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New corrupting benefits legislation - what do employers need to know now?

Australian employers will have to adopt strict safeguards and auditing measures to ensure compliance with the new corrupting benefits legislation passed by both Houses of Parliament last week, according to law firm Herbert Smith Freehills LLP.

Employers should start considering the appropriate safeguards and auditing measures that can be put in place now to ensure compliance with the legislation once it commences, including relevant disclosure documents, lawyers Paul Burns, Wendy Fauvel and Tamsin Lawrence have recommended in an article published on the Lexology legal blog site.

Penalties are heavy and range up to \$A1.05 million and 10 years imprisonment for individuals, or \$A5.25 million for corporate entities. The Fair Work Amendment (Corrupting Benefits) Bill 2017 (Cth) enacts recommendations arising out of the Heydon Royal Commission in relation to corrupting benefits made between employers and employee organisations.

The legislation provides that an employer will commit a criminal offence where the employer or its employees:

- give corrupting benefits to Union Officials dishonestly to influence them;
- receive or solicit corrupting benefits from Union Officials dishonestly with the intention that the receipt of the benefit will influence the Union Official; and
- make prohibited "cash or in kind payments" to Unions and Union Officials (except for prescribed categories of permissible payments).

Some important amendments to the legislation mean:

- the first two offences are now limited by the requirement that the corrupting benefit must be provided, offered or promised "dishonestly" (which is assessed according to "the standards of ordinary people"). The requirement that the intent be to influence the Union Official in the performance of their duties "improperly" has been removed;
- the offences are no longer strict liability offences; and
- in relation to the last offence, there are new categories of permissible payments, which now include certain types of gifts, or travel or hospitality benefits, provided that the amount is no more than \$420. There were also minor amendments to the categories of permissible payments. For example, the

permissible payment relating to benefits to employees has been extended to former employees in relation to their former employment. The legislation also includes new disclosure requirements for Union bargaining representatives and employers to follow. These disclosure requirements mandate that a disclosure document be given to the employer and employees where the Union bargaining representative or the employer is receiving certain financial benefits as a result of the terms of the non-greenfields enterprise agreement.

Kodak Alaris appoints APAC MD

Kodak Alaris has named Leonel da Costa Asia Pacific Managing Director for its Information Management division. Based in Singapore, da Costa will work closely with the region's marketing, sales operations and supply chain teams. With more than 20 years of experience leading sales teams for Lexmark in the Latin America and Asia Pacific regions, da Costa has deep expertise delivering document and content management solutions to enterprise and government clients.



"Our clients are looking for customised solutions to solve their information management challenges," said da Costa. "The Asia Pacific region is particularly complex. Organisations rely on a multitude of local software applications.

"As a solution provider, this means we must be very flexible by providing APIs and SDKs to enable our integrator partners to successfully deliver customised solutions. I'm looking forward to applying this understanding of the markets we serve (whether it's China, India, Southeast Asia or Australia) to the challenges our customers face, with the goal of simplifying their business processes and facilitating digital transformation."

With its newly launched Alaris IN2 Ecosystem, Kodak Alaris is seeking to further expand channel networks and develop customer relationships in vertical industries such as healthcare, government, banking, education, and logistics.

Nuance and Epson link arms

Nuance Communications and Seiko Epson Corp have announced a worldwide strategic partnership to provide Nuance document imaging solutions through Epson distributors and resellers

Under the partnership, Epson will sell and distribute Nuance eCopy ShareScan and Equitrac Office/Express software on Epson's family of inkjet multifunction printers (MFPs). This includes high-speed Workforce Enterprise WF-C20590 and LX-10000/7000 series of linehead technology for SMB and Corporate workgroups. Epson will also integrate the Nuance OmniPage SDK into Epson scanning applications for better OCR accuracy when automating customers' document workflows and will bundle Nuance Power PDF software with select lines of Epson document scanners.

"Nuance solutions and global support will allow our customers to optimally and securely manage their document lifecycles," said Koichi Kubota, chief operating officer of Epson's Printing Solutions Operations Division.

"Together with Epson MFPs and scanners, Nuance will help customers gain control over increasingly complicated business processes by streamlining capture workflows and print management to enhance business efficiencies."

Nuance solutions to be made available to Epson will include: For Workforce Enterprise/Pro printers: Equitrac Office/Express and eCopy ShareScan; For document scanners: The OmniPage Capture SDK and Power PDF software.



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DocsCorp ties up two of the Big Four global accounting firms

DocsCorp has announced that it has successfully closed unrelated deals with two of the 'big four' global accounting firms that total over 150,000 new users. compareDocs for document comparison and cleanDocs for metadata removal will be used by their tax, legal services, and compliance teams globally. Specific terms of the sales are confidential.

The deals, which are two of the largest in the company's history, are the result of extensive product testing and pilot programs. DocsCorp developers worked with internal teams at each firm to build the applications into their existing systems.

Dean Sappey, DocsCorp President and Co-Founder, said both deals show the company's broad reach within the wider IT community.

"DocsCorp has a long history of providing document solutions to more than a thousand accounting firms worldwide.

"Continuing to educate organisations about compliance issues and the importance of document comparison and metadata removal tools for all users remains a top priority for us."

"These deals cap off another stellar year for DocsCorp with an impressive 20% growth in top line revenues on last year, and on top of similar growth rates over the last two years. DocsCorp remains privately owned and profitable, which is a real achievement in the IT world," he concluded.

Ephesoft announces cloud services on Azure, plus \$US15M funding boost

Ephesoft Inc., developer of Smart Capture software that extracts meaning from unstructured content, has announced the availability of its Cloud Services on the Microsoft Azure cloud computing platform.

Ephesoft Cloud Services offers four tiers of service – Entry, Standard, Professional and Premium– depending on an organisation's requirements on architecture, document and image volume, service level requirements, mobility, power, support and services.

"As more companies are trending to cloud computing with its scalability, flexibility, elimination of hardware costs and faster deployment, Ephesoft is staying at the forefront of that demand with Microsoft Azure," stated Ike Kavas, Chief Technology Officer at Ephesoft.

"Customers utilise Ephesoft as an added intelligent document automation layer with patented, machine learning algorithms that extracts, classifies, validates and exports data into other technologies or business systems. Being able to do this in the cloud as a Capture-as-a-Service model with Microsoft Azure will benefit our customers."

Ephesoft is a Silver Microsoft Cloud Platform Partner with existing integrations into Microsoft SharePoint, Microsoft Flow and Microsoft Dynamics. Now, with Ephesoft Cloud Services, customers have another option to access Ephesoft technology in the cloud, improving their business and delivery processes with Microsoft Azure. Investment firm Mercato Partners has just announced a \$US15 million Series A financing round, which will be used to accelerate Ephesoft's product development while expanding operations, market presence and sales channels. J Founded in 2010, Ephesoft has over 500 customers globally ranging from financial services, Federal government, insurance, mortgage and healthcare sectors. Over the past 18 months, Ephesoft was named to the Inc. 500 Fastest growing privately held companies in America, received a patent for its machine learning technology applied to unstructured content, was selected for multiple document analytics projects by Federal Intelligence agencies and secured several new seven-figure engagements with leading financial services companies.

Ephesoft's Transact and Insight platforms are leveraged by leading financial institutions to fast track mortgage processing and approvals, by government agencies to identify anomalies in over two million background investigations, and by companies across all markets to accelerate invoice approvals, automate patient records, and improve document-driven business processes.

OpenText acquires Guidance Software for \$US240 million

ECM giant OpenText has made a further two enterprise software acquisitions, forensic security and eDiscovery vendor Guidance Software for \$US240 million, and Covisint, a Cloud platform for building digital identity management, Internet of Things (IoT) applications, and automotive and transportation supply chain.

Under the terms of the merger agreement, OpenText will commence a tender offer to acquire all outstanding shares of Guidance Software common stock in a transaction valued at approximately \$240 million. Subject to the terms and conditions of the offer, Guidance stockholders will receive \$7.10 per share in cash for each outstanding share of common stock held.

"Our board of directors has carefully evaluated the merger proposal by OpenText and believes it represents the best value reasonably attainable for our stockholders and will benefit our customers and employees," said Patrick Dennis, Guidance president and CEO.

"We believe this all-cash transaction offers our stockholders liquidity and certainty of value. Joining with OpenText is a new beginning for Guidance products, customers and employees."

OpenText CEO and CTO Mark J. Barrenechea believes the addition of the Covisint platform will allow OpenText clients to unlock the value of their information through automation, analytics, and artificial intelligence.

"Digital identity management, the Internet of Things, and B2B collaboration are at the heart of today's digital revolution where extreme connectivity, automation, and computing are converging," he said.

Civica changes hands for \$US1.3B

Swiss asset manager Partners Group has agreed to buy Civica from OMERS Private Equity in a deal valuing the U.K.-based software firm at around 1 billion pounds (\$US1.30 billion), the companies said on Monday.

Sky News reported that Japan's NEC was interested in buying Civica for 900 million pounds. Other possible buyers included private equity firms BC Partners and Berkshire Partners, as well as Partners Group. The company's management and ongoing strategy will remain intact, according to the buyer.

Civica has 3700 staff, three-quarters of whom are in its native UK, and is a leading provider to the local government and education sector in Australia.

Bilge Ogut, managing director, Private Equity Europe, Partners Group, said: "We have been impressed by Civica's track record of long-term growth. We see our investment as an opportunity to back a high-quality market leader in a sector with evolving customer needs and the potential to increase scale through select acquisitions.

Chairman Simon Downing said: "Civica has performed extremely well during the period of OMERS ownership, and moves on significantly enhanced in scale and capability.

"The business is very well placed to respond to the changing needs of our customers and the investment by Partners Group, with its emphasis on working alongside management to grow companies, ensures we have access to the resources and support to build on our existing plans."

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Do you know where your hidden data is? 81% say no!

DocsCorp has released the results of its first-ever global Hidden Data Survey, asking the question: Could ECM and DMS Technology Be Better? Polling people across the Americas, EMEA and APAC regions, the goal of the survey was to determine if users were aware that non-searchable image-based documents were stored in their file management systems and whether they had effective technologies in place to find these documents.

Although 81% of respondents had Optical Character Recognition (OCR) technology in place to make image-based files text searchable, 81% could not locate the exact file they were searching for all of the time – suggesting that hidden files were not being processed by their OCR tools.

DocsCorp President Dean Sappey explains why this might be the case: “This could be happening because a) the OCR tool they are using is not automated and requires users to OCR files manually before adding them to a DMS – a process that can be easily skipped or forgotten, or b) large volumes of documents have been ingested into the system as part of a merger or acquisition. These documents could also be legacy documents in the system prior to the company acquiring OCR technology.

Companies with data that cannot be searched are at risk because they lack a complete picture of the document content they actually have. Often what you don't know CAN hurt you.”

Additional data from Americas/APAC respondents included:

- 73% perform all or most of their search queries within their document management system (DMS)
- 70% perform 11-26+ search queries in a single day
- 11% don't use OCR to find hidden files but 75% of these respondents would consider purchasing it if they knew hidden files existed in their system

Data discovery is a critical issue for organisations in Europe and the UK since the General Data Protection Regulation (GDPR) mandates that all information held on a EU citizen be made available upon request. Of the EMEA survey respondents, 88% use OCR technology to make files searchable but despite this, 69% say search queries don't return the file they're looking for all of the time. This puts them at risk of non-compliance under GDPR.

Other survey statistics from EMEA respondents included:

- 96% perform search queries within their DMS
- 52% perform 11-25 search queries in a single day while 24% perform 26 or more
- 62% say they frequently struggle to find files they know exist in their ECM repository

The survey was sent out via email to DocsCorp partners, clients, and users across all regions (APAC, Americas, and EMEA) and shared with the public on social media.

Responses were collected in two batches; APAC and Americas, then EMEA. This sequence was done to compare searchability across regions, particularly as the GDPR makes data discovery a time-critical issue for Europe and the UK and companies that do business there.

Blockchain trial for bank guarantees



ANZ and Westpac have teamed with IBM and shopping centre operator Scentre Group and have now successfully digitised the bank guarantee process used for commercial property leasing.

The trial used Distributed Ledger Technology (DLT) to eliminate the need for current paper-based bank guarantee documents, resulting in a single source of information with reduced potential for fraud and increased efficiency. DLT powered by Hyperledger Fabric V1.0 is a blockchain framework and one of the Hyperledger projects hosted by The Linux Foundation. DLT is part of what underpins a blockchain.

The companies involved in the trial have released a whitepaper detailing how the solution worked and how it could be used in other situations that rely on bank guarantees. It can be viewed at: https://bluenotes.anz.com/content/dam/bluenotes/documents/whitepaper%20_bank_guarantees_dlt_poc.pdf

In addition to eliminating the need for physical document management, the trial also addressed other inefficiencies in the current bank guarantee process, including the challenges in tracking and reporting of a guarantee's status through multiple changes. This forms part of a broader plan to build a shared solution with the rest of the industry, and to invite other organisations to participate in a larger pilot.

Commenting on the successful trial, Mark Bloom, Chief Financial Officer at Scentre Group, said: “An update of the decades-old process for issuing, tracking and claiming on guarantees is long overdue.

“With approximately 11,500 retailers across Australia and New Zealand, who use guarantees to support rental obligations, manual tracking of guarantees has been an extremely cumbersome and labour-intensive process.”

Nigel Dobson, General Manager Wholesale Digital, Digital Banking at ANZ, said: “We have been keen to avoid the hype surrounding blockchain and distributed ledger technologies, and instead focused on practical and deliverable use cases.

“This proof of concept demonstrates how we can collaborate with our partners to develop a digital solution for customers, which also has the potential for industry-wide adoption.”

Andrew McDonald, General Manager Corporate and Institutional Banking at Westpac, said: “This is about removing the cost of fraud, error and operational risk that will continue as long as bank guarantees remain paper-based and manually issued. Next steps involve encouraging all industry players to adopt this technology so we can better protect and save money for our customers. Beyond that there is no reason why this couldn't be applied across other industries.”

Dr. Joanna Batstone, Vice President and Lab Director of IBM Research Australia, said: “Using an agile approach, IBM collaborated with ANZ to combine the bank's deep knowledge of the industry and their partners, with IBM's blockchain expertise.

“The business use case demonstrates the opportunity to lift efficiency and transparency for all parties involved. We believe blockchain can potentially drive productivity across all Australian industries.”



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DIGITAL TRANSFORMATION NOTES FROM THE FIELD

DFAT wants new collaboration platform

Australia's Department of Foreign Affairs and Trade (DFAT) wants a new global collaboration platform for unclassified material that operates separately to the TRIM EDRMS utilised by more than 5000 staff worldwide.

A Request for Tender calls for submissions to provide "an industry standard solution requiring a minimum amount of customisation or bespoke code to meet DFAT requirements".

"DFAT do not wish to host the service internally using existing infrastructure and resources"

Integration with TRIM, MS Office, Skype for Business or other collaboration tools such as Instant messaging, Enterprise Social Networking, and internal Wikis is described as "Out of Scope" although the document says "Additional capabilities may be included in subsequent enhancement phases".

It also wants content management included within the platform, and a capacity for archiving and searching of the archive.

DFAT wants a better way to interact with staff and a means to enhance external and cross-government collaboration. It also expects the new platform will be adopted by other government agencies.

"A Collaboration Platform is required in order to facilitate a collaboration ecosystem that supports a modern digital workplace and encourages users to share information and knowledge.

"The Collaboration Platform should provide virtual workspaces with a set of features that allow a group of people to work together in real-time.

"DFAT are aware that a collaboration solution may require the integration of multiple collaboration services and welcome industry's approach to building and managing an integrated collaboration solution."

It will be mandatory that the solution is fully hosted at

Australian based data centre(s) and must conform to the Australian government security standards defined by the Australian Signals Directorate (ASD).

iManage Cloud wins 3000 user deal

Findex, an Australian provider of integrated financial advisory and accounting services with, will be rolling out iManage Cloud to 3000 users within the next 6 months.

Findex employees in 120 offices across Australia and New Zealand will employ the technology platform for collaboration and document and email management across the different lines of business within the Findex family of brands, which includes Crowe Horwath (Australasia) and Centric Wealth. The companies have more than 250,000 clients.

"Findex is passionate about ensuring that clients are provided access to the very best expertise they need," said Scott Douglas, Head of Digital, Findex.

"iManage Cloud meets our requirements, both from an architecture and user experience perspective. Not only do we need quick user adoption by our geographically dispersed staff, we also require simplified change management and a solution that can scale to accommodate our rapid growth.

"We are confident that iManage Cloud will help our professionals effectively deliver comprehensive advice across the full spectrum of financial services."

Findex will deploy iManage Work 10 and Mobility, iManage Share for improved client collaboration and the recently released iManage Threat Manager to mitigate risk and help protect company and client information assets from internal and external threats. iManage's longstanding systems integration partner Office Information Australia (OIA) was selected by Findex to design and deploy their iManage Cloud solution.

NSW government win for Hyland ECM

icare, the New South Wales' government's insurance and care provider, has selected and implemented OnBase by Hyland as an enterprise information platform, hosted in the Hyland Cloud. icare will use OnBase to support its enterprise vision of digital information management, initiating the project in its largest division, which delivers insurance and care services to customers of the NSW Workers Compensation scheme.

icare is one of the largest insurers in Australia with \$A33 billion in assets and more than 3.4 million customers.

icare says it is creating a fresh new business model from one based on previously fragmented systems to one powered by a common platform, providing an integrated view of the customer and service delivery. To enable this goal, icare sought an innovative technology to provide a single view of the customer information and optimise business processes.

"Hyland was a natural fit for icare. They show impressive insurance and health industry experience and have provided sound advice on how we can optimise their OnBase technology within our business environment and successfully integrate it with our insurance lifecycle management software, Guidewire. We've enjoyed a successful partnership where they've met our deadlines, enabling us to meet our program milestones," said John Nagle, icare group executive, workers insurance.

"The OnBase product provides an end-to-end record management and secure storage solution to manage our customer correspondence, policies and billing – linking them to claims and care delivery, as well as enabling secure access of information from the cloud," Nagle said.

"Their solution provides a fully integrated platform which gives our underwriters and billing staff a birds-eye view of the data they need to support employers and ultimately respond to injured workers in a timely manner."

icare completed phase one of its OnBase implementation in its workers' compensation policy processes in April 2017. It has selected workers' compensation claims processes for phase two, implementing Guidewire ClaimCenter and OnBase simultaneously.

"Utilising the OnBase Ready for Guidewire accelerators for Guidewire InsuranceSuite, icare staff gain instant access to important information – improving decision-making for its workers' compensation policies and claims and eliminating the need to search multiple applications, file shares or paper records," said Ruth Fisk, global director of insurance at Hyland.

"We're looking forward to working with icare to connect information throughout the enterprise and deliver the best service possible to their customers, resulting in getting the injured employee back to work as quickly as possible."

Fraser Coast one of 61 Australian councils to deploy Promapp

Fraser Coast Regional Council in Queensland has selected Promapp cloud-based business process management software to support the organisation.

Fraser Coast Regional Council includes the coastal tourist havens of Hervey Bay, Burrum and Toogoom, coupled with the Fraser Island and the Great Sandy Strai.

The organisation has 700 staff, including 600 IT users who provide a wide range of services to the community.

Promapp was selected by Fraser Coast Regional Council following a comprehensive market review to replace its legacy ad hoc internal processes which lacked the reporting, mapping and presentation functionality to support its day-to-day operations.

At the same time, Council resolved to deploy a new enterprise management system, incorporating property, finance, payroll, asset and document management. It required a business process management solution to drive process excellence across these new applications in order to gain greater visibility, improve process quality and assist with implementation.

"We had been using a multitude of report templates as well as Visio software to display how a process works, and although we looked at initially rolling out Visio to the business we ultimately concluded that it wasn't sufficiently user-friendly and the sharing of information was both manual and time consuming," said Wade Rogers, Executive Manager Information Services, Fraser Coast Regional Council.

"We had reports in some places, diagrams in other places and little way to document and report back to an individual process owner who may want to rapidly map information and share it with other users. What we needed was a central repository for all our processes with automatic update capability to ensure processes are always current."

The council will make use of Promapp's process approval workflow module and the risk and compliance module which will enable them to integrate process and risk management, record all risks and risk treatments and link to audit functionality.

Another benefit is Promapp's Local Government Shared Process Library which will enable the council to learn from the experience of other councils throughout Australia and New Zealand.

The shared process library itself includes over 2,500 processes developed by councils and uploaded to the cloud for sharing, including processes for activities such as building consents, resource consents, wastewater management, environmental health and environmental monitoring.

Once Promapp is fully deployed later this year, council staff, whether at council offices or working at remote locations, will be able to gain visibility into a process and follow standard procedures.

Ultimately the Promapp solution will enable the capture of new business processes as part of the enterprise management system implementation. For example, if a customer request for a water meter issue is received, a work order can then be generated and a council staff member dispatched. Following issue resolution, all job costs can be automatically entered into payroll, and orders placed for new equipment based on a single, visible and approved process.

"As an organisation we are committed to the provision of timely, efficient, consistent and quality services delivered in an innovative manner. Promapp will support this strategy, raise the profile of continuous improvement programs across the council and help to reinforce a smart customer-orientated organisation," says Rogers.

