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SHORT CHANGED BY A
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DIGITISATION**



CIO STRATEGY

**CORRS PLOTS SHAREPOINT
FUTURE**



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NUANCE

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As the president of the Information Intelligence Group at EMC, Mark Lewis develops the global giant's strategy and solutions for enterprise search, document management, collaboration, archiving and ediscovery. While in Australia for a recent visit to EMC's customers in the financial and government sector, Lewis outlined his thoughts on where enterprise content management is headed.



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BRINGING EDISCOVERY INHOUSE

David McGrath continues his series of articles looking at the drivers for insourcing ediscovery and the overlap with information management. How should the whole process be approached?

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e.law adds Relativity to ediscovery mix



e.law has become a Relativity Premium Hosting Partner and is now offering the e-discovery review platform that handles document analysis, review and production. Relativity provides both native electronic file review and traditional scanned and hard copy review with integrated keyword searching, advanced analytics and concept searching, flexible workflow capabilities, foreign language support and advanced reporting functionality.

Geoffrey Lambert, consultant at e.law commented, "Recent developments in Australia including Federal Court Practice Note CM 6 as well as developments in Asia Pacific, United Kingdom and the United States, all highlight increasingly mandated requirements to address the challenges involved with the management and discovery of electronically stored information.

"It is clear, that practitioners and their clients will increasingly be required to address the myriad obligations associated with the growing need to efficiently manage document-intensive litigation involving ESI and the high and often disproportionate costs of discovery."

"The strategic decision to add Relativity to our product portfolio stems from our business objective to continuously explore innovative solutions and develop our services and products to meet the needs of our clients in a cost effective and legally compliant manner."

Allison Stanfield, CEO of e.law adds, "At e.law we are all about our clients, we want to ensure we are providing them what they need. It is imperative that we offer premium solutions, as well as provide a level of flexibility and a variety of options, which we can tailor to suit individual client requirements. e.law understands the rapid development of obligations surrounding discovery and the benefits that the Relativity platform brings."

Kofax snares major Aussie BPO

Kofax has announced a significant contract extension with a leading business process outsource (BPO) company in Australia, in a contract worth around \$US240,000.

To meet growing customer demand, the BPO will expand its use of Kofax Capture and Kofax VirtualReScan software to add six million images per year to its already large volume of documents captured and processed for its customers located throughout Australia.

The firm was recently awarded a major contract with a leading health insurance provider in the country, and will leverage Kofax solutions to capture, classify and extract data from more than ten million invoices, claim forms, mail and related insurance documents the insurer receives annually.

By expanding its use of Kofax software, the BPO will be able to meet the growing needs of its customers to streamline manual operations and reduce costs.

"Healthcare is a document and data intensive industry, and BPOs require solutions to help their clients reduce paper burdens, drive down business costs and concurrently meet privacy and regulatory

requirements," said Alan Kerr, Kofax's Executive Vice President of Field Operations.

"Automating high volume, paper intensive medical insurance processing improves productivity and generates quicker return on investments for both BPOs and their clients, enabling healthcare providers and insurance organisations to focus on enhancing patient care and improving service."

Canon is first iCognition reseller of eCopy HP TRIM

An agreement with iCognition will see Canon Australia become the first official print and document management company to resell its eCopy Connector for HP TRIM. The eCopy Connector lets users scan directly to HP TRIM from a Canon multifunction printer (MFP) that uses eCopy ScanShare utilising TRIM SDK. Users can register their scanned documents directly into HP TRIM using the MFP's interface.

"With employees needing to easily access business information and organisations required to manage the information according to government best practice, more and more organisations are implementing records management systems that improve accessibility and integrate record keeping with business requirements," said Luke Maddison, Senior Product Manager – Software and Solutions, Canon Australia.

"By reselling eCopy Connector for HP TRIM, we are offering our customers the opportunity to integrate our market leading MFPs and scanners directly with their records management systems improving document workflow and employee efficiency," concluded Maddison.

Iris Data unveils Unity 3.0

Iris Data Services' Unity 3.0 ediscovery processing platform includes enhancements to Iris' OCR processing, including a significant increase in processing speed.

"We have significantly enhanced our OCR processing engine and expanded the number of languages we can process," said Joseph Ziegler, Iris' Director of Technical Services.

"And using our virtual processor infrastructure, we have unlimited capacity by just adding more microprocessor cores."

"Unity also now monitors the files it cannot process or doesn't recognise, reporting on those exceptions so we can improve the breadth of files we process in the next release," said Ziegler. "In this way, Unity improves itself from version to version."

Content boxed for SMBs

Fuji Xerox Australia is targetting small to medium business with the release of DocuShare Connect, an electronic content management system (CMS) packaged with its ApeosPort multi-function devices (MFDs).

DocuShare Connect is an "out of the box" content management solution that can be operated from both PCs and Fuji Xerox ApeosPort MFDs.

