device. Users need to control your product with their voice.

Image and Video Processing



Decades of research has recently created affordable APIs to analyse images and video. Two popular services are Google's new Vision API and Clarifai (pictured). These services provide similar tools for content and object recognition. Clarifai supports scanning of images and videos, while Google currently only supports images.

All you really need to get off the ground are some images or videos you want to label or index. Then, it's just a matter of deciding what you want to understand about your assets. Here's a bit of what Google says its API can detect in images:

- Labels (objects in photos);
- OCR (text);
- Faces;
- Landmarks; and
- Logos.

Possible product use cases

- Tagging images with keywords describing their content;
- Use OCR to turn images into text;
- Building a search engine that lets users search for images;
- Determine the emotions on the faces of people in an image; or
- Scanning through images uploaded by users to find inappropriate content.

Custom Machine Learning

Finally, there are advanced tools if you're working on something more ambitious. The most powerful example is Google's TensorFlow, which they open-sourced in November. The project is still in beta and documentation is light.

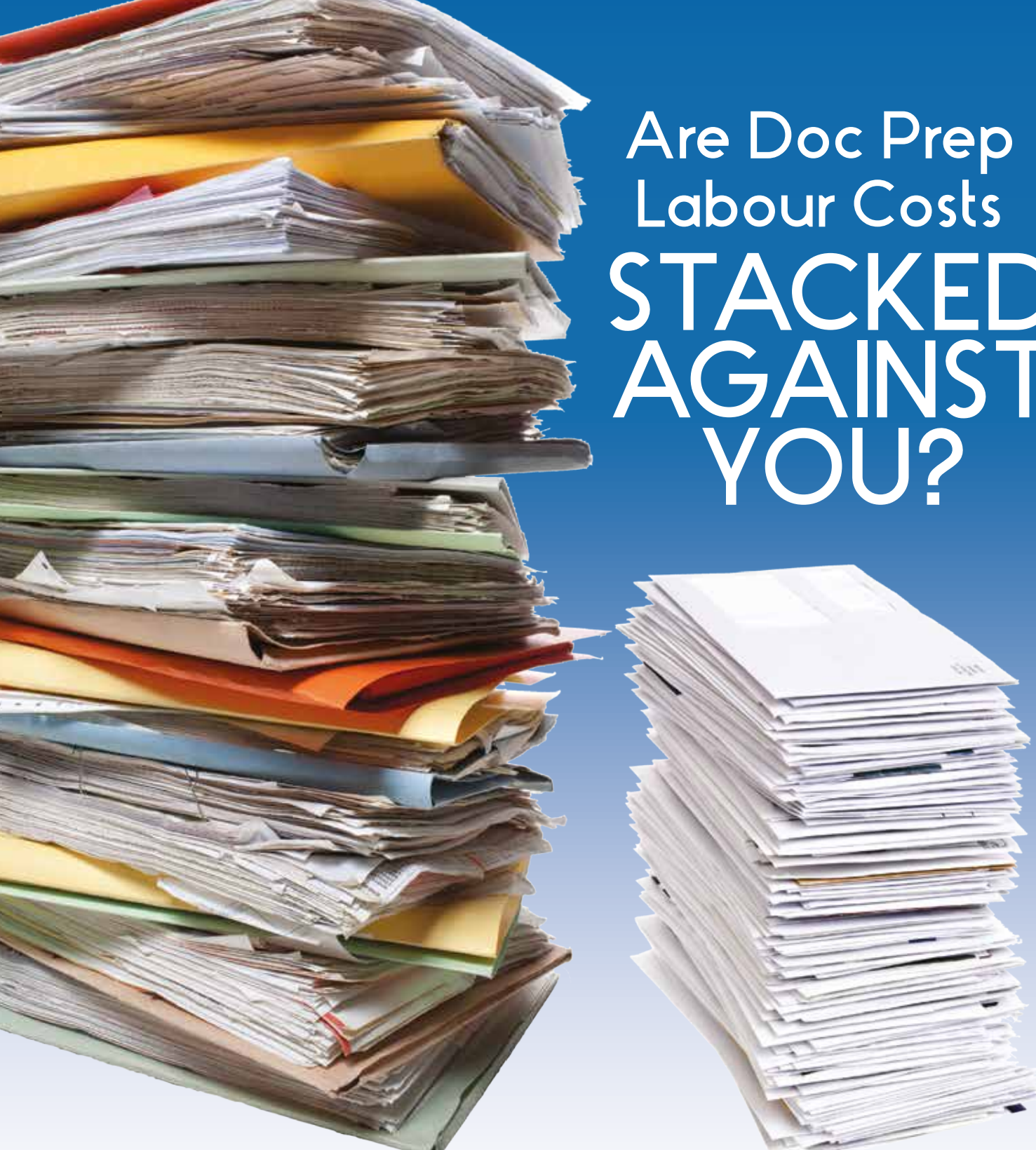
You would only use this tool if you have a team familiar with machine learning techniques. It's not a service per se, but rather a powerful engine you can customise to build your own unique intelligence.

Possible product use cases

- Use it to teach your computer to generate music and art;
- Build your own Turing machine.

I hope this has provided a useful starting point for adding intelligence to your product. Start brainstorming ways you might take advantage of these technologies today! It's already easier than you might think.

Nicholas Alan Brown is a Senior Product Manager with Huge, a global collective of designers, technologists and strategists.



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