NSW State Transit completes ECM journey with RecFind 6

The State Transit Authority of NSW has successfully converted its paper and digital records from an old copy of RecFind 5 to the new generation RecFind 6 product from Knowledgeone Corporation.

Frank McKenna, CEO – "State Transit has been a customer since 1995 but had been running a very old and unsupported Oracle version of RecFind 5 that had been decommissioned in 2009.

"We were able to convince them to upgrade to the current version of RecFind 6 and to convert all of their records from the old Oracle RecFind 5 database to the new RecFind 6 SQL Server relational database.

"The upgrade and conversion was handled by Knowledgeone Corporation staff working with key State Transit staff. The whole exercise was completed in under three weeks much to the delight of State Transit staff."

State Transit is now in production with RecFind 6 and benefitting from a contemporary, faster, more functional and easier to use Electronic Document & Records Management System that will easily handle all of their records management, digitisation and compliance needs now and well into the future.

Anna Gengarol, Manager Business System Support at State Transit Authority, "Even though RecFind 5 was an old product it was very stable and met our needs. However, in order to be technically current and to meet our digital and compliance requirements, we chose to upgrade to RecFind 6 with the assistance of Knowledgeone Corporation staff.

(Continued over)

Enterprise Software Mobility critical for Digital Transformation

Swedish erp vendor IFS has released a research study that shows a strong relationship between mobile access to industrial companies' enterprise software and their readiness for digital transformation. The study surveyed 200 industrial users of enterprise resource planning, field service management, enterprise asset management and other types of enterprise software. Respondents who said their enterprise software prepared them well for digital transformation were more than twice as likely to access their software from a mobile device than those who said their software did a poor job of preparing them for digital transformation. There is a relationship between enterprise mobility and readiness for digital transformation.

For almost 70 percent of respondents, increasing mobile access to enterprise software may be an immediate digital transformation opportunity. Only 31 percent of respondents said they access enterprise software through a mobile device.

While tablet computers were the device most frequently used to access various types of enterprise software, only 17 percent of respondents said their entire enterprise suite was accessible by tablets and other touchscreen devices.

Poor mobile access and the resulting lack of readiness for digital transformation can prevent companies from establishing service-focused business models. Respondents, mostly in complex and industrial manufacturing, were as much

as 22 percent more likely to engage in business models like aftermarket service, field service management or depot repair if they said their enterprise software did a good job of preparing them for digital transformation. Our study sample was heavily populated by companies in industrial and machine manufacturing and industrial automation," IFS Vice President of Marketing in North America, Steve Andrew, said.

"Because product revenue growth may not be sufficient to meet corporate goals, companies will face pressure to monetise services delivered after the sale.

"This requires not only enterprise software with a strong mobility component, but the overall agility to handle digital transformation as they extend their revenue profile over the lifecycle of the durable assets they sell."

IFS Chief Technology Officer in North America, Rick Veague, said, "Mobile is the most obvious manifestation of digital transformation. It is not the only one or, for that matter, the most important one. But when people use enterprise software from a mobile device, it indicates that the system is the lifeblood of the business. Your employees can connect into those core processes and participate even if they are not sitting at their desk."

The study is available for complimentary download here: <http://www4.ifsworld.com/enterprisemobility>

DIGITAL TRANSFORMATION

(from previous page)

"The project is now complete, on time and on budget, and all staff are very happy with the new RecFind 6 system."

The implementation of RecFind 6 allows for automated retention processing, printing of colour barcode labels, scheduled reports, with barcoding support for multiple transactions, bulk processing, and significantly improved and faster searching via full text, Metadata, Boolean and saved searches. There is also a vastly improved embedded report writer.

If you would like more information about this topic, contact Frank McKenna at 61-2-8913-9301 or email at f.mckenna@knowledgeonecorp.com.

Real Estate Institute of NSW embraces digital signatures

The Real Estate Institute of New South Wales (REINSW), the peak body for the real estate profession in NSW, is enhancing its interactions with NSW real estate agents by offering the ability to digitise customer engagements and agreements.

REINSW has integrated DocuSign's eSignature solution into its existing online forms and contracts cloud software platform, REI Forms Live. For the first time, approximately 40,000 individual agent members will have the option to manage client business transactions like lease agreements digitally, removing the time and cost of paper-based processes.

Tim McKibbin, CEO, REINSW, says this first implementation is only the beginning. Within a couple of years, he envisages the adoption of paperless property transactions to spread across the nation to Australia's 100,000 plus agents.

"Real Estate has been on the verge of digital transformation for some time – replacing paperwork with digital documents is a fast way to digitise the entire industry and reinvent the customer experience."

He continued: "Today's real estate agents are faced with a rising demand from new generations of 'digital natives' who want business to be done with ease, speed and security."

The initial stages of REINSW's relationship with DocuSign will see the institute use DocuSign technology to streamline its membership processes, with around 5,000 agents signing up as members digitally. Within 12 months, DocuSign and REINSW anticipate that more than 70 per cent of REINSW's members will be conducting business with customers, and renewing memberships, through DocuSign.

"As far as I'm concerned, with consumer efficiency expectations there is no choice but to digitise," said McKibbin

DocuSign is also used by a number of other REI state bodies across Australia, to digitally empower their members.

NCA migrates to EDRMS cloud

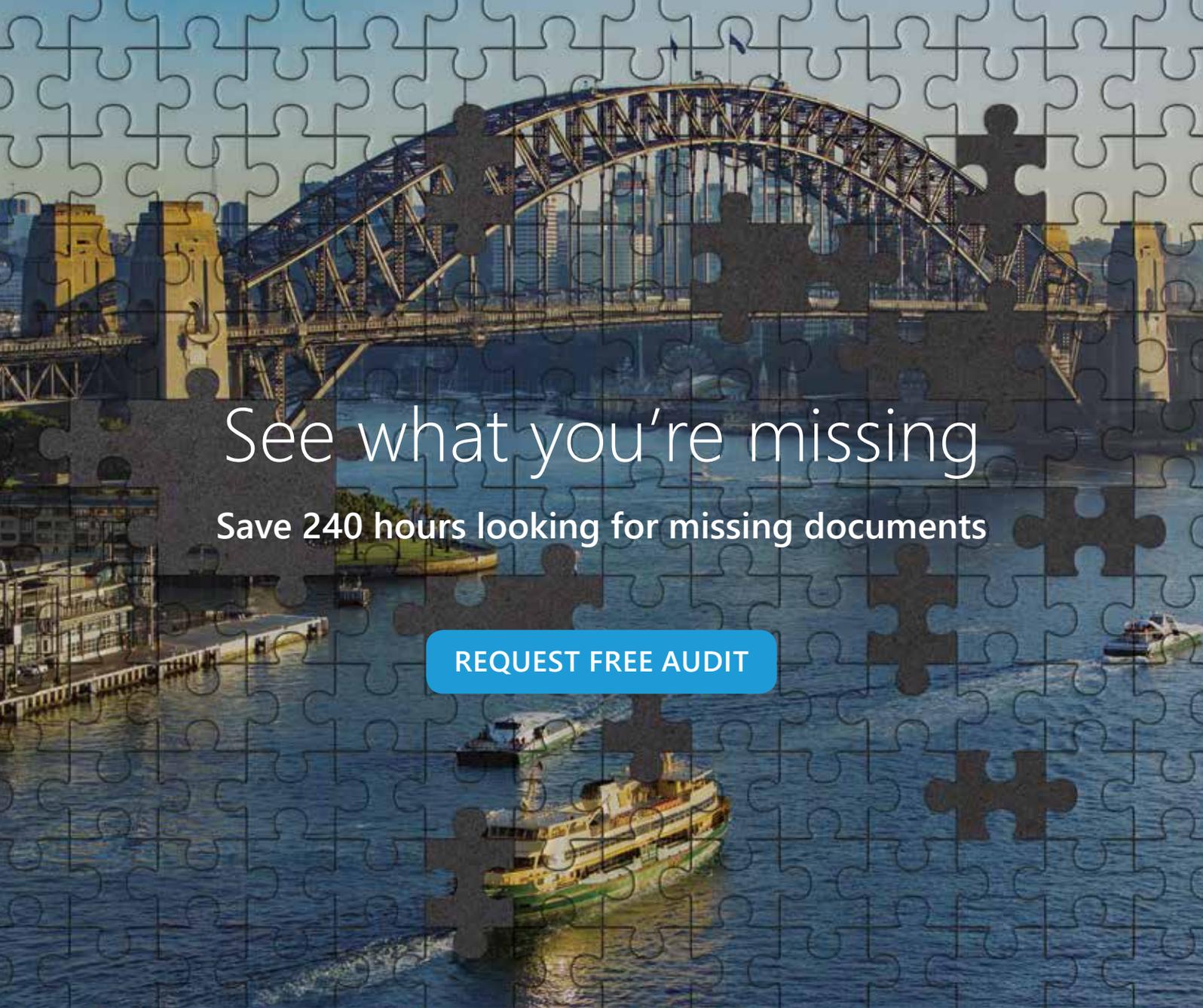
The National Capital Authority (NCA), the body initially formed in 1913 to direct the design and development of Canberra as Australia's capital, has migrated to a HPE Content Manager EDRMS-as-a-Service cloud.

Information Management and Governance specialist, iCognition has moved all of the NCA's infrastructure and systems to an Australian Signals Directorate certified Protected cloud, including an existing HPE TRIM 7 EDRMS.

iCognition was subcontracted to transition the TRIM 7 system to the new cloud environment and undertake an upgrade to HPE Content Manager 9.

"Following the successful upgrade and migration, we commenced ongoing technical and business managed services of the HPE Content Manager cloud service", said iCognition CEO, Joe Mammoliti.

The technical managed service involves monthly monitoring and technical servicing of HPE Content Manager cloud. This will ensure NCA receives peak performance and operation of the system over the three-year contract.



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Ephesoft captures NZ vehicle finance firm

Motor Trade Finance (MTF), a leading provider of vehicle financing in New Zealand, has selected Ephesoft's Transact platform for document capture and analytics.

MTF, established in 1970 and specialising in recourse finance, offers financing through auto dealerships and franchise partners across New Zealand. Systems integrator Future State Systems are delivering the platform and meeting MTF's exact technical requirements.

Ashley Ross, CIO at MTF, said, "We saw the value in Ephesoft's platform. The system will expedite our processes, drive efficiency, and can categorise and classify all our data so we can easily access it. We are in the final stages of implementation and all indications are promising.

"We expect that Ephesoft will reduce the error rate and workload by virtually eliminating manual processing. So far, Future State Systems is doing a great job of deployment," he said.

MTF generates a high volume of paper and electronic documents and will use Ephesoft's platform to capture, extract, classify, review, validate and extract data to streamline their loan processes. On average, MTF is processing about 4000 loans per month, generating more than \$NZ1.5m every day of the week. Future State Systems will implement and configure Ephesoft Transact to capture and classify over 45 different document types (paper and electronic based) including loan application forms, data from emails, bank statements, utility bills and driver licences. The system will then extract data from documents and use database lookups to assist MTF in ensuring compliance requirements are met. Once the metadata is extracted, the data along with the document images are exported to FileNet, their document management system.

Ross expects that Ephesoft will automate 75% throughput of their documents, at a minimum. Through Ephesoft's patented machine learning algorithms, they expect that number to grow over time.

Ephesoft Transact, a more robust system, also replaces IBM Datacap, which was previously used for OCR capture. The old



"We are very positive about this project and look forward to a long and promising relationship with Ephesoft and Future State Systems." - Ashley Ross, CIO at MTF

system required a full-time person to manually categorise and file loan documents and other supporting documents into FileNet.

MTF plans to utilise Ephesoft's Advanced Reporting module to gain insight into performance levels and alert them of new document classification types.

"Ephesoft has customers in over 30 countries, but we're thrilled to announce that MTF is our first client in New Zealand," stated Andrew Rootes, General Manager, Asia Pacific & Japan.

This year, Ephesoft opened an office in North Sydney, Australia to further support the growing Asia Pacific and Japan regions.

"At Future State Systems, our goal is to help our clients to quickly transform their business processes into their desired future state," said, Derek Brand, Managing Director at Future State Systems.

"As a platinum Ephesoft partner, our team includes advanced document capture experts who can implement solutions quickly and cost effectively. MTF has leveraged our willingness to share implementation risk, with a fixed price engagement model that eliminates cost blowouts and encourages rapid deployment."

Sydney Adventist prescribes RightFax

Sydney Adventist Hospital, the largest not-for-profit hospital in New South Wales, has chosen OpenText RightFax to ensure the secure and reliable exchange of clinical information, medical records and more. The hospital serves close to 200,000 patients every year at the 550-bed facility. Every day, it sends and receives hundreds of faxes that include booking requests and patient admission details, radiology reports, medical history, account data and more.

Additionally, hospital employees often fax important files between departments as well, as material must be dispersed quickly and securely to the appropriate destinations.

"Without the easy transfer of clinical information through RightFax, the services we provide to external parties and, ultimately, the care of patients would be compromised," said Chris Williams, chief information officer for Sydney Adventist Hospital. "Faxing is so important to us, we've got backup servers so if one fails another can take over, though high reliability keeps the instances rare."

The hospital was able to eliminate dedicated fax equipment and individual telco lines for document exchange and replace

the equipment with hundreds of multifunction devices connected to RightFax. Rather than routing dedicated telephone lines to fax machines, the OpenText solution distributes information from multiple numbers going to multiple points of contact inside its organisation.

"Gone are the days where one might have a scanner and a printer and a fax machine sitting side-by-side. Using the multifunction devices becomes a very efficient and cost-effective way of faxing, and saves us both time and money.

Rather than routing dedicated telephone lines to every fax machine, we only need an internet connection for document delivery and receipt," said Williams

Outgoing files are scanned or supplied electronically and faxed using pre-set contact information, reducing user error and time keying in fax numbers.

RightFax's audit trail details destination and delivery time, and automatically adds documents which have not been delivered to its queue for further attempts. Incoming faxes are delivered directly to contacts, ensuring clinical and administrative personnel can access it for the provision of care and for administrative and billing purposes.

Citadel Group edges closer to \$A100M

The ASX-listed Citadel Group has announced revenue growth was up 27.8% to \$A98.8m for FY17, which included the initial \$24.8m contract with a large federal government agency. The company says it has a strong pipeline of work for its cloud based information management solutions, integration services in Defence and federal government agencies, and e-Health initiatives.

Citadel Group CEO Darren Stanley said: "It has been a strong year for the Group and we've delivered on our promises. We've also successfully exited the vocational education training business and prioritised delivering secure enterprise-level information management solutions.

"The investments we have made, particularly in secure cloud-enabled products, will ensure we are well placed to meet the growing demand for cloud first solutions in governments and large enterprises."

Citadel is based in Canberra, but also has offices established in Brisbane, Melbourne and Sydney.

During FY17, Citadel was awarded a five-year Queensland Health contract extension, followed by a new \$A6.7m contract to host cloud-based laboratory information management (LIS) solution which it claims will be the first of its kind in Australia when deployed later this year.

Citadel also successfully completed integration of solution provider Kapish (acquired 1 July 2016) and invested in product development to provide fully cloud enabled solutions for large scale Departments and commercial enterprises

Mr Stanley stated: "We will continue to deliver secure enterprise information management solutions for our clients and work collaboratively with them to find new and innovative ways of doing business together. Furthermore, we will continue to pursue attractive M&A opportunities as they arise in support of our organic growth strategy."

PDF is now updated to version 2.0

The International Organization for Standardization (ISO) has announced the publication of ISO 32000-2 (PDF 2.0), the latest version of the PDF specification. PDF 2.0 is the culmination of nine years of work by a dedicated group of approximately 30 subject-matter experts from around the world. The document is a refinement of the venerable PDF format, originally published and made freely available by Adobe Systems since 1993.

In addition to improved and clarified text, PDF 2.0 includes many new features.

Several key sections, including digital signatures, metadata and tagged PDF, have been entirely overhauled.

"PDF 2.0 represents a major advance in the PDF specification," said Duff Johnson ISO Project co-leader for ISO 32000 and Executive Director of the PDF Association.

"Almost every clause of the document has been improved to help developers agree on the implementation of existing features, while many new features enable improved electronic document workflows using PDF. We expect PDF 2.0 to help developers worldwide find new applications for the Portable Document Format in many different areas," he said.

Peter Wyatt, an R&D Manager at CISRA, Canon's Australian research and development centre, said: "The result of PDF 2.0 is a truly open international standard, developed entirely under ISO processes. Like previous versions of PDF, PDF 2.0 is backwards compatible with ISO 32000-1:2008 (PDF 1.7) and the earlier Adobe PDF specifications.

"ISO 32000-2:2017 significantly clarifies many aspects of PDF making it an invaluable technical asset for every vendor and developer working with any generation of PDF technology."

Phil Spreier, Technical Director of the 3D PDF Consortium said,

"PDF is an important and widely used format in engineering markets around the world. PDF 2.0 enhances the format's 3D capabilities by including support for PRC (ISO 24517). The addition of the PRC format enables PDF to better store precise CAD and PLM data in a cost effective, ISO standard format. This is a great benefit to heavy industries, construction and manufacturing companies that are investing in 3D technologies."

PDF 2.0 is an open standard. Any subject-matter expert whose country is a member of ISO's TC 171 SC 2 can join the other experts at the table, and help determine the nature and direction of the world's de facto electronic document format.

For those interested in purchasing ISO 32000-2, it is available for purchase and download from the ISO website, priced at 198 Swiss francs.

Governance, Risk and Compliance (GRC) market to \$US11.8 Billion

The market for governance, risk and compliance (GRC) software is expected to experience strong growth as business leaders look for solutions to meet the challenges of regulatory change, cybersecurity threats, third-party exposure, and reputation risk.

In the first forecast to size the overall GRC software market, International Data Corporation (IDC) sees worldwide revenues reaching \$US11.8 billion in 2021, growing at a compound annual rate of 6.7% over the 2016-2021 forecast period.

A number of factors are driving the growth in demand for GRC applications. Regulatory compliance has become increasingly complex and corporate governance, risk and compliance initiatives have come under greater scrutiny.

Given the financial and reputational impact of high visibility compliance and security breaches, risk management has become a strategic level conversation, discussed among the C-suite and corporate board.

At the same time, risk management responsibilities have started to shift downward toward the line of business owner as the first line of defence, making user engagement, ease of use, and integration with other enterprise applications just as important as reporting.

"Successful GRC vendors are developing more intuitive and configurable platforms, providing expanded integration and content options, and focusing on user engagement through automated reporting, alerting, and mobile accessibility," said Angela Gelnaw, senior research analyst, Legal, Risk & Compliance Solutions.

Another important factor driving growth in the GRC market is the rise of cloud solutions, which are growing faster than the overall market. Adoption of GRC applications among small and medium-sized businesses, line of business managers, and less-regulated industries have been central to the growth of these cloud-based solutions.

IDC defines governance, risk and compliance software as the aggregation of the tools required to help an enterprise identify, track, and analyse enterprise and technology risks and to monitor and manage corporate and IT governance and compliance initiatives to enhance performance and stay in compliance with global laws and regulations, industry standards, and company policies.

IDC recognises five segments in the GRC software market: GRC Integrated Suites, Corporate Governance & Compliance Management applications, Enterprise Risk Management applications, Audit Management solutions, and Business Resiliency applications.

The GRC Integrated Suites segment comprises about 20% of the overall market and is expected to experience healthy growth throughout the forecast. The rest of the GRC market is fragmented across the other four segments.

NSW Parliament puts history online

A petition to the Governor of NSW was read out to the NSW Legislative Council on July 14, 1840. The petition, on behalf of "certain Inhabitants of New South Wales, and signed by 356 persons", complained that the cost of disciplining the convict population should be shared equally by the British Treasury and the colonists who were lucky enough to employ free convict labour, not the remaining population who had to make good on their own.

The petitioners even suggested a fee scheme for "each Convict now in Private Service, the sum of Five pounds he be a Mechanic, and Two pounds annually, if he be a Shepherd, or Labourer, in the Country, or Five pounds if he be employed in the Towns; to be paid by the Recipients of Convict Labour, towards the maintenance of the Colonial Police"

This interesting little historical snippet and many more besides are now directly accessible on the Web site of the NSW Parliament, shedding light on the state's evolution from a dedicated penal colony to democratic self-government.

A major project undertaken by ABBYY and the NSW Parliamentary Library has made available online a collection of over 60,000 documents previously held on microfiche. The documents have been optimised for online access so amateur and professional historians alike are just a simple cut and paste away from incorporating them in their research.

The records cover the period of the First Legislative Council from 1824 to 1855 and include tabled papers, Bills, minutes of proceedings, reports of debates, correspondence and more.

The First Legislative Council was the precursor to the current NSW Parliament and the records cover local matters such as the Census Bill of 1828 and international affairs such as the Declaration of the Crimean War.

The previously inaccessible documents uncover the real history of Australian states – how they made laws, negotiated and corresponded on private, business and political matters. They also reveal the complicated ties between Australia and Europe,

Australia and New Zealand as well as their relations with the indigenous people.

The vast majority of the records have never before been available even to local historians.