DocuShare Connect enables up to 10 users and 10 guests to scan and save valuable documents directly into the CMS from the MFD. Search and retrieval of documents in the CMS can take place at the MFD, using file names or key words within the document.

Documents can be archived securely, with full version control and history. Email notifications are sent to staff when a new document is placed in the CMS while check-in/check-out ensures users are working on the most up-to-date documents.

Scott Jackson, National Manager, Office Solutions Business, Fuji Xerox Australia said, "DocuShare Connect is a simple but sophisticated solution to an age old problem for busy small offices. It takes document management out of the too-hard basket and puts it back in the hands of staff enabling greater workflow efficiencies, time savings and ensuring that all documents are securely archived yet easy to find when required."



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Kofax claims global capture crown

Kofax has increased its share of the global capture software and services market, according to a new report issued by Harvey Spencer Associates, an independent analyst and research firm.

The company claims it has maintained its dominant leadership position in the "Image Capture" segment and, for the first time, named the company as the leader in the "Transaction Capture" segment.

According to report, entitled "The 2010-11 Worldwide Market for Document Capture Software," Kofax increased its overall share of the capture software and services market to 11 percent during 2009, an increase from 10 percent in the previous year.

Kofax customers in Australia and New Zealand include Allianz, SuperCheap Auto, Integral Energy, Salmat, HSBC, Flight Centre, NAB, ING, Suncorp, GE, bnz, University of Otago and NZ Ministry of Social Development.

In the Image Capture segment, defined as scanning, indexing and then exporting document images and index data, the report cites Kofax as having a 25 percent market share, more than eight percentage points higher than its nearest competitor. In the Transaction Capture segment, defined as scanning, classifying, and extracting critical business data and then exporting document images and data to downstream business processes, the report names Kofax as the leader with almost a 13 percent market share. These two segments comprise the "enterprise" segments and account for more than 64 percent of the overall market.

"CAPTURE HAS EVOLVED FROM A SIMPLE
DEPARTMENTAL SCANNING SOLUTION
TO INTELLIGENT DATA GATHERING,"
HARVEY SPENCER

Spending on Document Capture Software grew in 2009 by 2.1% to \$US1.99Bm according to the study, which predicts the market will reach \$US3B by 2013.

"Despite some very challenging economic conditions, the overall capture market grew as it changes and matures," said Harvey Spencer, President, Harvey Spencer Associates, Inc.

"Although we track four different market segments, these can be encapsulated in two main areas:

Ad-Hoc Imaging and Batch Imaging – the conversion on-demand of individual documents or of like-type batched documents from paper into indexed images - declined by 1.9%. The major reduction was in Ad-Hoc capture, which declined by over 4%, whereas batch capture showed a small increase. This market was negatively affected by reductions in sales to consumers, in MFP sales, and in upgrades of small boxed solutions, and by the fact that much of the large batch backfile conversions in the developed countries have now been completed.

Ad-Hoc Transaction (in-process) and Batch Transaction - typically the capture and extraction of the data from paper and other document types - grew by 7.1% This market is driven by the need to understand and process incoming business documents faster and as close to the point of entry to the system as possible.

"Capture has evolved from a simple departmental scanning solution to intelligent data gathering," said Harvey Spencer. "Large end users are realizing that many of the business transactions that enter the company in various ways, such as regular mail, fax and even email containing images, can be processed from the images. Previously these images have required expensive manual processing

or have been ignored except for archive purposes.

"Using a variety of pattern recognition technologies, capture is starting to be employed to cover a much wider range of inputs. Intelligent classification software and business rules can start to process incoming business documents in a similar way to that of a trained human clerk.

This expands capture into business process entry -- understanding and processing incoming electronic and paper documents, with little or no human intervention. This means that an entire transaction process can be automated regardless of whether it is received as an electronic transaction or as paper or fax.

"One example is Accounts Payable. Regardless of how the invoice is received, the process can be completely automated through Purchase Order reconciliation, to payment authorisation and cutting the check or transferring funds. Records Management, and manual exception processing if required, can utilise image(s) of the document(s) that are automatically routed to ECM systems. Pattern recognition technologies can be applied to the many different types of documents a company receives, eliminating the need for sorting into document types or inserting (and removing) batch separation sheets.

"In 2009 we started to see a take-up in these types of Enterprise Capture solutions, which have a higher value add, and we continue to see more individual sales that are over \$US200,000, and a few of several million dollars, as companies recognise compelling paybacks and ROI."

ANZ market opportunity

Gordon Irons, Managing Director of Australia's Leap IT Solutions, a procure to pay specialist, said "Organisations are increasingly looking at ways to reduce their cost base and the amount of paper and manual activities in their back office operations. Given the adoption of shared services by the public sector in Australia, many corporate organisations are now evaluating ways to improve or enhance their shared services operations.

"Some have already centralised and are looking to streamline and automate a range of paper-based processes such as accounts payable processing, mailroom automation, mortgage processing or insurance claims processing. Others are in the early stages of establishing a shared services environment.