The NSW Parliament completed the project in collaboration with ABBYY, a global provider of intelligent capture technologies and solutions.

ABBYY has a long experience in developing OCR software, particularly for libraries and universities in Europe that often have the added challenge of dealing with old texts and historic fonts.

It had previously helped digitise UK Parliamentary papers for the period 1700-1834, which were preserved and published online by the University of Southampton Library.

ABBYY has also undertaken large-scale digitisation projects for libraries as diverse as the 160 million page collection of the National Assembly Library of Korea, and the Royal Library in Copenhagen, Denmark, which holds nearly all known Danish printed works back to the first Danish book, printed in 1482.

To digitally conserve the NSW Parliament archive and make it accessible, it was necessary to apply document recognition





was used to convert document files into a digital format. The captured text was scrupulously verified by volunteers to find and correct mistakes that can occur during digitisation. The project united 4000 programmers, teachers, photographers, journalists, historians, artists, and students from 60 countries.

Throughout the project, ABBYY's AI technologies were employed to empower intelligent capture from digitisation to the extraction of data. During stage two, ABBYY text analytics software will process and categorise the unstructured data, connect names and roles and put the information into the correct database fields. The results will be checked by volunteers across many locations using ABBYY's web-based interface.

This information will then be returned to the museum experts for further analysis, and then made available to the public on the Bolshoi's Web site database.

The new online collection of NSW Parliament materials was announced at a private event attended by Members of Parliament, academia and Historical Society as well as Parliament's senior administrative staff.

"I am proud to say that the New South Wales Parliament is now able to provide unprecedented public access to its historical materials – the documents that exemplify the early transition of Australia from a penal colony governed by autocratic external officers to a responsible government," said Deborah Bennett, NSW Parliamentary Librarian.

"Some things here will change the way we write about Australian history, because they've been in a manuscript format and, in a sense, they've not been easily accessible except in a library with access to the few printed volumes," said Carol Liston, Associate Professor of Australian history at School of Humanities and Communication Arts, Western Sydney University (WSU) and current President of the Australian Historical Society.

"People would not have known about them. What you've done here is provide us, as historians, with a chance to rewrite the history of New South Wales and this must be a really exciting contribution,"

The invaluable collection is now freely accessible online on the NSW Parliament website: <https://www.parliament.nsw.gov.au/hansard/Pages/home.aspx?s=1>

technology that could handle low-quality documents in various formats.

Some of the 60,000 authentic pieces had dark background, some were microfilmed in low resolution, and others came with a mix of printed and handwritten text. However, the main challenge was dividing the documents into separate chapters and creating bookmarks for easy navigation.

The full-text optical character recognition (OCR) of documents was performed by ABBYY Recognition Server.

Then ABBYY FlexiCapture was deployed to handle automatic separation of headers, sub-headers and annotations.

An additional text layer was added to the images of all OCR'd documents to enable a full text search across the collection, while keeping original documents intact. The use of document classification and Hansard data extraction allows to easily find the right chapter, using standard PDF viewer/web page navigation tools.

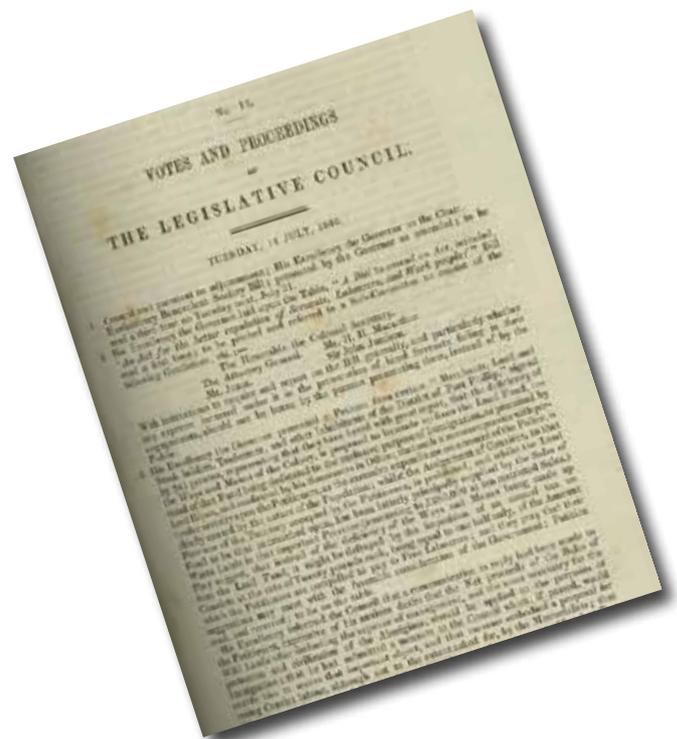
Many of the oldest documents are handwritten in elegant but hard to decipher cursive handwriting.

While these are unable to be OCR'd and therefore not able to be indexed, the ABBYY solution was able to greatly reduce the image size of previously scanned PDFs with no visible quality loss using advanced Mixed Raster Content technology (MRC). Smaller PDFs are much more accessible via a web browser.

The job of manually keying in old handwritten documents may be something that is able to be accomplished by crowdsourcing in the future. While governments only have limited budgets for tasks such as this, ABBYY has been involved in previous historical archiving projects that have exploited the power of online volunteers. The Museum of the famed Bolshoi Theatre has completed a major project to digitise a range of historical documents, with the aim of making the information publicly accessible and searchable via its website.

Four thousand volunteers helped digitise 48,000 historic posters, 120,000 programs and 100,000 rare photographs from the 240-year archives of the Bolshoi Theatre Museum.

During stage one of the Bolshoi project, ABBYY FineReader



The vast majority of the digitised records have never before been available even to local historians.

ANZ universities gain new analytics & big data platform

RoZetta Technology, an Australian based advanced analytics and data management provider, has partnered with sister company SIRCA to build, deploy and manage an enhanced and technically superior analytics and data collaboration platform to over 30 Australian and New Zealand universities.

The platform which is a fully managed service offering will allow academic researchers and students the opportunity to access, collaborate and innovate with vast amounts of previously unavailable financial data. SIRCA launched the service at the largest academic Financial and Accounting Conference in Adelaide.

The SIRCA Gateway platform offers advanced cloud based tools and services to source and analyse enormous and varied datasets in realtime. The platform is highly scalable, enabling additional universities to be easily added as well as providing flexibility to extend the services and capabilities to teachers and students in related undergraduate courses.

RoZetta's broad portfolio of financial markets data, which resides on the platform, has also been expanded. The new platform now includes data from Morningstar which is renowned for its breadth and depth of global financial and accounting information.

Using its years of data engineering and analytics expertise, RoZetta rapidly built the platform enabling the ingestion and aggregation of a vast number and array of data sets, enriching it and presenting it for analytic research or to create an environment for further research and collaboration. Sharing data is a fairly new concept for researchers and this platform aims to facilitate collaboration not only within a university but creates an eco-system for all researchers globally.

David Sharp, CEO, RoZetta, said, "Part of RoZetta's proven approach and methodology is to take the time necessary to understand how the end user interacts and uses the data to ensure they can derive maximum value and benefits. Initial feedback from PhD students has been positive. They have highlighted massive time savings, efficiencies and flexibility from the platform.

"The opportunity to conduct research and innovation across a range of issues that were previously just not possible was prized during the trial period".

Built on the Amazon Web Services Cloud, RoZetta developed the powerful analytics platform with a range of market leading big data tools and products, including the Databricks Analytics and

Collaboration Platform. This technology coupled with RoZetta's deep data science and engineering skills has delivered a solution that enables and fosters community based access, research and development.

The SIRCA Gateway now allows researchers analyse data in the AWS Cloud with all the benefits that cloud computing brings. Powerful, cloud based processing, combined with new data sets and tools, helps researchers accelerate analytic processes, test hypotheses, and promote more effective collaboration wherever they are.

Using the SIRCA platform, researchers are now able to join datasets, introduce external data sets, share their analysis, and work collaboratively with members, building a true global online academic community. This initiative also provides a clearer path to commercialisation for academics whose research is often related to growing the economy or increasing the transparency of markets for end consumers.

The new data and platform capabilities are a significant step forward in providing the research community with economies of scale and ease of access to new data sets and compute power. The cost savings for universities are significant when fully deployed.

David Sharp said, "The SIRCA Gateway is a further example of the company's pioneering culture as it connects best-of-breed data sets with serious compute power. It allows our subscribers to swiftly build and deploy advanced analytics solutions, and bridge the gap between raw data and insights. We look forward to presenting new and expanded data sets quickly and cost-effectively to our community. The platform was designed to add new data sets and link to core data and we look forward to working collaboratively with our members".

Researchers, students and teachers across Australia and New Zealand will be able to use this new platform in the AWS Cloud to not only reduce the cost of research but to shorten 'time to science' by taking advantage of the economies of scale and ease of access to new data sets and compute power.

Professor Stephen Taylor, head of Financial Accounting, UTS, said, "The SIRCA Gateway will be a key enabler of financial market research, and will be welcomed by our academic research community.

"The SIRCA Gateway provides a unique opportunity for anyone who wants better insights into large-scale and complex financial markets data. It not only provides new and extensive data sets, it also lets researchers save time, control their analytics using their preferred programming language, and collaborate more easily."

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Standards push from Archives NZ

Government record-keeping is making progress in the land of the long white cloud, but the NZ Chief Archivist is pushing for the mandatory adoption of a new information and records management standard it has developed to improve the poor record-keeping within many public offices.

The Chief Archivist's 2015/16 annual report to the NZ Minister of Internal Affairs also promotes the creation of a new role of Executive Sponsor within organisations to champion the importance of information and records management among an organisation's leadership

"While Archives has improved our capability to accept the transfer of born-digital records as public archives, we are concerned that some public offices may not be able to prepare properly for these transfers.

"If digital records cannot be readily prepared for transfer as public archives, this casts doubt on the effectiveness of their management prior to that point, when these records were needed to support current government business," said Chief Archivist Marilyn Little.

Audits of the record-keeping practices of NZ Government agencies are undertaken every five years. The last audit was highly critical and found that "barely half of the public offices audited in 2014/15 have record-keeping maturity at or above the level of a managed approach to records management."

Born digital records

In 2015/16 Archives NZ partnered with a public office to investigate the technical and operational requirements for the transfer of born-digital records to Archives. This was designed to develop and test end to end processes and support the development of guidance for public offices.

"A notable characteristic of this partnership was that it involved digital records from an enterprise content management system used to manage older digital records migrated from systems that were inherited from predecessor public offices. This type of record is often referred to as legacy information.

"Archives developed a solution involving the enhancement of an existing model (used for e-accessions).

"The approach involved providing procedural guidance and templates to assist with planning, and tools to map the metadata provided by the public office into a format that could be processed by our current systems.

"Detailed dialogue over the metadata and content proposed for transfer was required, as were clear plans for the various stages of the transfer.

"Through the trial Archives sought to gain an improved understanding of the complex digital information management challenges faced in public offices by using a live test environment. This will inform the guidance prepared for other public offices preparing for digital transfers.

"The public office preparation for a transfer required a detailed analysis of the content and technical quality of the digital records to be transferred to Archives."

"During the 2015/16 reporting period, one trial transfer was progressed up to the point of final transfer into Archives. This transfer stopped at that point because the results indicated that more work is needed to be done to fully and effectively "sentence" born-digital records before the point of transfer.

"Sentencing is the process of applying a disposal authority and its disposal actions to records. These actions will generally be to destroy, retain for a specified period, or transfer to Archives.



"The very large volume of records generated in digital systems multiplies the complexity of sentencing. The multiple sources of the legacy information in this trial made systematic sentencing challenging for the public office.

"Despite the care taken in previous content migrations, large sections of these legacy records lacked the metadata required as a foundation for successful sentencing and transfer.

"The content, nature and value of the records could not be determined with sufficient confidence to sentence accurately."

A second trial is planned during 2016-17 which will allow the public office to focus on pre-transfer work, notably sentencing, and provide a fuller test of Archives' ability to make large transfers publicly available as public archives.

Survey finds records shortfall

Archives surveyed public offices (except schools) and local authorities in three tranches in late 2016 and early 2017. The short survey sought a whole-of-system view of information and records management and sought information about:

- the volumes and types of records being created and managed in government
- the capabilities and capacities that exist to manage records, both current and legacy
- the ability of public offices to prepare for the transfer of digital records to Archives.

The Archives NZ survey found that:

- 57% had no current information asset register, or similar, 18% had one and 20 per cent were developing one. Information asset registers can provide a fundamental layer of knowledge about information assets to assist with continuity, removal of duplication, sharing and releasing, and managed disposal.
- 31% could not provide an estimate of the total quantity of their digital information holdings. 40% could not provide a full picture of which systems their digital information is held in.
- While many survey responses included physical information storage cost estimates, fewer could identify or usefully estimate digital storage costs. The ability to state or estimate the size of these holdings was also variable.
- 70% reported that they are still holding information in shared drives, which is of concern because the ability to capture key metadata is limited.
- Only 39% were capturing the minimum mandatory metadata specified in the Standard.

Finance declares TRIM has failed Australian federal government, wants a new way forward

The Department of Finance is moving further ahead on its plan to introduce an entirely new Whole of Government (WofG) Digital Records Platform for the federal government, replacing the predominant standard currently in place being HPE TRIM. Finance is specifically keen to explore a solution that will automate the capture and classification of records.

A report commissioned from consulting firm ThinkPlace interviewed 12 departments and agencies and concluded there is widespread dissatisfaction with TRIM or alternatives which are “not meeting the needs of users in terms of its usefulness and usability” The report analysed 23 tasks undertaken by users within TRIM (16), SharePoint (4) and Objective (3). It found that the typical was frustrated by the large amount of manual effort involved in managing record-keeping.

It also notes, “There is widespread and persistent use of paper-based processes. 8 out of 26 processes described by users involved at least one significant step involving hard copy.

“The implementation of Records Management as a Service (RMaaS) will be successful and transformative if it is useful (users want to use it) and usable (users can use it). RMaaS must deliver on both of these for it to be used,” the report concludes.



A sample of responses when agency users were asked to describe personal examples of their common work tasks that involve records.

Some of its findings were:

- On average, in a single process people use between 2 and 3 systems to complete common work tasks.
- The configuration and customisation of EDRMS vary significantly across government.
- Different types of systems, such as email, EDRMS, case management and financial systems, generally are not linked or have limited interoperability
- users expect that manual intervention will often be required because of their role as a public official and the nature of their work. When manual effort is required, users expect that it will be a seamless part of their everyday workflow. EDRMS does not currently deliver this experience

A Feasibility Study published by Finance in May 2016 found that current records management practices are not sustainable due to the rapid growth of government data. The Study focused on EDRMS that manage an agency’s unstructured data.

The Study found that “Agencies have been working digitally since the early 1990s, but it is only recently that they have begun to systematically manage this information digitally. In the transition from paper-based filing to full digital record keeping, many agencies purchased an EDRMS as these systems manage

information in a way that ensures that it remains authentic, accessible, useable and understandable for as long as it is needed.

“This Feasibility Study undertook a survey of [63 of 80 surveyed agencies that have an EDRMS] ... which found that EDRMS implementations in government are not being used efficiently and effectively, and many agencies have not harnessed the productivity gains that digital record keeping offers.

“In many cases, EDRMS are being used as paper filing systems or as storage repositories and not as the sophisticated information management tools that they are. This is because many agencies haven’t yet investigated how to use the technology to its full potential. With total data storage growing across government at a tremendous rate, it is important that agencies keep only that information that is of value and use technology to identify and dispose of low value information.

“Without prioritising records management, government is facing a bloat of records of unknown value, while paying a premium price for systems designed to avoid such an outcome. Underused EDRMS in some agencies has led to inefficient records management. Within government this can not only lead to difficulties transferring records between agencies, but can affect government’s ability to ensure accountability of decisions.

“These gains will not be fully realised until there is a cultural shift within agencies and the general user better understands that capturing valuable information “on the go” when it is being created can offer significant productivity savings, compared to the old paper based way of filing “after the fact”.

A new Position Paper declares that “The APS (Australian Public Service) is keen to move away from the paper paradigm and legacy solutions that fulfil the needs of a records manager, but are not designed for the general user. Evidence suggests that traditional records management practices that require users to undertake electronic filing in a separate records management system are not working. This results in mismanagement of government information, which poses a risk to government business, e.g. loss of evidentiary material from email and lost productivity or high costs associated with discoverability of poorly managed information.

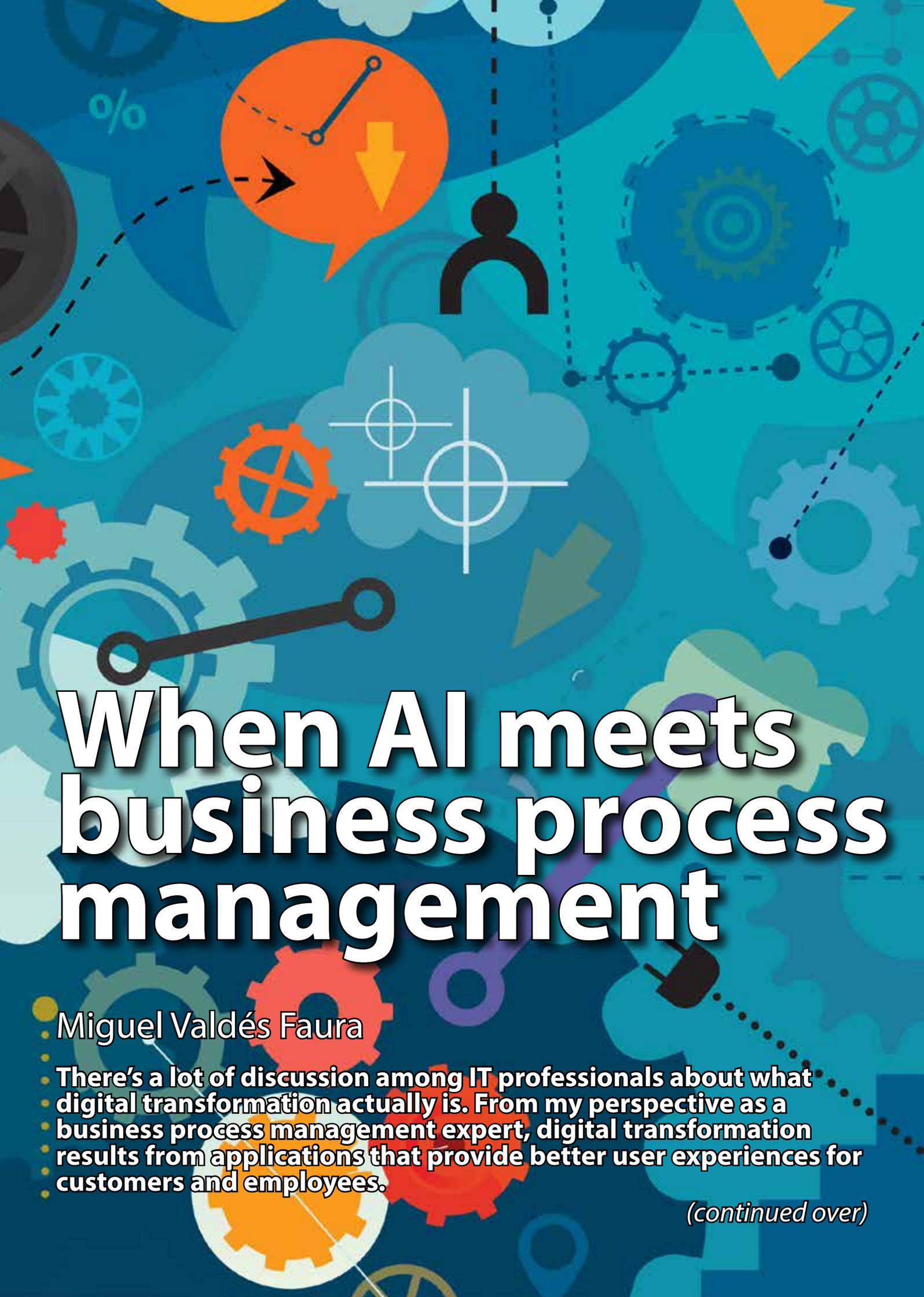
“The vision for digital records and information management is one where all members of the APS can find, store and use information easily - where records of value will be categorised, indexed, managed and disposed of in accordance with Australian Government record-keeping obligations.

“Finance will deliver a Platform to become the basis for a WofG system of information management. The solution will use technologies such as cognitive computing, keyword extraction and auto-indexing to ensure that all information is automatically captured and categorised, indexed, managed and disposed of with minimal interaction by the end user. Initially, the solution will manage only unstructured data.”

Following a Request for Information process in early 2016, Finance determined that the market was not yet ready to provide a service capable of automating the record capture and lifecycle tasks. However, it now feels that technology may have advanced sufficiently to provide a successful solution.

It is now specifically seeking information from vendors who may have innovated or enhanced their records management offerings in the last 18 months, and wants the solution to be cloud based as either Software-as-a-Service (SaaS), or Platform-as-a-Service (PaaS). The Position Paper does note that the planned Whole Of Government RMaaS “will be available to Corporate agencies to use, but will not be mandated for use.”





When AI meets business process management

Miguel Valdés Faura

There's a lot of discussion among IT professionals about what digital transformation actually is. From my perspective as a business process management expert, digital transformation results from applications that provide better user experiences for customers and employees.

(continued over)

When AI meets business process management

(From previous page)

State-of-the-art user interfaces, combined with streamlined backend operations, enable improved business efficiency, smoother processes, faster reaction to market changes, and better adaptation to rapidly changing business environments.

As business process-based applications get more sophisticated, however, the effect of delays--or blocked processes--remains a problem. Therefore, I've spent a good amount of effort looking at how to manage these blockages and delays.

Anticipation

Delays are typically due to resource unavailability, peak workload, and external dependencies, but operations managers have a good toolset (for example, monitoring dashboards provide visibility) to identify and pinpoint blockages.

And with tools in the application platform that allow tinkering with live apps, managers can make fast corrections and workarounds in real time.

But recent strides in artificial intelligence are making it possible to anticipate future constraints and align them with available resources - that is, to become proactive rather than reactive - and avoid the bottlenecks altogether.

Intelligent Continuous Improvement

Application of AI technologies allows process-flow pattern detection and process and business metrics predictions -

guiding corrective actions and updates of running applications. With AI, applications can analyse their own historical patterns and signal future constraints that are not easily perceived by a human observer.

Here's how it would work.

A process-based application platform is connected to an external data warehouse to extract raw data from applications. Because the BPM application platform is generic, the type of data to be analysed isn't known in advance.

The actual data from a specific set of processes on a specific platform is prepared in situ to be correctly interpreted by the appropriate algorithm, selected from a set provided.

When we apply AI to BPM, we extract patterns imposed by the process execution flow to develop predictions. The platform can then build a predictive model and identify blockage points.

For example, we would query the applications to predict when a particular task is going to be completed, or when a particular end-to-end process will be completed.

Say that a retail bank needs to process, analyse and approve loan applications within a specific time frame. With a process-based application, the loan manager could monitor loan requests and be alerted when the predictive function detects that a specific loan request may not be on time, based on historical and current data about loan request execution time.

The platform can propose and suggest alternative action for the immediate term, perhaps to pull in another loan officer or other resource. Further, if the system detects a delay, the manager may choose to make changes to the process itself.

Toward a Trustworthy AI

Business processes are still human-centric, and managers quite rightly aren't ready to rely on artificial intelligence to make business decisions for them. Right now, a combination of structured data, data mining, machine learning, and intelligent algorithms, can support human decisions. We apply AI to present information - data, reasons for issues, risk assessment - and offer suggestions for action.

The platform monitoring functions can show us what happens in the process when a suggested action is taken, helping to validate whether the decision is a good one.

Artificial Intelligence and business process management together offers a better understanding of business processes as they are happening, plus a view to the future, with better, smoother operations from start to finish.

But looking further into the future, perhaps some decisions may be delegated solely to AI. Intelligent continuous improvement will produce better and better predictions, risk identification, and recommendations for actions, and managers and team leaders will ultimately trust the recommendations--and their results.

Miguel Valdés Faura is chief executive officer and co-founder of Bonitasoft. Bonita BPM is an open-source business process management and workflow suite created in 2001.



DIGITISE

The Easy Way

The digitalisation of business can be a daunting task for most enterprises, but with the advent of Big Data and analytics, it's a critical step for facilitating proper record keeping, increasing security, and organising

and accessing information. An enterprise with the right tools and workflows can perform Electronic Content Management more efficiently, saving both time and resources for more essential everyday tasks.

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AI technologies will be in almost every new software product by 2020: Gartner

Market hype and growing interest in artificial intelligence (AI) are pushing established software vendors to introduce AI into their product strategy, creating considerable confusion in the process, according to Gartner, Inc. Analysts predict that by 2020, AI technologies will be virtually pervasive in almost every new software product and service. In January 2016, the term "artificial intelligence" was not in the top 100 search terms on gartner.com. By May 2017, the term ranked at No. 7. Gartner predicts that by 2020, AI will be a top five investment priority for more than 30% of CIOs.

"As AI accelerates up the Hype Cycle, many software providers are looking to stake their claim in the biggest gold rush in recent years," said Jim Hare, research vice president at Gartner.

"AI offers exciting possibilities, but unfortunately, most vendors are focused on the goal of simply building and marketing an AI-based product rather than first identifying needs, potential uses and the business value to customers."

AI refers to systems that change behaviours without being explicitly programmed, based on data collected, usage analysis and other observations. While there is a widely held fear that AI will replace humans, the reality is that today's AI and machine learning technologies can and do greatly augment human

capabilities. Machines can actually do some things better and faster than humans, once trained; the combination of machines and humans can accomplish more together than separately.

To successfully exploit the AI opportunity, technology providers need to understand how to respond to 3 key issues:

1) Lack of differentiation is creating confusion and delaying decisions

The huge increase in startups and established vendors all claiming to offer AI products without any real differentiation is confusing buyers. More than 1,000 vendors with applications and platforms describe themselves as AI vendors, or say they employ AI in their products.

Similar to greenwashing, in which companies exaggerate the environmental-friendliness of their products or practices for business benefit, many technology vendors are now "AI washing" by applying the AI label a little too indiscriminately, according to Gartner.

This widespread use of "AI washing" is already having real consequences for investment in the technology.

To build trust with end-user organisations vendors should focus on building a collection of case studies with quantifiable results achieved using AI.

"Use the term 'AI' wisely in your sales and marketing materials," Mr. Hare said.

"Be clear what differentiates your AI offering and what problem it solves."

2) Less complex machine-learning capabilities can address many needs

Advancements in AI, such as deep learning, are getting a lot of buzz but are obfuscating the value of more straightforward, proven approaches. Gartner recommends that vendors use the simplest approach that can do the job over cutting-edge AI techniques.

3) Organisations lack the skills to evaluate, build and deploy AI solutions

More than half the respondents to Gartner's 2017 AI development strategies survey indicated that the lack of necessary staff skills was the top challenge to adopting AI in their organisation.

The survey found organisations are currently seeking AI solutions that can improve decision making and process automation. If they had a choice, most organisations would prefer to buy embedded or packaged AI solutions rather than trying to build a custom solution.

"Software vendors need to focus on offering solutions to business problems rather than just cutting-edge technology," said Mr. Hare.

"Highlight how your AI solution helps address the skills shortage and how it can deliver value faster than trying to build a custom AI solution in-house."



Top 5 Information Governance Obstacles You Must Tackle Now: Free eBook

A free publication has been launched by AIIM and Canon aiming to help information professionals and business executives focus on the five key areas that can help them teach employees about the importance of information governance and align their organisation to support its IG initiatives.

Bob Larrivee, Vice President and Chief Analyst of Market Intelligence, AIIM, said "When many business executives hear the term "information governance" (IG), they assume that their enterprise has the policies, procedures, best practices and staff in place to help continuously minimise business risk.

"Often, however, this is not the case. One way to begin correcting this situation is with a clear understanding of IG.

"Here's one definition: IG is an accountability framework that enables organizations to create, store, use and dispose of information in accordance with regulatory, legal, risk mitigation and business workflow requirements.

"As an Information Professional and business leader, there are five key areas of focus that can help you to teach employees of the importance of IG and align the organization to support your IG initiatives, policies, and practices."

The five key areas examined in the book are:

- Keeping up-to-date on the latest regulations and compliance requirements
- Knowing the potential of the cloud for your data repository
- Managing data remediation
- Promoting threat awareness
- Advancing the importance of metadata and managing retention

The eBook looks at research findings for each of these areas and present some ways that organisations can address them and make changes to move forward with your information governance program.

"For example, AIIM research reveals that forty-three percent of respondents (see the figure below) see themselves as Outlanders -- having below average capabilities or typically waiting until the last minute to eliminate content duplication, indicating that there is a lot of redundancy in their organisations," said Larrivee".

The eBook is available for download at https://cbps.canon.com/assets/pdf/AIIM-eBook_InfoGov-2017_FINAL.pdf

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4 Things You Can Learn Using Text Analytics

By Marko Sillanpää

Text analytics is a rather new concept in enterprise content management (ECM) and document management. Many organisations are using automatic categorisation or classification of content, but this is only a small part of how text analytics can be used in organisations.

Text analytics uses similar concepts to data analytics but adds specific abilities around natural language processing (NLP) and specifically machine learning.

NLP is a field of computer science that addresses the intersection of machine and human language. Numbers are easily understood by machines, but the human language requires specific techniques. This is made even more difficult because different languages with various grammatical rules are included.

NLP looks to understand sentence structure, parts of speech, and tenses and relate it into terms that computers understand. While NLP is a complex concept, the algorithms that have emerged from this field of study can be grouped into a collection of questions that can be answered by text analytics.

The use of text analytics continues to evolve. To some extent, what it can do is different based on the language of the document. Today, text analytics can answer four questions.

1. What Are the Key Topics of This Document?

Auto-categorisation is currently the most popular application of text analytics as well as the most commonly misbranded.

Auto-classification, which uses zonal optical character recognition (OCR) or full-text, is not text analytics. While some concepts of OCR are considered "early text analytics," the space has evolved beyond recognising letters within a specific space on a page image.

Today, identification of key topics is done by not only looking for a specific word or tense but similar words and concepts as well. Text analytics algorithms can either be trained or learn to identify key concepts on their own.

Algorithms are used to map similar words and phrases in relation to one another to identify major concepts. This data and their relationships can be shown using topic trees or thinking maps. The data extracted can be used to identify keywords, classify documents, or even pinpoint process workflow steps.

2. Are These Documents Similar?

The ability to identify key topics in a document can be used with document collections as well. Algorithms can compare the individual document against a collection of known documents. The algorithm then returns a ranking of similarity between the document and the collection. If the document scores high, it is said to be very similar to the collection.

These algorithms are being used for general classification of documents (e.g., a record versus employment contract). Classification systems that use this approach often require training document sets for accuracy.

The same algorithms are used to detect anomalies. When the algorithm returns a low score for a document after it has been compared to the collection, it is considered an anomaly.

Depending on the type of document being compared, this could be an indication of a fraudulent claim or an adverse effect. This same concept could be used to find a unique situation from a series of regular reports - the proverbial "needle in a haystack."



3. What Is the Mood of This Document?

Sentiment analysis is often used in social media. Office documents are typically devoid of emotion, but emails or letters may be very expressive. Algorithms can be used to review the text of a document to identify trigger words that set the sentiment of a document. These algorithms assess the use of verbs, adjectives, and adverbs as part of the document. Today, sentiment analysis is mostly used for defining actions to perform in a workflow based on the emotion expressed by the author, like escalation.

4. What Is the Gist of This Document?

Summarisation algorithms look at the document or paragraph as a whole. These algorithms rely heavily on entity extraction but also recognise sentence and document structure.

Entity extraction algorithms typically ignore some parts of the sentence, like adjectives and adverbs. Summarisation algorithms look at all parts of the sentence as well as how sentences fit into a paragraph and an entire document.

Unlike the algorithms presented so far, summarisation algorithms also create natural language sentences.

When a document is processed by a summarisation algorithm, the result is typically a number of sentences that present the most important concepts of a document.

For example, a 10-page document will be summarised as a five-sentence paragraph. These algorithms can be tuned to focus on specific concepts to summarise in the document.

Some implementations can summarise an entire collection of documents into a similar document. This could be used in e-discovery or case assessment.

Text Analytics in Practice

Often, text analytics solutions do not use a single algorithm. The solutions may use several different algorithms and may use them in different ways. For example, machine translation will often use summarisation algorithms to understand sentence structure, classification algorithms to decide which translation is most similar to the source text, and then summarisation algorithms to recreate a translated document.

Neither text analytics nor data analytics is about what answer you will get. It's about knowing the types of questions you can ask. Text analytics solutions will differ across industries, business processes, and even organisations in similar spaces. Once you know the types of questions you can ask, and how to ask them, you may find some very powerful answers.

Marko Sillanpää is the co-founder of the blog Big Men On Content and the founder of BMO Consulting.. This article was originally published on DOCUMENT Strategy Media.



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Are PDF signatures shattered?

By Michael Demey

There has been a buzz surrounding SHA-1 this year. The hashing algorithm has been deemed unsafe for many years, but is still used in outdated software for digital signatures. Recently a team of researchers was able to break SHA-1, proving definitively that the algorithm should be replaced.

The attack was orchestrated on a PDF file that contained an image, which they exploited to generate a collision. A collision can be quite scary as it allows an attacker to generate two files that have the same digest value. If a victim was to sign one of these files using SHA-1, the signed digest would be applicable to both documents. This means that you could validate both documents using the same signature and would appear as if the victim signed both documents and not just theirs.

Does this mean that PDF is an unsafe format? No. The issue here is that SHA-1 has been broken, not PDF. The PDF specification explicitly allows for different hashing algorithms to be used, like the more secure SHA-256 or SHA-512.

Additionally, SHA-1 has been officially deprecated since 2011 by the US National Institute of Standards and Technology (NIST) and it has been deemed unsafe to use as early as 2005.

Developers and businesses who deal with digital signatures and security know this and (should) have moved on years ago. Anyone still using SHA-1 should immediately upgrade to a more secure algorithm.

Furthermore in 2009, the PAdES standard mentioned that "The use of SHA-1 is being phased out in some countries and hence the use of other hashing algorithms is recommended".

We have been warning developers using the LGPL-MPL versions of iText (dating from 2009) for many years that they shouldn't use some of the signature types that we knew would be deprecated in the PDF 2.0 specification - the long-awaited ISO 32000-2.

In PDF 2.0, SHA-1 will be formally deprecated. This means that a PDF 2.0 writer should not use SHA-1 anymore, and a PDF 2.0 reader can reject signatures that still use SHA-1.

Does this mean that PDFs that were signed using the SHA-1 algorithm in the past suddenly become invalid? In principle, it is

now proven that the contents of a PDF can be changed without invalidating the signature, if that signature signed a message digest that was created with SHA-1.

Future proofing your signing processes is simple, stop using SHA-1 and start using another algorithm. You can also keep an eye out for news about that algorithm and cryptography in general. Unfortunately cryptography is an ever evolving industry and there is no definitive algorithm, so keeping yourself informed on the industry will keep your signed documents are secure and reliable.

How to fix existing SHA-1 signatures

Although it has been deprecated for almost 6 years now, I expect a lot of people still use SHA-1 when signing their documents. If you have a repository of PDF files that still rely on SHA-1, PAdES-4 allows you to add a Document Security Store (DSS) including Validation-Related Information (VRI), as well as a document time-stamp (DTS) signature.

This process adds an additional signature through a time-stamp. It doesn't replace the original, SHA-1 signature, but it adds a new one. It is important to use a different, more recent hashing algorithm to create this signature. This way you can change the original contents to fit the original SHA-1 signature, but the second signature will be broken because the hashing algorithm you used in the time-stamp signature isn't SHA-1.

This procedure of adding a DSS and a document time-stamp should be repeated before the certificate of the last signature that was added expires, or when there are indications that the algorithms that were used, be it the cryptograph hash function or the encryption algorithm, could be jeopardised. Our free e-book on digital signatures in PDF describes how to add a DSS to a signed document. You can download the e-book [here](#).

In conclusion, this attack doesn't change much for the PDF specification. PDF already anticipated that SHA-1 would have been broken as we can see in PAdES (2009) and PDF 2.0 (2017). We advise you to double check your PDF signatures and to apply a DSS when you've used SHA-1.

Michael Demey is a Senior Developer with iText who has spent the last six years working with PDF, he focuses on Digital Signatures, XFA and PDF/A.

HSBC and IBM team up on international trade documents

HSBC, the global trade finance bank, is working with IBM to develop a cognitive intelligence solution combining optical character recognition with advanced robotics to make global trade safer and more efficient for thousands of businesses.

HSBC's Global Trade and Receivables Finance (GTRF) team facilitates over \$US500 billion of documentary trade for customers every year, and in doing so must manually review and process up to 100 million pages of documents, ranging from invoices to packing lists and insurance certificates.

The new solution uses IBM's analytics technology, including intelligent segmentation and text analytics, to identify, digitise and extract key data within these documents before feeding it into the bank's transaction processing systems; boosting accuracy whilst freeing up staff for more value-adding activities.

"The average trade transaction requires 65 data fields to be extracted from 15 different documents, with 40 pages to be reviewed," said Natalie Blyth, HSBC's Global Head of GTRF.

"By digitising this process we will make transactions quicker and safer for both buyers and suppliers, leading our industry forward, and we will reduce compliance risks through an enhanced ability to manage huge volumes of data."

"The problem is how to capture semi-structured documents with highly variant content through an analogue process, and no-one has the perfect answer," said Roger Welch, Industry (Financial) Expert and Solution Architect for IBM Analytics ECM practice. "In our experience, no trade finance solution has come as far or done as much as this new solution."

HSBC is currently using the technology to analyse English-language import and export bills in several markets in Asia, Europe, the Americas and the MENA region. The team aims to enhance the solution so it can read a wider range of documents and languages.

"HSBC wants to be the leading bank for innovation, and initiatives like this one are key to achieving our goal," said Natalie Blyth.

ASIC invests \$A60M in analytics

The Australian Securities and Investments Commission has announced it is investing around \$A60 million on data analytics, IT systems as well as its surveillance and enforcement capabilities to be a more data-driven, intelligence-led law enforcement agency.

ASIC, Australia's corporate, markets and financial services regulator, has extended its partnership with Australian software company Nuix following a competitive tender process. The new contract forms part of ASIC's expanding analytics and e-discovery platforms

'A critical part of detecting, understanding and responding to issues is our ability to process large volumes of data and to extract intelligence from the diverse data sources now in use, including phones, tablets, corporate email servers and the cloud,' said John Wallace, ASIC's Chief Data Officer.

'The investments we are making are enabling us to more effectively perform in-depth analysis of data, identify relationships between persons and entities, and create chronologies revealed by metadata.'

In 2012, ASSIC signed a three-year agreement with Nuix to supply eDiscovery and digital investigation software. ASIC selected Nuix software to search Microsoft SharePoint databases and email archives such as Symantec Enterprise Vault and EMC EmailXtender. These capabilities supplemented the data types ASIC already investigated using Nuix, including Microsoft Exchange and Lotus Notes email systems and forensic images. ASIC also uses Nuix's optical character recognition capabilities for faxes and paper documents to improve turna-

round times in its investigations.

Speaking at the Annual ASIC Forum in March 2017, Greg Medcraft, Chairman of ASIC said, "We are tailoring machine learning software for use in investigations, which allows visualisation pattern matching across our evidence database, using algorithms for both structured and unstructured data. It allows us to visually map relationships of persons and entities and create time chronologies.

"E-discovery and Technology Assisted Review using machine learning is now recognised by the courts. There have been recent cases where Australian courts have endorsed the use of machine learning technology to identify the most relevant documents.

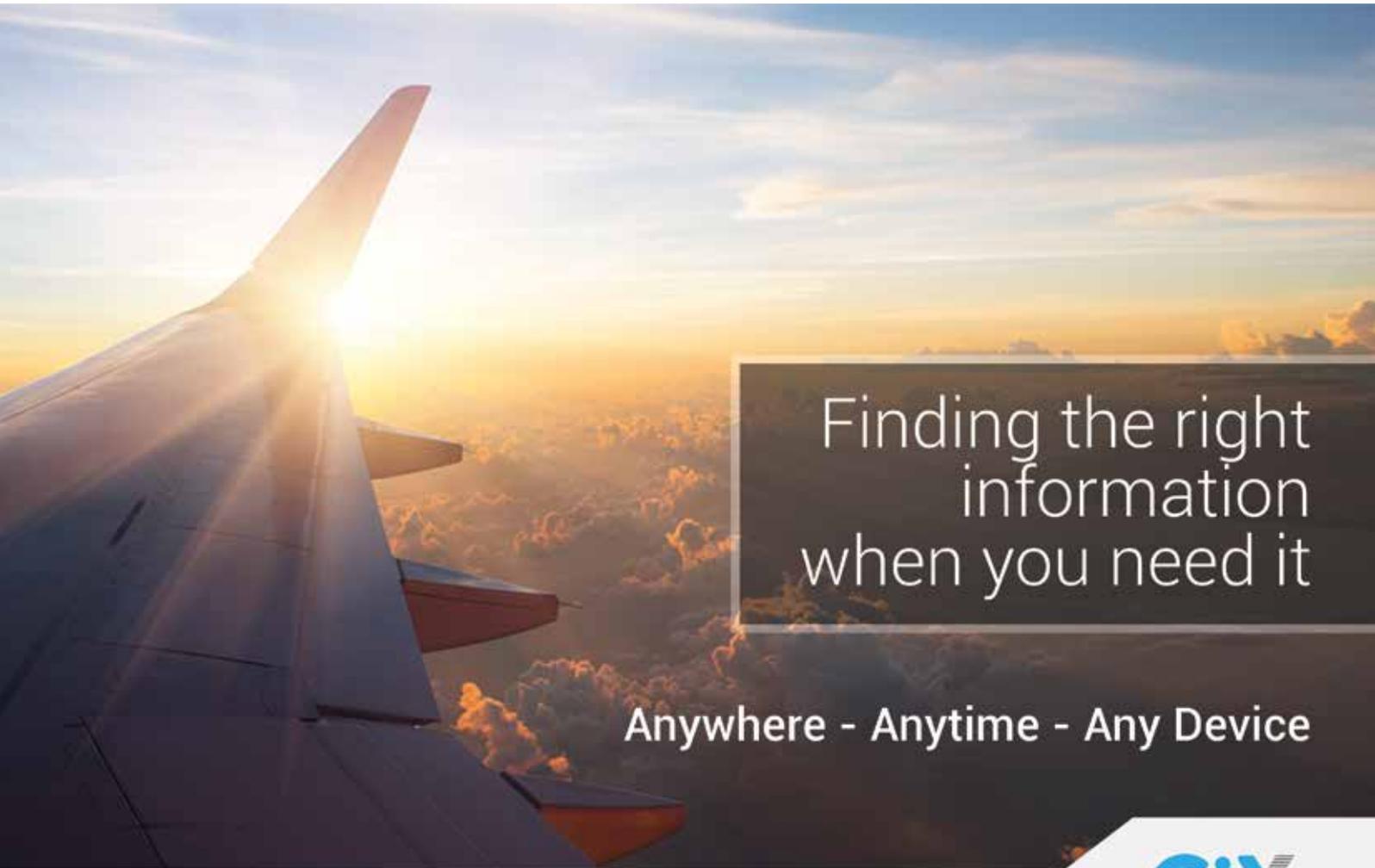
"We are expanding our capabilities in this area, including machine learning from fuzzy logic, and piloting the machine learning functionality of Nuix to make the identification of relevant evidentiary materials more efficient.

"On skills, we are recruiting to build our specialist data analytic capabilities, as well as expanding our behavioural insights team.

"We are also looking to the future and the potential for using AI, as well as creating data labs that will give us – and potentially regtech entrepreneurs – access to datasets, opensource tools and an environment to test new technologies.

"On systems and processes, we are improving how we capture, share and use data by developing a data repository and using Microsoft Dynamic CRM.

"This allows us to use a variety of data sets, including third party data sets, and create a consolidated workflow system across the whole of ASIC," said Mr Medcraft.



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Where are the Holes in Corporate Data Governance Programs?

Corporate data governance programs are difficult to establish and enforce. For the most part, these programs lack the necessary people, processes and technology to effectively fend off security threats, data breaches, regulatory fines and lawsuits. The two weakest links in a company's data governance program are uncontrolled user access to data (53 percent) and managing where data is stored (43 percent), according to the "Data Governance Inside the Enterprise" research study released by Blancco Technology Group.

Data protection and regulatory compliance are further complicated by the fact that organisations are often too lenient in allowing employees to transfer data inside and outside their organisations. For instance, 69 percent of the surveyed IT professionals admitted they allow employees to transfer data onto their personal mobile devices with only minor limitations and 33 percent allow employees to move data to cloud providers, such as Dropbox, without any restrictions at all.

On top of this, 47 percent of organisations either have limited visibility or no visibility at all into how employees move data offsite.

Key findings from the study include:

- Organisations are more concerned with protecting corporate reputations than passing audits and avoiding regulatory penalties. 48 percent of organisations said their biggest concern with data protection regulations is protecting their reputations, while only 38 percent are worried about passing audits and 40 percent are concerned with avoiding penalties.
- Unstructured and dark data are growing liabilities for organisations. Despite IDG's prediction that 93 percent of digital data will be unstructured by 2022, only 41 percent of organisations have a central repository for managing unstructured data.
- Meanwhile, 34 percent either don't have any tools in place to manage unstructured data or are in the process of investigating the necessary tools.

Data classification is an important step in laying the foundation for data protection and regulatory compliance. 58 percent classify data according to legal requirements, while 56 percent classify data based on how sensitive it is to unauthorised disclosure/modification and 43 percent classify it according to its perceived value to their organisation.

However, 5 percent don't know how data is classified inside their organisation, while 13 percent either don't classify data or don't know if they do.

The absence and non-enforcement of data removal policies conflicts with EU GDPR's 'right to erasure.' 13 percent of organisations don't securely erase digital files and folders that are no longer needed or used.

On top of this, 16 percent don't have a data removal policy for when data is no longer needed and 22 percent don't have written data disposal/destruction policies to handle data that's no longer needed.

Overall, the study highlights a common, yet unfortunate reality in most enterprises today – what you don't know can hurt you. One such unknown is the amount of time that data should be retained. In particular, 22 percent of the surveyed IT professionals admitted they keep data forever, while 18 percent said they keep data for a set amount of time regardless of data type.

"The reality is that many organisations adhere to a 'storage is

cheap, keep everything' mentality," said Richard Stiennon, Chief Strategy Officer, Blancco Technology Group.

"Data hoarding as a practice can be dangerous, as we saw during the Yahoo hack last year when hacker 'Peace' leaked four-year-old data from 200 million Yahoo accounts onto the dark web. Organisations need to learn that, as data ages, its usefulness declines.

In actual fact, all retained data is a liability for discovery, breach, theft or loss. When its value is less than the liability, when customers demand it (i.e. closing out accounts) and when regulations require it, organisations need to permanently erase the data so it can never be recovered and result in another situation like the Yahoo breach."

One in Two Organisations Have Had a SharePoint Data Breach: Report

The Ponemon Institute and Metalogix have released results of a report focused on how organisations are keeping sensitive or confidential data safe in collaboration and file sharing environments such as SharePoint, Dropbox, and file sync and share applications. The findings are based on a survey with responses from 1,403 respondents from the United States, United Kingdom, and Germany.

Handle with Care: Protecting Sensitive Data in Microsoft SharePoint, Collaboration Tools, and File Share Applications provides numerous key findings that information security professionals, data governance experts, and administrators of SharePoint and other collaboration applications can use to understand how their peers manage protection of sensitive content.

Several noteworthy findings are:

- 49% had at least one confirmed data breach in the SharePoint environment in the past two years.
- 79% don't believe existing tools are "very effective" at protecting sensitive content from accidental exposure or a targeted breach.
- 68% don't have sufficient visibility into locations where sensitive data is located.

"SharePoint houses a vast amount of sensitive data, but organisations are not taking sufficient steps to keep it safe," said Dr. Larry Ponemon, Chairman and Founder, Ponemon Institute.

"The pressure to be productive is causing employees to put sensitive data at risk. Security and SharePoint professionals must understand where this content resides and how it is accessed and shared."

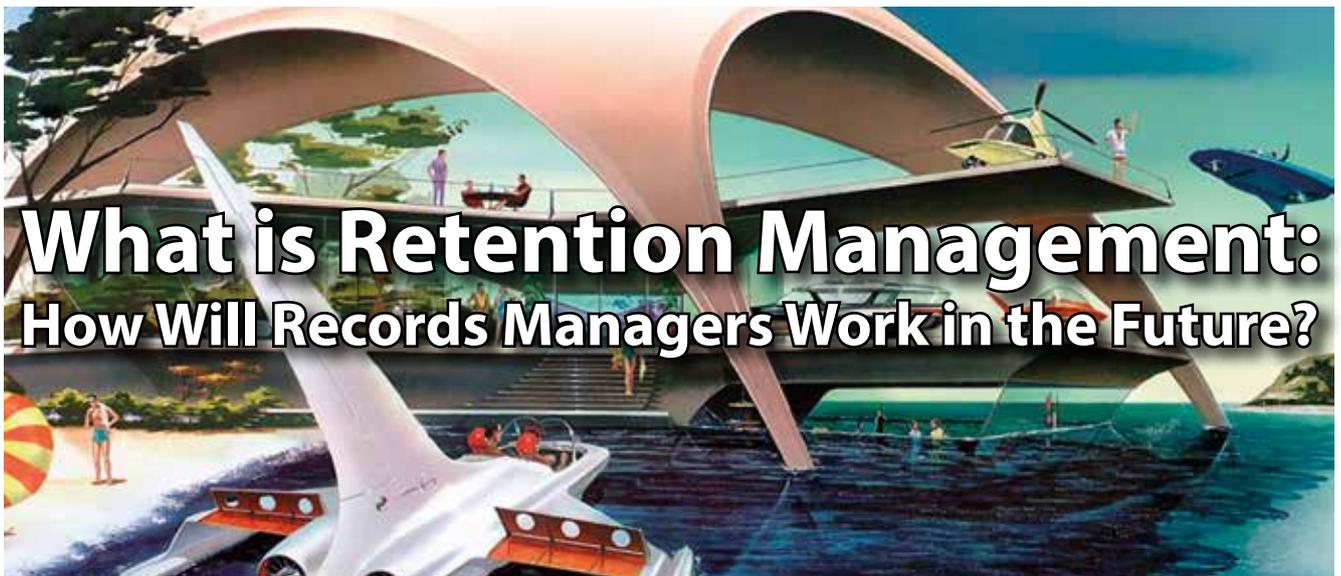
To address the security challenges of collaboration and file sharing tools, 63% of respondents believe having appropriate data loss prevention technologies (DLP) in place would be the most effective solution to prevent data breaches. This is considered more essential to security than having a larger budget or hiring more skilled employees.

Seventy-three percent say automated discovery of sensitive information and 70% say automated classification of sensitive information would improve their ability to secure data. To be most effective, respondents believe DLP tools must integrate with SharePoint, become easier to configure, and reduce user frustration.

"Security SharePoint experts must come together to protect sensitive data," said Steve Marsh, VP of Product Management at Metalogix.

"With the right tools and policies in place, users are empowered to handle content responsibly and organisations can meet compliance and security responsibilities."

The full report is available at <https://www.metalogix.com/ponemon>



What is Retention Management: How Will Records Managers Work in the Future?

By Nick Inglis

Records management is becoming more complicated because of the sheer volume of information within companies. To deal with this deluge, some innovative organisations are moving away from declaring information as records and are managing all organisational information from a retention standpoint instead. However, what is retention management, and how can it be effectively leveraged within organisations?

The traditional way of understanding retention management is to look at it as a piece of records management. Records managers are generally tasked with understanding the various categories of records, identifying and placing records into various categories, maintaining records based on their categories and disposing of them when it is appropriate. When it comes to retention management, records managers take these understood categories of records and their associated processes and apply them across all organisational information.

Oddly enough, objections to retention management most frequently come from records managers. Despite the fact that records managers are increasingly being marginalised and that retention management offers a way to repurpose their expertise, records managers have struggled to align retention management concepts with the generally accepted record-keeping principles outlined by ARMA International.

To be fair, adopting retention management processes requires a significant shift in the way organisations handle information and how records managers approach their mandates. From a business standpoint, information management must be achieved while meeting the principles of transparency, accountability and integrity.

These requirements often pose challenges for organisations, especially those that are used to leverage shared drives. From the perspective of records managers, one large challenge is that the declaration process must be done away with - records declaration is often inaccurate and growing evermore futile in the face of shifting eDiscovery rules.

What Does It Mean for RM?

Going forward, records management looks a lot like information governance. Information governance finds an organisational balance between the value of information and its risk - what better way is there for records managers to achieve this than by handling information in accordance with generally accepted recordkeeping principles?

Records managers need to move for better management of all organisational information. This is the only way to reduce organisational risk, which is the real goal of records management. Since new eDiscovery rules make all organisational data potentially admissible in court, it only makes sense that corporate rules shift accordingly.

However, that shift fundamentally changes the role of a records manager into one of two things: an information governance manager or a retention manager.

Information governance managers are strategic operators within their organisations. They understand that information can be both an asset and a liability.

Information governance managers are the overall coordinators of information-related activities within an organisation, and they must understand the organisation's risk tolerance if they are going to guide information policy and practice. They establish the rules within their information systems to dispose of information based on predefined and automated classification criteria. Records managers may need to rise to the challenge of this type of strategic role if their organisation adopts retention management processes.

The Retention Manager

Retention managers are similar to information governance managers, except they do not handle strategic elements of information management. Retention managers play more of a tactical role, leveraging the business's definition of risk tolerance as it relates to information. They follow their company's rules for information disposition, and they are generally led by someone else who owns the strategic side of information policies and practices.

Records managers have the potential to offer more than this to their organisations, but many will fall back into this category if they are unable to shift from a tactical to a strategic role.

Since most eDiscovery requests require all relevant organisational information or data, a narrow understanding of records management is not enough anymore. Fortunately, many records managers have already started to shift toward strategic roles and a more strategic understanding of the value and risk of information.

In fact, there continues to be ample opportunity for records managers, and in the face of increasing marginalisation, retention management could be one of the keys to increasing the relevance of this role.

Nick Inglis is an author and co-founder of the Information Governance Conference. This article was originally published on the Iron Mountain Web site.

Governance, Risk and Compliance (GRC) Software market to hit \$US11.8B

The market for governance, risk and compliance (GRC) software is expected to experience strong growth as business leaders look for solutions to meet the challenges of regulatory change, cyber-security threats, third-party exposure, and reputation risk.

In the first forecast to size the overall GRC software market, International Data Corporation (IDC) sees worldwide revenues reaching \$US11.8 billion in 2021, growing at a compound annual rate of 6.7% over the 2016-2021 forecast period.

A number of factors are driving the growth in demand for GRC applications. Regulatory compliance has become increasingly complex and corporate governance, risk and compliance initiatives have come under greater scrutiny.

Given the financial and reputational impact of high visibility compliance and security breaches, risk management has become a strategic level conversation, discussed among the C-suite and corporate board. At the same time, risk management responsibilities have started to shift downward toward the line of business owner as the first line of defence, making user engagement, ease of use, and integration with other enterprise applications just as important as reporting.

"Successful GRC vendors are developing more intuitive and configurable platforms, providing expanded integration and content options, and focusing on user engagement through automated reporting, alerting, and mobile accessibility," said Angela Gelnow, senior research analyst, Legal, Risk & Compliance Solutions.

Another important factor driving growth in the GRC market is the rise of cloud solutions, which are growing faster than the overall market. Adoption of GRC applications among small and medium-sized businesses, line of business managers, and less-regulated industries have been central to the growth of these cloud-based solutions.

IDC defines governance, risk and compliance software as the aggregation of the tools required to help an enterprise identify, track, and analyse enterprise and technology risks and to monitor and manage corporate and IT governance and compliance initiatives to enhance performance and stay in compliance with global laws and regulations, industry standards, and company policies.

Six common compliance challenges ANZ Businesses face today: Report

A review of data retention obligations in the Asia Pacific region prepared by leading technology law firm, Fieldfisher LLP has identified six key compliance challenges that enterprises and government agencies need to address.

The report, commissioned by Hitachi Data Systems (HDS), examines the principles that have given rise to common requirements for data capture, storage and management.

New global legislation, such as the Markets in Financial Instruments Directive II ("MiFID2"), Dodd-Frank and, looking ahead to 2018, the General Data Protection Regulation ("GDPR"), further extend the influence and power of regulators.

The six primary compliance challenges identified by the researchers include:

- Capture and management
- Access and availability
- Privacy and security
- Integrity and authenticity
- Retention and preservation
- Disposal and defensibility

The Fieldfisher report also looks at the implications of unique

legal frameworks for Australian and New Zealand enterprises, including the Australian Privacy Principles ("APP") and the Information Privacy Principles ("IPP") in New Zealand.

Simon Briskman, partner at Fieldfisher said: "In comparison with many countries in APAC, Australia is well advanced in access and disclosure requirements. Australian law in the area has a long evolution.

"For example, the Australian Corporations Act 2001 lays down extensive obligations for the preparation of financial reports. Regulators such as the Australian Securities and Investments Commission and the Office of the Australian Information Commissioner ensure Australia meets broad international standards on information security, data management, record keeping, disclosure and data quality."

He added: "Both Australia and New Zealand have legislation allowing electronic communications to be admitted in evidence in court, and of course there have been significant changes to the privacy laws in both countries. Overall, the landscape is one of increasingly sophisticated regulation that requires specific compliance solutions. Technology has become a vital part of those solutions."

In data retention and record keeping requirements, Australia and New Zealand are in the middle bracket, with the Australia Corporations Act 2001 and the New Zealand Companies Act 1993 requiring records to be kept for at least seven years. The period of retention varies widely across the region: In Singapore, the minimum is five years, in Hong Kong and India 10 years, and in China records can be required to be retained permanently, depending on the nature of the record.

Can Blockchain work for Supply Chains?

Chain Business Insights, an independent research firm focused on the application of blockchain in supply chain management and trade finance, has published its latest research brief. *Smart Contracts in Supply Chain: Making Sense of a Potential Game Changer* explains the concept of smart contracts and their application in supply chains, as well as highlighting their pros and cons.

"A smart contract is computer code hosted on a blockchain that defines and executes the terms of an agreement between parties," says Ken Cottrill, co-founder and research principal at Chain Business Insights. "Given their versatility, the range of potential applications in the supply chain domain is vast."

The research brief identifies and elaborates on several benefits of smart contracts including verification, visibility, lower costs, self-execution, clarity of agreement terms, fraud protection and connectivity. It also notes the challenges that come along with implementation. Among them are legal standing, lack of standards and protocols, privacy fears, error intolerance and resistance to change.

A case study on a cotton supply chain proof of concept in which 88 bales of cotton were shipped from the US to China illustrates how smart contracts work in practice. The participants claim that this was the first global trade transaction between two independent banks that combines the emerging disruptive technologies of blockchain, smart contracts, and Internet of Things (IoT), for a real transaction and shipment of goods.

"Several companies recognise the applicability of smart contracts to the supply chain space," says Peter Harris, co-founder and research principal at Chain Business Insights. "IBM, Maersk, Microsoft and SAP Ariba are among the first to engage in proof of concepts, but we expect that list to expand rapidly."

The authors emphasise that despite its many advantages, smart contracts are by no means a panacea for fixing inefficiencies in supply chains.

The rationale for using them depends on the type of agreement under review, as well as its scale and scope.

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How to improve user engagement with SharePoint

By Mark Howarth

If you're a CIO or senior IT manager then it's likely you're constantly addressing the organisational challenges of improving return-on-information, driving workforce collaboration, and making enterprise systems easier to use (or at least improving compliance in how they're used).

Like many, you may have settled on SharePoint as your preferred technology of choice to achieve those outcomes.

At a technical level, SharePoint is proven, well supported, and integrates with many different enterprise systems and environments. It makes sense that it's become one of the most popular business applications in the world.

The problem is, a lot of staff don't use it the way it was intended. In fact, a lot actively work around using it at all.

If your staff continue to create silos of information outside of SharePoint, rely on email as the primary program for information sharing, and don't easily follow processes or procedures set up in SharePoint, then chances are you're having the same problem as a lot of your peers.

What's the problem?

There are two problems. First, SharePoint is not that easy to use. Its interface, while full-featured, is not immediately intuitive; not in the way that we all expect technology to be these days. For better or worse, the rise of smartphones and their apps has set the bar in terms of user experience.

Second, SharePoint mostly solves an organisational issue, not a user issue. According to a Harvard Business School study, a new product must deliver a 900 percent improvement over an existing solution before users will adopt it. (And that's from the user's perspective, not the company's.)

SharePoint makes absolute technical sense. It brings disparate systems together, provides a single work environment for collaboration, and allows for better document control and more consistent and resilient taxonomies for storing information.

Unfortunately, if you've been using email and Windows folders or equivalent for most of your working career, there's a fair amount of unlearning of habits and new learning of systems involved to fundamentally change how you work.

It's human nature to resist change: it requires effort and a high level of trust that the changes will be worth it.

So if SharePoint alone doesn't work very well from a user perspective, but is critical from an organisational point of view, then what's the answer?

Axient and LiveTiles

LiveTiles SharePoint is an all-in-one software solution that connects different business systems for a seamless experience across devices.

It lets organisations create engaging sites on SharePoint and Office 365, putting everything staff need at their fingertips with tailored sites for specific roles and department-relevant views of the business.

Importantly, LiveTiles lets you integrate different apps, resources, files, and more on a single pane of glass, delivering the intuitive and easy-to-use experience that people expect.



It is rapidly being adopted as a way to drive real value out of SharePoint installations and overcome the user adoption issues that have dogged many organisations.

Further, when LiveTiles is combined with Axient's smart form technology, it extends SharePoint from being a system of record (a place where information is stored and retrieved) to a transactional business tool.

What does that mean? It means that, if forms are important in your business (either for collecting or recording information in the field, or because they underpin critical business processes), then you can drive SharePoint adoption by making forms the 'killer app' that everyone immediately sees benefit in using.

Most companies are awash with forms. Field service staff, business process managers, warehouse and logistics managers, financial controllers, and everyone in between rely on forms to capture transactional information.

It's not a big surprise that forms (online or paper) are a source of major inefficiency and, often, risk. They're slow to fill in and process, sometimes filled in incorrectly, and can be hard to track or secure.

Using Axient's smart form solutions combined with LiveTiles can completely change the experience. It lets employees access all the forms they need, pre-populated with the right details, drawn from SharePoint or other systems, and can deliver dramatic time and cost savings.

It also offers additional benefits such as improved transaction cycle times, faster time to payment, and an overall increase in customer satisfaction, and, as you'd expect, much happier staff who can focus on doing valuable work, not completing forms.

The combination of Axient and LiveTiles drives a higher return on investment from SharePoint and drives much sought after adoption.

Mark Howarth is Managing Director of Australian solution provider Axient, a specialist in automating form-based business processes that connect directly to mobile, web, CRM and ERP systems. If you want to explore Axient smart forms and LiveTiles contact Axient on (02) 8338 3444 or visit <http://www.axient.com.au/contact-us/>



The Collaboration Challenge

In this era of digital transformation, there is an urgent and growing need for the public sector and those in regulated industries to work more collaboratively with external parties to deliver better outcomes for their stakeholders.

However, expanding digital collaboration presents serious challenges for the custodians of confidential personal records and highly sensitive information, who must manage a complex set of risks.

To maintain the integrity of this sensitive information and to protect citizens, stakeholders and their own reputations, government agencies and regulated industries have developed and honed robust information governance frameworks over many years.

This includes significant investments in document and record management systems that ensure there is a complete record of how the information is managed. These systems not only track usage, but also enforce access permissions, lifecycle and archive (or destruction) policies, guaranteeing the security of the information and maintaining a 'single source of truth'.

It is important to note that this is not just "best endeavours"; good information governance is something that government agencies and other regulated industries are benchmarked against. For all of these reasons, information governance cannot and should not be sacrificed simply to facilitate working with people external to the organisation.

Herein lies the challenge for government agencies and regulated industries: On the one hand, there is an imperative to be more flexible and collaborative with those outside their organisation. On the other, they must maintain a secure regime of simple and cost-effective information governance that manages the many legal, regulatory, privacy, intellectual property and security risks.

The Risk of Inaction

In the meantime, collaboration must and will go on – and if the CIO doesn't find a solution, the business users will.

Unfortunately, in the absence of an easy to use and secure collaboration solution provided by the organisation, many are resorting to uncontrolled systems (or 'shadow IT') that erode information security and auditability – and expose their organisations to considerable risk.

For example, when people take information out of controlled systems and share it via email, thumb drive or consumer-based file sharing systems, all transparency, visibility and auditability over that content is lost. It essentially bypasses information governance, meaning that security and regulatory compliance cannot be guaranteed. It creates multiple repositories of information, resulting in an absence of a 'single source of truth', making any sort of audit impossible and ultimately hampering the collaboration efforts.

The risks of inaction are immense. In addition to the significant impacts on productivity and the integrity of the decision-making process, the privacy and security risks posed by this uncontrolled collaboration cannot be overstated. A solution that balances the need to collaborate externally while maintaining a secure regime of (cost effective) information governance is needed.

As organisations around the world grapple with this issue, a number of different approaches are being investigated, with limited success.

Standard Collaboration Tools are often 'consumer grade' file sharing applications that lack security required for sensitive data. They pose a massive risk, as there is no oversight and or administration capability. They also don't integrate with existing

systems, meaning there is no transparency and accountability, and no 'single source of truth'.

Built for purpose solutions are expensive to develop and maintain and are often difficult to scale to external stakeholders, other divisions or processes. In addition, licensing costs, staff training and the need to involve IT regularly cause bottlenecks for those looking to collaborate.

'Universal Systems' designed to facilitate collaboration between related agencies miss the need to collaborate now. These are often abandoned in planning because of the cost and the time to implement.

Those waiting for a perfect, 'whole of Government' system, for example, will be waiting a long time.

Objective Corporation has developed Objective Connect as a means for cross-agency collaboration, working with outsourced service providers, distributing board papers, or simply digitally engaging with customers and citizens.



**INDIVIDUAL CLOUD SERVICES
IN USE BY THE OLD GOVERNMENT****

** Queensland Audit Office, 2016

Information Governance can be maintained by integrating Objective Connect with an organisation's existing document and records management system, ensuring a 'single source of truth' is always maintained, even when working with external parties.

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- Consider how to deploy a single, secure, shared service across your agency that is controlled by HPE CM Network with your government peers who also use HPE Content Manager

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<http://www.objectiveconnect.com/breakfast>

Shell's long march to a cloud future with SharePoint Online and Office365

Royal Dutch Shell plc, commonly known as Shell, is not just one of the world's largest corporate entities, it's also one of the most complicated. So, a planned migration to SharePoint Online and Office 365, which started in 2014 and scheduled to take two years, was never going to be a walk in the park

At the *Digital Workplace Conference 2017* in Sydney, Shell's Lead SharePoint Architect, Robert Tucker, outlined the many twists and turns of the massive undertaking, successfully completed in March 2017 for the British-Dutch multinational oil and gas company that is one of the six oil and gas "supermajors" and the sixth-largest company in the world measured by 2016 revenues.

This full extent of the migration is breath-taking: As one of Microsoft's largest ever migrations of Office 365 by numbers, and certainly one of the most complex, it was delivered in just over 1000 days in partnership with 25 Microsoft teams from Redmond alongside Shell team of between 20-40 dedicated staff and support partners, as well as a committed group of business managers and representatives throughout the Shell organisation. Some of the statistics are eye watering: migrating 180 terabytes of data, 160 million items, spread over 497 databases, with 7500 workflows, 10,500 site collections and 90,000 sites, and involving almost 200 integrated applications as well as over 17 million mapped permissions!

The full detail and scope of the project would require far too much space, so what follows is a timeline highlighting some of the key challenges and learnings from Shell's concerted push to embrace the cloud across its global operations.

MARCH 2014 - There is an ongoing project with OpenText LiveLink, Shell's then main repository of unstructured content. Shell has recently upgraded from SharePoint 2010 to SharePoint 2013, with future plans to move to Office 365. The LiveLink project will require moving an estimated 160TB of content to SharePoint 2013.

JUNE 2014 - Shell starts the project to migrate Office 2013 BPOS-D to Office 365. Target is October 2015. The BPOS-D 2013 environment has a considerable level of customisation. The 2010 to 2013 upgrade is in its final stages.

SEPTEMBER-DECEMBER 2014 - On-site migration from SharePoint 2010 to SharePoint 2013 is completed. A decision is made to use Internet only connectivity for Office 365 SharePoint Online.

FEBRUARY 2015 - Shell's fleet of 110,000 Windows PCs require an upgrade to support Office 365 so they will need to be upgraded to Windows 7 and need IE11 and Office 2010 as a base line

MARCH 2015 - Microsoft notifies Shell that the data centre hosting BPOS-D in Amsterdam will close in August 2016, providing a hard date for the O365 switchover.

APRIL 2015 - End of Microsoft extended support for Office 2010 is October 2015, so an upgrade to Office 2013 (which is supported for Office 365) on over 100k PCs is required. The migration is delayed until July 2016.

AUGUST 2015 - Effort is made to clean up unused

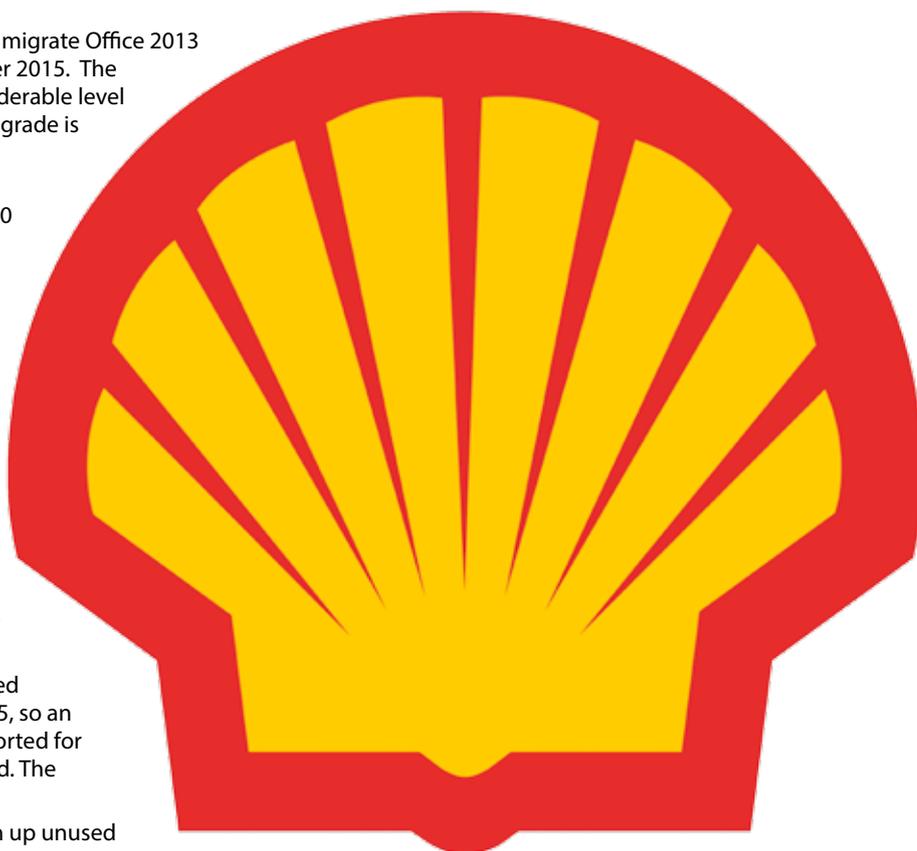
sites, remove old site collections to maximise the use of all available storage on the tenant. This is standard practice to sustain content growth before the Office 365 migration. Shell opts for a Microsoft hybrid search implementation early.

SEPTEMBER 2015 - Planning for a "Big Bang" migration to SharePoint will need to take into account the entire 200TB maximum on the current platform. Shell's content is currently sitting at 110TB with 6 months until the proposed July 2016 migration deadline, so it is calculated this will come in comfortably under the limit. Restrictions are imposed on reserved storage (large quota sites) to further improve support for monthly growth.

NOVEMBER-DECEMBER 2015 - Microsoft releases Office Pro Plus 2016 so Shell decides to jump at this and skip Office 2013. Shell is alerted to an issue that it faces with content databases that are above Microsoft 2TB size limit - the maximum the migration technology would support at that time. These will need to be manually "split and shrunk" which can be done by duplicating the database and splitting the two copies.

DECEMBER 2015 - The project completes its first programme phase. LiveLink migrations are now complete, all full trust code is removed, and new standards around authentication and customisations are in place. A new team is setup to take the project through to its conclusion. Although the migration of content from LiveLink to SharePoint Online is completed, there are concerns over the growing requirement on SharePoint of storage across Shell globally which could mean that it exceeds the 200TB limit before the migration to O365, which is still scheduled for July 2016.

FEBRUARY 2016 - Shell starts the upgrade of Internet connectivity at offices and sites worldwide to prepare for the rollout of O365 SharePoint Online. Microsoft announces closure of BPOS-D data centre has been delayed from August 2016 to



March 2017, providing some breathing space. The migration is now planned for September 2016.

MARCH 2016 - Shell begins deployment of Office Pro Plus 2016. (The simultaneous deployment of Office ProPlus would end up more challenging than expected owing to the number of machines networked on Wi-Fi rather than Ethernet cables in global offices)

MAY 2016 - Microsoft provides the migration reports which highlight the impacts of the new platform. This includes losing the magic 'happy hour' for list views (over 3000 libraries and lists impacted), ending support for display of HTM/HTML files (over 2 million in Shell), reduced support for large Excel files (>10GB), and workflow impacts (SharePoint 2013 workflows will need to be restarted after the migration).

JUNE 2016 - IE11 roll out is completed across Shell globally and meanwhile the full migration is delayed until September. Good news, Microsoft Hybrid Search is now live on O365.

AUGUST 2016 - More good news, Microsoft introduces a fix which almost doubles the database migration limit closer to 4TB, so there will be no need to do additional split and shrink activities before moving them across.

SEPTEMBER 2016 - Shell has more than 37,000 SharePoint 2010/2013 workflow instances running across the organisation, so discovering that any workflow that has an email address baked in, such as a typical approval workflow, need to be fixed as part of the migration activities is a big headache. Each individual workflow with the old-style email format will need to be edited with the new Office 365 format and then republished.

DECEMBER 2016 - Things are nearing readiness for the migration, but Shell's end of year business functions prefer to defer the migration until 2017. The migration currently estimates a 4-day read only period as the migration happens.

This is nearly a one-week shutdown of Shell's principal unstructured data platform, so the migration is delayed until March 2017.

FEBRUARY 2017 - The Office 2016 rollout is completed, however a number of other potential problems for workflow migrations emerge with only four weeks left until D-Day. Dedicated business teams across Shell globally are enlisted to analyse the issue, and thankfully discover that the vast majority of these workflows have actually officially stopped, but are just not showing up as being completed. This reduces the task of adapting the additional impacted workflows by more than 80%.

MARCH 17, 2017 - On a Friday night Shell globally switches all sites to read only and the migration begins. The plan was to take 6 days for migration and then spend two weeks to re-index all content. However, due to the incredible preparation and planning (over 1000 days with multiple project streams) from all teams involved, the entire 180TB migration took a little over 3 days and Microsoft (with their incredible search tech team) was able to re-build the search index of 160 million items in a little over two days rather than the expected two weeks

SUMMARY - Shell's experience in managing large scale projects was vital to the success of this migration. SharePoint Architect Robert Tucker emphasised that the key elements to success are: ensure you prepare and test frequently; work closely with the Microsoft migration teams to iron out potential problems; identify early in the process anything which you can do to reduce risk (e.g. re-architect workflows to remove embedded email addresses); and engage the business early to get their input and assistance. Shell is now onto the next phase of the Office 365 journey, moving its intranet into the cloud and migrating almost 2PB of content, residing on network drives, servers & databases across the globe, over the next 18 months.

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Some Technical Considerations When Migrating to SharePoint/SharePoint Online

By Kevin Ells

As organisations consider migrating content to SharePoint or SharePoint online, it is important to understand that there are many technical considerations that can affect the quality and the duration of the migration. This article will identify and address a few key concepts that, if properly understood, can improve any migration to SharePoint or SharePoint Online.

With any migration, getting off to a good start is very important. Before any migration planning or preparation can begin, the data that is to be migrated must be interrogated so that the organisation can extract crucial information about the content that is to be migrated.

For the purposes of this document, the collection of all documents and folders located in any given storage platform is known as the "Corpus". The constitution of the corpus can have a significant impact on transfer throughput. A detailed interrogation of the documents to be migrated will help to define the corpus and its impact on the migration project.

The following questions should be answered during the interrogation process.

How many documents and/or folders are included in the migration? - SharePoint performance is optimised when documents are stored in optimal folder sizes. SharePoint will perform better and the migration will operate faster when there are as few folders as possible while folder item recommended limits (currently 5000 – related to list view threshold) are also respected. In addition to respecting Microsoft list view guidelines, following this pattern will also result in fewer folder objects and ultimately fewer API calls that need to be made to execute the migration.

What is the total storage volume and ave file size of the files being migrated? - Of course, the actual amount of data that needs to be transferred will affect the duration of the migration. But what many organizations do not realize is that the average file size can have a dramatic impact on migration efficiency as well due to the number of API calls necessary for a given amount of data. Given 100GB of data, if that 100GB consists of (10,240) 10MB files, transfer throughput will be considerably higher than if that data consisted of (209,715) 500KB files.

This is because SkySync will have to make approximately 200,000 more API calls to transfer the 100GB of 500KB files vs 100GB of 10MB files. If the corpus is weighted more towards many small files versus relatively fewer large files, it should be expected that the transfer throughput will generally be lower due to the latency expense of significantly more API calls.

What are the departmental or taxonomical classifications of the documents? - Answering this question will help to determine how granular the site and library structure should be. When an extended number of departmental or business process driven site and library structures are required to manage a wide variety of content types, migration configuration and execution will be more cumbersome, resulting in a longer migration project duration.

When fewer sites and libraries are needed, migration configuration and execution will be more efficient, resulting in a shorter migration project duration.

Understanding the corpus is a necessary requirement before proper planning and preparation for a migration can begin.

Understand and Prepare for Records Management and Content Disposition

There are obvious benefits to minimizing the content that is migrated. Less content can mean less planning, less structure that must be deployed, less taxonomy configuration and of course, lower storage and infrastructure costs. But eliminating unnecessary content can also have another tremendous fiscal impact by also lowering RISK!

Many organisations must adhere to strict compliance requirements that dictate how documents must be classified and retained for a defined period. Once that period has expired, any content that does not have specific business value should be eliminated. If it is not eliminated there is a possibility that it can be used against the organisation in the event of litigation.

However, if that content was properly disposed after the compliance mandated retention period has expired, it can no longer harm the organisation.

Even if the organisation is not beholden to strict compliance requirements, it is still recommended that structured content disposition be practiced. Common sense destruction of content that no longer holds business value will reduce risk as well as facilitate the management of long term storage costs.

Process Improvement

The "old" way is often not the "best" way. SharePoint is an extremely flexible platform that is capable of being twisting into a knot to mimic any given legacy document management solution. While that is an admirable quality of the platform, it is also an enabler for the propagation of inefficient design.

In the SharePoint paradigm, there are often many ways to accomplish the same thing. To determine the most efficient solution that follows Microsoft prescriptive guidance, the following steps should be considered.

- Engage a business analyst and power users to deconstruct business processes.
- Leverage the knowledge of the power users to determine if there would be a better or more efficient way to accomplish the process.
- Determine if the improved solution was impeded by the legacy technology and bring in a SharePoint Architect to determine if SharePoint features can facilitate the improved solution.
- Allow the SharePoint Architect to design an optimised solution that implements the thought leadership of the power users by while leveraging the feature richness of SharePoint.
- Solutions should be streamlined to minimize any custom development to facilitate maintainability and future upgrade and/or migration.

By engaging the power users throughout solution re-envisioning, the result will be better processes that have the benefit of immediate user adoption. This is a far better approach than just attempting to "mimic" the legacy solution using new SharePoint technology. A migration project is usually the best possible time to implement process improvement.

Phased, Slow Walk Migration

One of the most effective ways to execute a migration is to use a phased approach as opposed to a "big bang" cutover. There is far too much risk in the big bang approach unless it is a small and manageable migration.

A better approach is to start with a small departmental file move first. Since IT is usually responsible for managing or even executing the migration, their own department is a suitable candidate for a pilot migration. Once a migration target has been identified for the pilot phase, the next order of business is to choose a cutover plan. One of the best ways to execute a migration is a sort of "slow walk" migration.

The slow walk migration consists of an initial structural deployment followed by the configuration of a continuous copy/synchronisation of the source content with the new destination structure. Ideally, this should be an automated synchronisation that continuously propagates file create, update and delete changes from the source system to the destination system (SharePoint or SharePoint Online).

When the official cutover takes place, the source system is simply placed into a read only state and a small amount of final create, update and delete changes propagate to the destination. This method results in a smooth and relatively short cutover process that is easy to back out of in the event of an issue.

Migration Duration

One of the most important concepts of a migration to SharePoint online is that the duration of the migration can't be accurately predicted. There are many factors that affect migration duration. Some can be managed and others are out of the control of the migration team. Several important migration duration factors are identified below:

- **Empirical evidence of achievable throughput must be gathered through testing** - Even then, migration duration predictions will fluctuate based on the average file sizes of already migrated content vs average file size of remaining

content. In other words, if actual migration metrics are gathered using a small number of large files, inflated metrics may result in an artificially short migration duration. If the actual migration metrics are gathered using a large number of small files, deflated metrics may result in an artificially long migration duration.

- **SharePoint Online is multi-tenant environment that implements throttling / rate limiting** - In order to protect all tenants, Microsoft must not allow any one tenant to monopolise the available hardware resources for a shared tenant environment. At any given time, there are a finite amount of resources available to all tenants. The SharePoint Online throttling engine is dynamic. There may be times when more resources can be consumed for migration processing and there may be times when far less resources are available and significant throttling must occur to keep the environment responsive for all tenants.

- **The quality of source system and migration hardware will affect duration either positively or negatively** - It is quite common for an aging file share or legacy document management system to affect overall migration throughput due to inferior performance. It is very possible that the migration could go faster but only to the detriment of business users who are impacted by the pressure that the migration places on the legacy hardware. In addition, the migration hardware itself must be robust. SQL Servers and, specifically, the quality of the SQL Server storage subsystem (IOPS, etc.) will have a significant impact on the ability of the migration solution to facilitate high transfer throughput.

Kevin Ells is VP of Marketing at SkySync, a platform developed to integrate ECM, network file systems and cloud file sharing services. For information and additional white papers on SharePoint Migration visit http://skysync.com/sharepoint_migration-whitepaper/



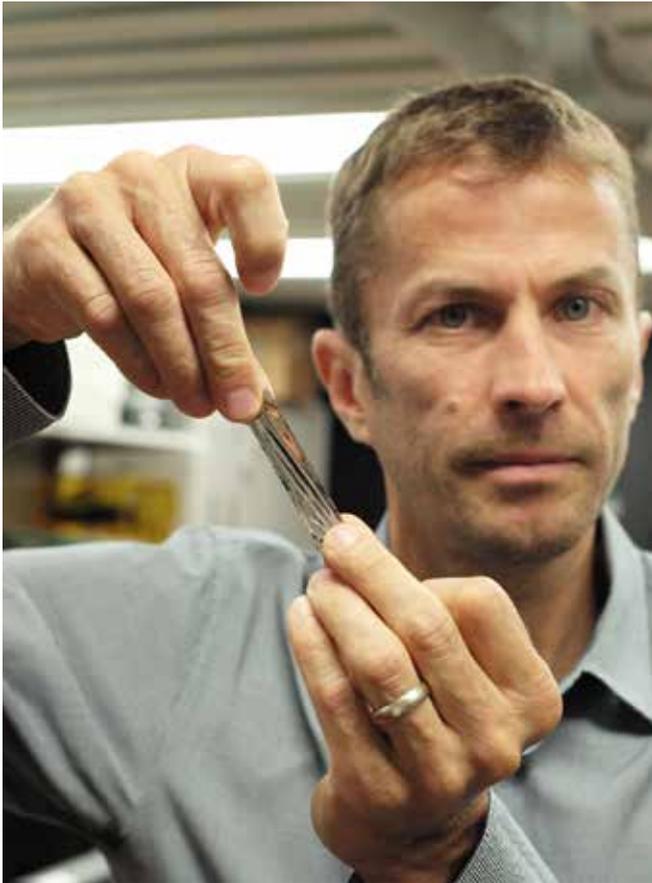
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IBM record for magnetic tape storage



In this photo, IBM scientist Dr. Mark Lantz, holds a one square inch piece of Sony Storage Media Solutions sputtered tape, which can hold 201 Gigabytes, a new world record.

IBM Research scientists have achieved a new world record in tape storage – their fifth since 2006. The new record of 201 gigabits per square inch in areal density was achieved on a prototype sputtered magnetic tape developed by Sony Storage Media Solutions. IBM claims tape storage is currently the most secure, energy efficient and cost-effective solution for storing enormous amounts of back-up and archival data, as well as for new applications such as Big Data and cloud computing.

This new record areal recording density is more than 20 times the areal density used in current state of the art commercial tape drives such as the IBM TS1155 enterprise tape drive, and it enables the potential to record up to about 330 terabytes (TB) of uncompressed data on a single tape cartridge that would fit in the palm of your hand. Magnetic tape data storage is currently experiencing a renaissance. With this achievement, IBM scientists demonstrate the viability of continuing to scale the tape roadmap for another decade.

“Tape has traditionally been used for video archives, back-up files, replicas for disaster recovery and retention of information on premise, but the industry is also expanding to off-premise applications in the cloud,” said IBM Fellow Evangelos Eleftheriou.

“While sputtered tape is expected to cost a little more to manufacture than current commercial tape that uses Barium ferrite (BaFe), the potential for very high capacity will make the cost per TB very attractive, making this technology practical for cold storage in the cloud.”

IBM's first commercial tape product, the 726 Magnetic Tape Unit, was announced more than 60 years ago. It used reels of half-inch-wide tape that each had a capacity of about 2 megabytes. The areal density now possible represents a potential increase in capacity of 165,000,000 times compared with IBM's first tape drive product.

Making PDF attachments a simple option

By Noel Williams, Macroview

How many times a day do you want to send a document as an attachment to an email, but you'd rather send a PDF than a DOCX, an XLSX or a PPTX? It's much safer to attach the document as a PDF.

But the work involved is huge, as you would need to open each Office document and save it as a PDF. Either that, or each time you create or edit an Office document you would have been required to also save it as a PDF as well.

Saving documents as a PDF so that they can be attached to an email is a really common task for many.

The Send As, PDF command in MacroView DMF and MacroView Message provides a way to dramatically reduce the keystrokes required to do this Save-as-PDF-and-Attach operation for a Microsoft Office document that is stored in SharePoint.

By 'dramatically' I mean cut out at least 70% of the keystrokes that would otherwise be required if you did not have the command. The MacroView Send As, PDF command also reduces elapsed time, risk of error and storage overheads.

Let's run through the steps required if you do NOT have MacroView Send As, PDF :

- 1) Locate to the document library, document set or folder in SharePoint
- 2) Click to open the Office document – say into Microsoft Word.
- 3) Click File, Save As
- 4) Select PDF from the file type dropdown
- 5) Click OK
- 6) Switch into Outlook
- 7) Create a new message
- 8) Click to insert Attachment
- 9) Locate to the relevant area in SharePoint or Windows
- 10) Select the saved PDF and click OK .

If you have MacroView DMF or MacroView Message and the Save As, PDF command installed, the process is MUCH quicker and easier:

- 1) Locate to the document library, document set or folder in SharePoint
- 2) Right-click on the Office document
- 3) Choose Send As, PDF from the right-click menu.

Send As, PDF converts the Office document into a PDF dynamically, creates a new Outlook email and inserts the PDF as an attachment. That's 7 fewer steps or a reduction of 70% in user actions – more if you need to remove the temporary PDF from a Windows folder.

Send As, PDF will also re-instate the original filename, complete with any characters that have been automatically removed by MacroView because they are illegal in SharePoint file names.

Similar savings are available through use of the Copy As, PDF command that is also available for MacroView DMF and MacroView Message.

For more information contact solutions@macroview365.



DATA LOSS IS AS INEVITABLE AS DEATH & TAXES

UNLESS YOU HAVE A BACKUP PLAN

Hardware/system failures account for 31 percent of data loss incidents, per a recent poll*.

Another 29 percent of lost data incidents are due to human error, shows the same poll.

Following an outage, 35 percent of organisations lost at least one mission-critical application.

DON'T LET YOUR DATA MEET IT'S MAKER CONTACT TOSHIBA TODAY.

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*Andrew Ferguson
Ipswich Family Veterinary clinics*

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**TOGETHER
INFORMATION**

* StorageCraft survey

ABBYY

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

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 Compeno-based Semantic technologies.

Information Proficiency/Sigma Data

Tel: 08 6230 2213
Email: sales@infoproficiency.com.au
Web: infoproficiency.com.au

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.



EzeScan

Phone: 1300 393 722
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Web: www.ezescan.com.au



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 R&D company operating since 2002.

With 1000's of seats world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for documents of all types. With "out of the box" seamless integration with many industry standard EDRMS and/or ECM systems, 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.

ABBYY

DocsCorp

Tel: 1300 559 451
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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.

Objective

Phone: 1800 065 640
Email: enquiries@objective.com
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.

Brother

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Trusted worldwide and always with a "Customer First" approach, Brother continuously meets the needs of consumers through a comprehensive range of quality solutions.

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Contact the Brother Commercial Division today to find the best solution for your business requirements.

Kodak Alaris Information Management

Contact: Francis Yanga
Email: francis.yanga@kodakalaris.com
Tel: 0419 559960
Web: www.alarisin2.com

The ever-increasing flood of data, and how we manage it, is one of the greatest opportunities facing businesses and governments in the 21st century. Kodak Alaris Information Management works with organizations from small offices to global enterprises, bringing together the best science, technology and partnerships so its clients can stay ahead of the curve. From our award-winning range of scanners and software to the best global customer service and support, we're here to help businesses transform data into a powerful competitive advantage.

To learn more, please visit www.kodakalaris.com/go/IMnews.

Kodak alaris

Epson

Contact: Clyde Rodrigues
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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 on-line 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.

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As a Tier 1 HPE Software Platinum 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.



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.



OPEX

Contact: Byron Knowles, Business Development Manager - APAC
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Web: www.opex.com/contact/sales-contact/

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.



ELO Digital Office

Contact: Rainer Krause - Managing Director
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Web: www.elodigital.com.au

ELO Digital Office 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. An award winning ECM supplier, ELO has been consistently recognised for its comprehensive functionality, user friendly design, trend-setting innovation and open architecture. 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 five users to solutions for many thousand staff members. With reputable certified business partners such as Toshiba, Information Proficiency (WA), Infocentrik (NZ), AMS Imaging (Victoria), Jardine OneSolution (Hong Kong) and others, 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.



Veritas adds new classification engine



Veritas Technologies has released the Integrated Classification Engine, a new technology that enables organisations to quickly scan and tag data to ensure that sensitive or risky information is properly managed and protected.

Organisations today struggle with gaining visibility and insight into their fastest growing data -- unstructured data. This type of data - including emails, documents and image files - exposes organisations to potentially harmful security vulnerabilities and unintended personally identifiable information (PII) leaks. This problem is expected to intensify as enterprise data growth has accelerated to a rate of 49 percent year-over-year, according to the 2017 Veritas Data Genomics Index.

The Integrated Classification Engine provides broad visibility into PII and helps companies meet compliance regulations that require discrete retention policies be implemented and enforced across the organisation's entire data estate -- regardless of where that data lives. This new technology is available now in Veritas Data Insight 6.0 and Veritas Enterprise Vault 12.2. Future integrations are planned across the Veritas data protection, storage and governance portfolio.

The Integrated Classification Engine has capabilities that help organizations achieve compliance with strict data protection requirements worldwide, like the European Union's forthcoming General Data Protection Regulation (GDPR). Specifically, the Integrated Classification Engine can locate where PII exists across an organization's data landscape and drive actions that help enterprises appropriately retain and delete this data, both critical and challenging aspects of the GDPR. According to findings from the first phase of the *The Veritas 2017 GDPR Report*, nearly 40 percent of respondents are worried their organization cannot accurately identify or locate data in a short time frame, a mandate of GDPR.

The Integrated Classification Engine includes more than 100 pre-configured patterns for recognition of credit card and social security numbers, medical records and other PII. It also comes pre-loaded with more than 60 different policies for GDPR, HIPAA, Sarbanes-Oxley and other regulations around the globe to accelerate compliance readiness. Additional features include a dictionary that identifies risky keywords that suggest improprieties, as well as confidence-scoring and quality assurance tools to minimise false positives.

"Classification technology is a critical tool for organisations that need broad visibility into PII and want to retrieve specific information quickly in order to address GDPR," said Mike Palmer, executive vice president and chief product officer, Veritas.

"Manual processes are often unenforceable, laborious and inconsistent. However, by incorporating modern classification technology across our portfolio, Veritas is leapfrogging the market with a new approach to data management that makes

sensitive data easier to find, redundant and stale data easier to delete, and allows organisations to make more informed decisions."

Veritas says Data Insight 6.0 takes a significant step forward in delivering risk analytics by triangulating insights from content classification, metadata analytics and user behaviour to quickly uncover potential bad actors or malicious activities.

Data Insight's proprietary "User Risk Score" is the first-line of defence for identifying suspicious activity and initiating remediation efforts to keep sensitive files protected.

Data Insight 6.0 introduces deep learning technology that incorporates the User Risk Score and other file attributes to hunt for an organisation's riskiest files and recommend next steps.

By using artificial intelligence to prioritize how the Integrated Classification Engine scans files, Data Insight 6.0 can dash through petabytes of data to illuminate the darkest of data. Data Insight 6.0 is available today from Veritas and its worldwide channel partners. Veritas Enterprise Vault 12.2 enables administrators to infuse their archive with intelligence by reclassifying all of their existing content with consistent patterns and policies delivered via the Integrated Classification Engine. The solution aligns the classification tags with retention policies to ensure that all critical data is managed appropriately, while the "junk" can be deleted within the normal course of operations. Enhanced classification capabilities provide the foundation for accelerated investigations by making it easier to search for content using classification tags and expediting the process of responding to discovery or information requests to address compliance regulations.

Out of the box Workflows for HP Records Manager

Y Soft Corporation has announced that YSoft SafeQ Managed Workflows can now connect seamlessly with HP Records Manager 8.x, a records management system. YSoft SafeQ Managed Workflows enable organisations to create pre-defined automated workflows for secure, swift delivery of scans to authorised locations. Automated scan workflows make scanning easy for the user and consistent and secure for an organisation while increasing productivity over that of paper-based processes.

In YSoft SafeQ Workflow Solutions Platform, IT administrators can define workflows to automatically deliver scans or batches of scans to authorised locations such as cloud-based repositories, ECS (electronic content systems) or DMS (document management systems) or line of business applications. HP Records Manager 8.x joins a growing library of destination connectors that enable direct, secure delivery of scans made on a multifunction device through the YSoft SafeQ system.

"As organisations continue to digitise their processes, digital document storage systems are increasingly used and managed by IT. These organisations need efficient and secure delivery of digital scans to these systems in a way that is easy for the user. YSoft SafeQ Managed Workflows make this a one-click user process," said Wouter Koelewijn, SVP and General Manager, Y Soft Scanning Division.

Y Soft offers its Managed Workflows modules as a standalone solution in YSoft SafeQ Workflow Suite or in combination with its print management modules in YSoft SafeQ Enterprise Suite.

Through the use of Y Soft developed connectors, organisations can connect YSoft SafeQ automated scan delivery to various 3rd party systems. The growing library of YSoft SafeQ Connectors -- many of which are complementary -- offer an efficient solution that can be configured to meet the productivity, security and compliance needs organisations face as they move through their digitisation life cycle.

Predicting late payments in invoice processing suite

Basware, the provider of e-invoicing and Source-to-Pay (S2P) solutions, has announced the availability of predictive analytics capabilities in its cloud-based Source-to-Pay solution. The release incorporates an intelligent algorithm to show which invoices are at risk of being paid late.

"The future is all about data – how companies capture it and how they use it. Predictive analytics show users the powerful knowledge that is in their data by analysing patterns found in transactional information and predicting potential future outcomes. This enables more proactive decision-making that drives competitive advantage," says Ilari Nurmi, SVP of Purchase to Pay Business Area, Basware.

In addition to introducing the predictive analytics capabilities, the latest release of Basware Analytics also includes a completely new payments dashboard. This dashboard visually displays historical invoice data to highlight trends that customers can leverage to drive strategic outcomes.

For instance, customers can follow the whole lifecycle of invoices starting from supplier sending through payment, enabling them to streamline invoice processing and maximise the days available for the approval process.

"The introduction of predictive intelligence is an evolution in the journey towards delivering artificial intelligence-powered insights that give our customers a distinct advantage. With this level of insight, our customers reduce the cost of operations, spend smarter and build strong business relationships with suppliers.

"Our aim is to help customers harness the power of innovation like predictive and prescriptive analytics, and artificial intelligence, while providing them with a roadmap to success," said Sami Peltonen, VP of Purchase to Pay Product Management, Basware.

<https://www.basware.com>

Tableau adds Natural Language Queries

Tableau Software has acquired ClearGraph, a US startup that enables smart data discovery and data analysis through natural language query technology. Tableau plans to integrate ClearGraph's technology into Tableau's products, allowing people to interact with their data by using natural language to ask questions and search for insights.

ClearGraph brings a consumer-like experience to users by connecting disparate data sources and making them accessible and intelligible through simple conversational style search.

ClearGraph's natural language query technology stores semantic data in knowledge graphs that can expand and learn over time.

Accessing and analysing data using ClearGraph requires no technical training, as the system can infer users' intent through natural language. For example, people could ask questions such as, "Total sales by customers who purchased staples in Melbourne," then filter to, "orders in the last 30 days," then group by, "project owner's department."

"We founded ClearGraph because we saw a need to bridge the gap between humans and computers through natural language, especially when it comes to exploring data," said Andrew Vigneault, CEO of ClearGraph. "Tableau is a natural fit for us because we have similar missions, cultures and genuine desire to help more people around the world access, interact with and get answers from their data."

ClearGraph was founded in 2014 by Andrew Vigneault and Ryan Atallah. The team recruited Stanford PhD graduate Alex Djalali, who specialises in computational linguistics, to develop the product along with several other engineers. ClearGraph is used by dozens of customers, including large enterprises. As part of

the acquisition, employees will join Tableau in its Palo Alto office. The team will be focused on integrating ClearGraph's underlying technology into Tableau products.

www.tableau.com

eFLOW AP certified with SAP S/4HANA

Top Image Systems' (TIS) eFLOW AP 5.2 solution has achieved certified integration with the SAP S/4HANA, the erp suite built on SAP's proprietary Operational Database System and in-memory computing platform called SAP HANA.

The SAP Integration and Certification Center has certified that eFLOW AP 5.2 integrates with SAP S/4HANA, on-premise edition using standard integration technologies.

eFLOW AP is an end-to-end automated invoice processing solution suite that works within the environment familiar to users of SAP software, providing a single point of processing and 360-degree visibility into invoices and related data. This helps finance organisations to lower transaction costs while providing real-time reporting and analytics to improve operational performance, optimise cash flow and support compliance, control and security. Consisting of three components - Extract, Control, and Resolve - eFLOW AP provides a single point of entry for receipt and capture of invoices in various formats and from multiple input channels, based on advanced machine learning, automatic initiation of the correct exception-handling workflow, automatic posting and automatic line-item matching. This makes it easier for organisations to implement AP processes leveraging the familiar SAP S/4HANA software environment without costly professional services costs.

OpenText Launches New AI platform

OpenText Magellan, the company's new Artificial Intelligence (AI) platform, combines open source machine learning with advanced analysis and the capabilities to acquire, merge, manage and analyse Big Data and Big Content.

Unveiled and demonstrated at OpenText Enterprise World 2017, Magellan's cognitive computing platform offers users machine-assisted decision making, automation, and business optimisation, in an easy to use and affordable package.

OpenText Magellan is built on a cohesive, highly scalable infrastructure equipped for handling massive amounts of structured and unstructured data. Powered by OpenText Analytics, and Apache Spark, OpenText Magellan integrates across any EIM architecture to dramatically reduce the time, effort and expertise required to leverage the value of advanced analytics in decision making and task automation.

"Enterprises have created vast data lakes of information over the last decade, and OpenText Magellan helps to organise that information and unlock its value," said Mark J. Barrenechea, OpenText CEO and CTO.

The solution is designed for multiple use cases enabling users to:

- Leverage Machine Learning to unlock the value of EIM data by analysing customers, trading partners, employees, orders, invoices, cases, documents and other data managed in these systems.
- Deliver value from AI faster and cost-effectively by deploying a cohesive platform with pre-integrated components to minimise the effort and expertise required to go live.
- Democratise access to AI by empowering data scientists to create custom algorithms for use by business analysts and operational users.
- Utilise an open-source, Apache Spark-based platform to automatically derive the most current and complete insights from Big Data and EIM Content to achieve optimal outcomes.
- Augment applications automatically with fast, self-service analytics, empowering business users to delve deep into massive amounts of data and derive actionable insight.

Accenture acquisition expands its enterprise search capabilities

Accenture has acquired Search Technologies, a US technology services firm specialising in the design, implementation and management of big data and search analytics. Search Technologies joins the existing community of data scientists and engineers within Accenture Analytics and will focus on developing and industrializing solutions that make unstructured content – from social media to video to voice and audio – easily searchable to support data discovery, analytics and large-scale reporting.



Search Technologies employs nearly 200 big data engineers and search experts from locations across the United States, Costa Rica, Europe and the Philippines.

“With the addition of Search Technologies’ capabilities, we are in an even stronger position to help organisations take advantage of their data, regardless of format, to generate more precise and actionable insights,” said Narendra Mulani, chief analytics officer, Accenture Analytics.

“By better understanding the context and sentiment behind transactions, organisations can deliver better customer experiences and business outcomes. Combining Search Technologies’ data engineering expertise with Accenture’s data science, analytics and AI capabilities enhances our ability to help clients become data-native, intelligent enterprises, transforming the way they innovate, compete and grow.”

Search Technologies’ proprietary Content Processing Framework and collection of API-level data connectors – which enable access to unstructured enterprise data across disparate and legacy systems – will be integrated into the Accenture Insights Platform (AIP). This will help clients embed analytics and AI into their business to generate new intelligence at speed and scale.

Kamran Khan, president and CEO of Search Technologies, will lead a new Content Analytics team within Accenture Analytics. Khan commented: “Both search and big data analytics require a deep understanding of the nature of structured and unstructured content, and the know-how to extract knowledge and business value from the data. We have done this successfully for over 800 customers in industries including e-commerce, publishing, media, financial services, professional staffing and manufacturing.

“Search Technologies’ vision is very closely aligned with Accenture’s, and this acquisition will help us play a major role in building the future of big data, enterprise search and AI as we integrate our capabilities onto AIP and leverage the scale of Accenture to globalise our offerings.”

eDiscovery facial recognition patent

Advanced Discovery, a global eDiscovery and risk management provider, has filed a patent covering facial recognition technology in eDiscovery workflows.

This most recent patent is designed to automate the review of large volumes of photographic images to identify an individual’s presence and prioritise documents within document reviews.

This is the third patent filed by Advanced Discovery this year; the company was also granted a patent in August 2016 for Riskcovery, a portable conceptual analytics platform that identifies potential violations and compliance risks.

“Advanced Discovery is delivering an entirely new class of patented and patent-pending technologies and workflows that feature AI and predictive modelling to improve the speed and accuracy of identifying and forecasting risk – at scale,” states Jim Burke, CEO of Advanced Discovery.

“Investments in our people and processes continue to produce new ways to help our clients decrease the complexity and cost of handling the exponential growth in data types and volume. Many are talking about technology-driven innovation; Advanced Discovery is delivering.”

Additional patents filed by the company are:

- Intelligent QC : An automated quality control solution designed to eliminate data discrepancies throughout the eDiscovery process.
- Intelligent Messaging Normalization: Data normalisation tools to optimise the review of standard SMS platforms – one of the fastest-growing sources of discoverable information.

www.advanceddiscovery.com

Empired launches cloud-based ECM

Empired has announced the launch of Cohesion 365, a cloud-based enterprise content management (ECM) service for Australian and New Zealand (ANZ) businesses and government agencies. Cohesion 365 is built on the Microsoft-based enterprise document and records management service and was originally created by InterGen, an Empired company, for New Zealand government clients.

Cohesion 365 is designed to help agencies meet many of their content, collaboration, and information management needs, providing a secure, easy to use, enterprise-grade service, accessible from anywhere. It is a proven service used by government agencies such as the Ministry for Primary Industries (MPI) in New Zealand, which signed a six-year Cohesion government contract for \$NZ12 million in 2015.

Simon Bright, Chief Operating Officer, Empired, said, “Cohesion was set up to help public sector agencies communicate, collaborate, and meet their records management requirements with a cloud-delivered ECM service.

“With the introduction of Cohesion 365, Empired can now offer this same service via the public cloud to private sector organisations and government agencies across ANZ. The platform leverages the Microsoft Stack, which makes Cohesion a natural extension for many organisations with a familiar interface and functionality.

“We have delivered this service successfully to the New Zealand government over the past two years so expanding it is a natural evolution, particularly given the strong trend where government and enterprise are more open to public cloud services and are becoming more comfortable with the level of security public clouds have.”

Cohesion 365 promises the ability to handle compliance and records management processes in the background, meaning the burden of data organisation and classification is borne seamlessly by the application instead of by the user.

ActivePDF unveils server-based OCR

ActivePDF, a developer of PDF automation tools, has announced the release of DocSight OCR to enable business professionals to gain better control of their PDF documents and processes. This allows businesses to convert PDF files into searchable-text, edit and archive PDF in high volume environments with ease, speed and high fidelity.

“Today, competitive businesses expect much more from their PDF providers than they did in the past,” says Tim Sullivan, CEO and Chief Architect at ActivePDF.

“It’s not just converting files to PDF that businesses are seeking. DocSight OCR provides our customers the power to search,

capture, and edit words and phrases in hundreds of languages – faster than ever before. Adding DocSight OCR to a document workflow environment delivers users accessibility to the content within any PDF document more efficiently and effectively with maximum accuracy.”

DocSight OCR features include:

- REST API – From network-hosted to cloud-based, DocSight OCR enables easy document submission from virtually any platform.
- Watched Folder Interface – Utilise drag-and-drop processing. Individual folders can be configured for specific scenarios, providing more granular control over document processing settings.
- File Size Optimisation – Content and image compression allows more control of the output file size.
- PDF Security – Secure PDF documents with RC4 40-bit, 128-bit or AES 128-bit, 256-bit encryption. Includes password protection, disable printing and duplication prevention.
- Support for ISO Standards – Generate PDF and PDF/A from source files.
- Multi-Lingual – Supports over 120 languages, including Asian language module to support Japanese, Korean, Chinese Simplified and Chinese Traditional.

DocSight OCR is available starting at \$US1,999.

<https://www.activepdf.com/products/ocr>.

ASG launches Workspace 10.0

ASG Technologies has unveiled Workspaces 10.0, an end-to-end enterprise platform that gives users a virtual desktop whenever and wherever they need it to meet the needs of today's hybrid enterprises.

The new release addresses the challenges of employees who are using a wider variety of applications, services and data sources on more devices and from more locations, as well as the requirement for IT-sanctioned access to information, services and applications.

According to ASG, as new services, applications, content and data sources grow, there is a critical need to incorporate these streams of information effectively.

The ability to quickly build, deploy and manage web components to create custom workspaces is a key enabler of an organisation's digital transformation and essential to business agility. Workspaces 10.0 aims to enable enterprises to do this in a customised fashion, aggregating streams of information for custom cross-application functionality.

ASG Workspaces 10.0 allows organisations to customise, both in terms of branded material and setting user access rights.

Employees can also personalise their own view by choosing the applications and services featured.

With built-in app delivery, and a flexible API, the UX stays the same across any device or access point and is open to integrate with existing infrastructure to leverage prior investments

An adaptable portal design enables customisation and flexibility, allowing enterprises and partners to deploy technology and services.

Organisations can also create custom widgets that pull data from multiple sources without opening applications, integrating content and supporting workflows.

And, in order to keep control of information as it flows through the digital enterprise, ASG Workspaces 10.0 lets enterprises determine employee access to content and uses policy to meet compliance, privacy and security requirements

The multitenancy delivery method allows removes the need for end-point software distribution and security, and allows for connections to any third-party technology to save on current investments.

<http://www.asg.com/en/Products/Workspaces.aspx>

Streamline replies to email correspondence in HPE CM

By Colin Anderson

I think we have all been in that position at work when we are performing a task and we think to ourselves, “why isn't there a quicker, better way to do this?”

But we push on and continue to do the same long-winded process to achieve the same outcome; day after day, thinking everyone is in the same boat.

Why is it the simple processes that get over looked? It is often these simple, mundane, repetitive tasks that are so easy to automate and are such a quick win for user uptake. This is exactly what has happened at City of Wodonga.

During a recent HPE Content Manager implementation project undertaken by solution provider Kapish at the City of Wodonga, Team Leader of Applications and Information Management, Matthew Garoni put the question to Kapish... “is there an easier way to capture emails and all their replies in an email chain? We really want a simpler process to relate all the emails and have them saved in the same location in CM so each email is easy to navigate to.

“Kapish have a similar feature for responding to correspondence using MS Word with the Kapish Word Add-in. Surely we can extend on that to do the same for emails using MS Outlook?”

From that small question, grew a simple but effective solution ... Kapish Outlook Reply Add-in.

The Kapish Outlook Reply Add-in allows users to initiate a reply from an existing email in HPE Content Manager, compose the reply in their native Outlook mail window and then save the reply email in HPE CM.

During this procedure Kapish Outlook Reply Add-in performs a lot of helpful tasks behind the scenes to accelerate the reply process, such as:

- Creating the reply email in the same format as the original email.
- Inserting the default Outlook email signature into the newly-created reply email.
- Using the Author and Addressee Location from the original email and swapping these for the reply record.
- Placing the newly-created record into the same CM Container (if applicable).
- Relating the two emails to each other with a standard relationship.

The user maintains full control over the look and feel of the reply email and the ability to attach other documents, both from local Network drives and HPE Content Manager.

Kapish Outlook Reply Add-in is the simplest way to reply to HPE Content Manager emails and create the relationship between the two records.

If you are looking to cut your email reply time in half, get in touch with Kapish email: sales@kapish.com.au or phone: (03) 9017 4943.

Attivio launches new version of cognitive search and insight platform

Attivio has announced the release of Attivio Platform 5.5, the latest version of its Cognitive Search and Insight Platform leveraging next-generation cognitive capabilities, such as machine learning and natural language processing.

The key to delivering insights and transforming the productivity of information workers is improving relevancy of answers to a search queries. With machine learning relevancy, the Attivio Platform calculates relevancy based on personalised and dynamic relevancy profiles for each user. Each query is then combined with contextual information to return better results, thereby providing better insight faster. With this advanced machine learning, the system is trained to deliver the most relevant information, in context. Attivio also offers the flexibility of manual relevancy tuning to optimise results.

New features include:

- Tag by query: Automate manual tagging and review processes to flag content for regulatory risk and knowledge management use cases based on NLP, Machine Learning and complex rules/policies.
- A choice of deployment options: Native Hadoop application, standard Attivio clustering, and cloud hosted with managed services
- Ingestion auditing: Monitors and tracks document ingestion to support system reporting and compliance requirements
- Public SDK: Maven archetypes and dependencies are now available on GitHub for
- New content sources: HDFS file systems, AVRO, Parquet, ORC, and application connectors for the enterprise and the cloud
- Redesigned user interface: Next generation search experience for end users and an improved look-and-feel for administrators.

This new version of the Attivio Platform is available for testing in a local environment with a free, downloadable trial version: <https://www.attivio.com/free-trial>.

DocuVieware HTML5 Viewer

ORPALIS has released a new major version of its HTML5 Viewer and Document Management Kit, DocuVieware. DocuVieware is powered by GdPicture.NET Document Imaging SDK.

The latest enhancements in the new major version of GdPicture.NET (GdPicture.NET v14) improve DocuVieware v3 performance, memory footprint, and user experience.

The rendering quality of images has been greatly improved at certain zoom levels.

PDF rendering time has been dramatically sped up, and data transfer speed between server and client is now faster.

Format support improvements include:

- Microsoft Office OpenXML document export to vector PDF
- faster loading speed of RAW images
- support for more than 80 new cameras formats
- RTF format support

Two new independent properties (CanEdit and CanDelete) can enable or disable the corresponding action buttons. This allows a finer handling of access rights.

The DocuVieware TWAIN Web Connector 2.0 now supports TWAIN acquisition over HTTPS. The security chain is preserved in SSL secured environments.

The security aspect is transparent to both user and developer because it is automatically managed during the installation process.

DocuVieware 3.0 allows programming a default configuration thanks to the new corresponding JavaScript client API methods.

Besides acquisition settings, the device driver dialog can appear or not. It is now possible to silently scan documents and make the acquisition process easier for end users.

DocuVieware 3 provides a new built-in rich user experience Snap-In that allows users to add, remove, and edit comments. Comments statuses and discussion support make the collaborative document review process easy for users. This comment feature is available for PDF, TIFF, and the hundred other formats supported by DocuVieware.

Printing support - Header and footer have been removed when printing in Chrome and Firefox to save ink and paper.

User Interface Localization - DocuVieware 3 supports several new languages: Swedish, Norwegian, Finnish, Korean and Hebrew. This increases the number of supported languages to 25. A new set of tutorials is provided to ease DocuVieware 3.0 integration in any web technology.

These richly illustrated step by step guides show how to serve DocuVieware through a REST API and integrate it into your application using JavaScript, Angular, PHP, Java, ASP.NET, and more. DocuVieware v3 can be downloaded and tested free of charge on the DocuVieware website. Technical support is provided during the evaluation phase.

Fastman Permissions Manager update

Solutions provider Fastman has announced the latest release of Fastman Permissions Manager update for OpenText Content Server. Permissions Manager v16.9.10 introduces a set of tools that, amongst other things, enable Content Server administrators and power users to readily see, manage and change permissions on one, many or a complete hierarchy of content. It also allows authorised users to see applied content permissions even if they do not have the explicit rights to edit them. New capabilities introduced in the latest release of Permissions Manager, include:

- access to Permissions Manager through the new Content Server 16 Smart UI
 - "Show More" feature on large folders in the Permissions Manager overview
 - the ability to retain the owner/group owner on items being updated via Permissions Manager
 - the ability to retain permissions on items being updated where the permissions are lower than the permissions being used for copy or replace
 - the ability to prevent reinstating owner, group owner or public access where these are revoked on the item being updated
- Upgrades are available free of charge to all existing users with a current maintenance agreement.

KWizCom scan app for Office 365

KWizCom, a developer of SharePoint Forms & Workflows, as well as numerous other SharePoint web parts, add-ons and apps, has unveiled a new scanning add-in for Office 365 users, called Scan App.

This new SharePoint Online app empowers business users to scan papers into a single or multiple files, configure property values and upload the scanned documents – all done in a single click.

Without leaving the SharePoint interface, SharePoint Online users can easily scan documents into a library or attach them to a list item, by using integrated scanning menus. Additionally, with the multi-lingual OCR feature, they can quickly save their scanned files as searchable PDF files.

To find out first-hand what the Scan app is like, KWizCom offers a no-cost evaluation version.

<http://www.kwizcom.com>

Large format flatbed scanner



Contex has launched the IQ FLEX flatbed scanner able to scan A2 / C-size originals of any size or shape, or documents up to A1 / D-size, and unlimited thickness with an accuracy of 0.1% +/- 1 pixel and six-second scanning speeds.

The flatbed scanner makes it easy to digitally capture books, fragile documents, textiles, artwork and more. The IQ FLEX can save files in standard file formats or raster format for use in any CAD or GIS application such as AutoCAD, Microstation, and ArcGIS.

It also includes a 64-bit TWAIN application driver for use with EDM and other imaging software.

Scanned images can be archived or shared via network PCs, email, cloud, or USB. Users can also send files to print using the preinstalled HP, Canon, EPSON print drivers.

The IQ FLEX is claimed to be the only WiFi-enabled large format flatbed scanner with speeds up to 150 Mbps.

There are three options for operating the IQ FLEX flatbed which includes a built-in controller with a 7-inch touch screen to operate, edit, annotate and markup scans, without the need for a CPU.

For more advanced scanning and editing options, users can add a CPU with Contex's NextImage scanning software. Users can also operate the scanner using their smart device with Contex's rainforest365 app.

Enhanced medical record grouping

EIS has announced the release of its medical coding and grouping solution, TurboGrouper.

"For many years, Australian hospitals and day-surgeries have had little choice in grouping tools," said Alfred Papallo, Founder and CEO of EIS. "TurboGrouper is leading the charge of digital disruption within the market by making coding and grouping of medical records as efficient, accurate and cost-effective as possible for our clients."

Grouping of coded medical records into Diagnosis Related Groups (DRGs) is critical for the pricing of admitted acute episodes of care in Australian public and private hospitals, and is the cornerstone for Activity Based Funding (ABF).

DRGs are essential for health authorities to provide better management, measurement and payment of high-quality and efficient health care services. They are also used by health funds, researchers, epidemiologists, health economists and statisticians.

TurboGrouper was built in conjunction with clinical coders and Health Information Managers (HIMs) to provide an easy-to-use, end-to-end medical coding and grouping solution that delivers accurate and consistent results. TurboGrouper has been

reviewed by Australian Consortium for Classification Development (ACCD) and received a Certificate of Acceptance.

TurboGrouper provides an integrated, easy-to-use and affordable choice to hospitals for DRG grouping. This software is integrated with the popular EIS clinical coding tool, TurboCoder, and uses a similar user interface given its proven simplicity. It also fully integrates with hospital Patient Administration Systems (PAS).

TurboGrouper will save hospital costs by offering user-based (instead of separation-based) licencing, and by accurately and transparently grouping codes to ensure the correct hospital reimbursement is received.

TurboGrouper, along with TurboCoder, seeks to bring disruptive change and competition to the medical record coding market, as well as savings to the public and private health sectors by offering an affordable alternative choice that 'just works' for coders and HIMs.

www.TurboGrouper.com.au

iManage introduces Work 10.1

iManage has announced the first release of its document and email management application to feature integration with artificial intelligence (AI) from RAVN, a developer it recently acquired. iManage Work 10.1 includes new search and collaboration features to enhance professional productivity and promise the ability for professionals to create, manage and collaborate on all work product from anywhere on any device in a single user experience.

Enhanced product integrations now available with iManage Work 10.1 create a platform where organisations can build innovative new solutions spanning Work Product Management, Governance and AI:

- iManage Share – Users can now share and collaborate with external parties securely from within the iManage Work 10 interface. iManage Share supports secure file sharing and addresses many challenges professionals face when sharing information with clients and external parties.
- iManage Records Manager – New integration with iManage's records management application enables professionals to see all physical and electronic records directly from within the iManage Work 10 modern responsive interface. This single view of all client related materials facilitates greater adoption of key records initiatives.
- iManage Security Policy Manager – Integration with iManage Security Policy Manager (SPM) for managing ethical walls and need-to-know security enables iManage Work searches to respect the security policies in SPM. This ensures that content security is maintained across all team members involved in the project.

iManage Work 10.1 is the first iManage product to support integration with iManage RAVN, improving search performance and reducing the cost of search by up to 50%. In addition, once an organisation has moved to the RAVN search, implementing AI applications such as M&A due diligence and lease data extraction in the enterprise is faster and easier.

"We are very excited about the integrations with the iManage 10 Professional Experience as it provides significantly more integration points and faster workflows than possible previously," said Dean Sappey, President of iManage partner firm DocsCorp.

"The launch of iManage Work 10 earlier this year was a game changer for Work Product Management," said Shawn Misquitta, Vice-President of Product Management, iManage.

"This release extends the capabilities and enhanced user experience beyond document management to security, governance and collaboration, enabling organisations to build powerful solutions for today's challenges."

NetDocuments cloud enhanced with Encryption Key Management

The NetDocuments cloud-based document and email management (DMS) platform for law firms and corporate legal departments has deployed multi-layer encryption key management (EKM) technology including optional private and customer-held encryption keys.

Alvin Tedjamulia, CTO at NetDocuments, commented, "We're extremely proud to announce the successful deployment of our EKM technology which not only layers individual encryption keys at multiple levels, utilising innovative technology with quantum random number key generation – something no other legal technology vendor is currently doing.

"This degree of security and encryption at the storage, application, and processing layers, along with the ability for a firm (or their clients) to hold and store encryption keys in privately held Hardware Security Modules (HSM), solves the long-standing issues of data privacy and key custody relating to silent-subpoenas and encryption key management."

NetDocuments has also announced it has expanded the scope of its ISO 27001 certification to include the new standards identified in ISO 27018: Security Techniques – Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds acting as PII Processors. Upon completion of the audit in the fourth quarter of 2017, NetDocuments says it will be the first legal DMS service provider to be independently validated as having extended the ISO 27001 certification by implementing the ISO 27018 standards.

<http://www.netdocuments.com>

Forensic Email Collector

The new Forensic Email Collector (FEC) from Metaspike, Inc. is promoted as a robust and full-featured email preservation tool that is also remarkably intuitive. It allows digital forensics and eDiscovery practitioners to follow industry best practices without the associated extra effort. Target mailboxes can be preserved with minimal configuration and user interaction, complete with detailed documentation and cryptographic hashes. FEC outputs acquired emails in multiple formats, ready for use in popular eDiscovery and digital forensics tools.

Key features of FEC are as follows:

- Flexible Connectivity Options - FEC connects to Gmail via Gmail API and Exchange Servers via Exchange Web Services (EWS). This allows for more efficient and high-fidelity data acquisition compared to legacy tools. Additionally, IMAP servers are supported with built-in profiles for many popular providers and customisation options.
- OAuth Support - Users can have FEC authenticate with Gmail via OAuth 2 instead of using usernames and passwords.
- Automatic Retries - FEC retries acquisition as many times as desired, downloading only the messages that have not already been preserved. There is no need to go back to square one because of a network or server error.
- Detailed Reports - Detailed acquisition and exception reports are kept, helping practitioners document their efforts.
- Flexible Output Options - Preserved emails can be saved in MIME, MSG and PST formats—simultaneously. There is no need to pick only one output format or perform conversions for eDiscovery and digital forensics investigations after the fact.

"We designed FEC so that practitioners can forensically preserve even the largest mailboxes effortlessly and accurately. FEC automatically retries acquisition as many times as you wish. You can even resume a previous project at a later time." said Arman Gungor, Metaspike CEO.

<https://www.metaspike.com>

Make sending an attachment to the wrong person a thing of the past

Encrypted messaging app SafeSwiss claims to have done away with email attachments being sent to the wrong person, with its new 'push-to-delete' feature allowing users to securely delete sent messages (along with pictures, documents and videos) from both a sender's and recipient's devices.

The new push-to-delete functionality has been rolled out in the latest update of the SafeSwiss secure messaging app for iOS and Android.

Along with deleting files across both devices, users can also opt to delete the message or file on their device, allowing the recipient to continue viewing the message. The new delete functionality is in addition to the existing timed delete feature.

The SafeSwiss platform's robust security and privacy is based on ephemeral messaging using end-to-end (E2E) 256K elliptic curve cryptography encryption, meaning messages can only be decrypted by the sender's or recipient's devices in both one-to-one and group communications.

Other new features rolled out as part of the update include the ability to lock and unlock your account without PIN directly from home screen, as well as a new dropdown media management box, which shows a date-stamped list of all media files sent to a recipient.

The primary servers used by SafeSwiss are in Zurich, Switzerland, which has some of the world's strictest privacy protections. This means the service is beyond the legal reach of backdoor decryption demands of the Australian government.

To further protect users' privacy, SafeSwiss does not require users to hand over personal details such as email addresses, phone numbers or even have a SIM card in order to set up an account. SafeSwiss also supports secure peer-to-peer (P2P) voice calls and group voice conference calls, along with many other features including file transfers.

www.safeswiss.com

Ringtail releases Version 9.2 ediscovery

Social network analytics have been introduced to version 9.2 of the Ringtail e-discovery platform, as well as a pre-configured workspace designed to accelerate the speed and accuracy of early case assessments and investigations. Legal teams can visualise and review social network and communication patterns found in the data. In addition to the new social network visualisations, the investigation workspace includes concept clustering, timeline analysis, keyword search, native file viewing and Ringtail's conditional coding palette. This multi-dimensional view into the data is dynamic, meaning investigators can filter data in one view and have the other views in the workspace instantly represent the filtered selection.

In addition to the new investigations workspace, Ringtail 9.2 includes several enhancements to the document review tools, as well as performance and workflow improvements. Notable updates include:

- List documents in the related pane: The optional related documents pane can be added to customised workspaces to list documents that are conceptually similar, in the same email thread and in the same family relationship to the selected document in the search result list.
- Apply annotations to an entire document or to specific pages: The image view now supports full-page highlights and redactions that can be applied individually or to an entire document at once.
- New data import/export features: Ringtail administration is now faster and easier with improvements to import, ingestion and production, including better suppression during ingestion and support for additional date formats during production.



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