"Based on our recent discussions with a range of corporates in the ANZ market, they are ready to adopt new technology that helps to improve the nature of and efficiency of their relationships with suppliers – in much the same way as they have invested in technology to improve their relationships with customers. This mindset is resulting in an increased demand for software that facilitates the information capture and business process automation requirements of these organisations.

"We see the ANZ market has now reached a level of awareness and comfort that these document and process automation solutions can deliver real benefits to their overall business performance. Initially the focus was more on information capture but organisations are increasingly focussed on initiatives designed to reduce the amount of paper used and thereby reduce their overall environmental impact.

"In Europe and North America there are more than 10,000 organisations who have selected and deployed these types of solutions. All these factors suggest the ANZ market will continue to grow strongly in the next 2-3 years," said Irons.

Symantec slays “zombie” data

Symantec's latest release of Enterprise Vault adds new cloud capabilities and features to help organisations implement managed retention strategies and prevent ediscovery costs from blowing out.

Organisations that don't have a proper information retention strategy are at risk from “zombie” data, according to Sean Regan, Director of product Marketing for Symantec's Information Management Group.

“Organisations that keep everything as an insurance may find that data becomes the digital “undead” and those backup tapes can come back to haunt them.”

“We regularly ask organisations why they keep everything forever,” said Regan. “one of our US customers has 800,000 backup tapes, but these days companies must have a deletion strategy.”

Symantec's recommended strategy is to archive everything that is going to be archived after 30 days in Enterprise Vault.

“Most litigation that companies are likely to experience is civil, the amount of litigation that is criminal is very small. So forensic imaging of every hard drive in the organisation is overkill in most cases.”

“With Enterprise Vault Discovery Collector for early case assessment, Symantec is offering a structurally different approach,” said Regan.

Enterprise Vault 9.0 now draws in email from hosted Exchange Online offerings such as Microsoft BPOS to a central repository where it can be accessed for ediscovery and internal investigations. Support has also been added for Exchange Server 2010 Service Pack

1 (SP1), SharePoint Server 2010 and Domino 8.5.1.

Enterprise Vault Discovery Collector is a new offering that can discover unmanaged information from desktops and laptops, as well as data that has not yet been archived from SharePoint Server and file shares, and quickly produce it for e-discovery requests.

The tool can search specified email repositories and apply targeted search terms to speed early case assessment.

Open Text ECM Suite 2010

Open Text has unveiled the latest version of its enterprise content management product, ECM Suite 2010, adding features designed to enhance social collaboration and mobility. It promises improved integration via the Enterprise Library (formerly Livelink), with integrated archiving, metadata management, search and records management

“The chaos and risks of content in organisations continues to grow but we've focused on innovation to help our customers meet those challenges,” said Eugene Roman, Open Text chief technology officer.

“Over the past several years, Open Text has aggressively moved to a services-based architecture and implemented sophisticated development processes that enable us to quickly and efficiently integrate new and future functionality no matter if organically developed or acquired.

“As the biggest R&D achievement in Open Text's history, ECM Suite 2010 will help our customers easily plan their future ECM strategies.”



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Objective adds CloudView search

Objective has moved to enhance its ECM solutions with a full text and enterprise search platform from French company Exalead. The company's CloudView platform provides data-extraction, indexation, and text-analytics in a scalable service-oriented architecture.

Tony Walls, CEO, Objective Corporation said: "Our customers' document volumes continue to grow exponentially. By 2020, we anticipate our largest customers will have in excess of one billion documents in their Objective repositories and potentially more than 10 million documents re-indexed every day.

"To support this growth, we needed a search partner that could ensure performance and scalability into the future. Exalead's technical vision and shared philosophy for delivering beneficial customer outcomes made them our preferred partner."

Alain Cotte, CEO, Exalead said: "This partnership with Objective is an important one for Exalead. Objective's vision for bringing efficiency to the public sector is one we are proud to be associated with."

iPad digs in for local govt

A discussion forum on the use of iPads and iPhones in local government in Australia has found plenty of organisations on the cusp of delivering more power to council mobile users.

Sonjoy Ghosh, Team Leader, says Adelaide City Council, is "looking at using the iPad as a potential replacement for laptops with elected members. The issue we are currently facing, is how to "easily" transfer documents to the iPad especially if we don't give them a corporate laptop/computer.

"I've been looking at using cloud services, such as DropBox or SugarSync."

Ashe Potter is Desktop Services Team Leader at City of Melbourne, where iPhones were initially introduced for the elected members, who were clamouring for a device with a better UI.

"We were a solely Windows Mobile shop prior to that, but with quite a few steps now in iPhone app development as well, we've seen the benefits of the iPhone go beyond just the UI and ease of use, but more into practical business use (by more than just senior management) and an actual takeup by general staff," said Potter

"We are an Exchange shop, and the iPhones work seamlessly with Exchange for all staff. We also have separate iTunes accounts for users and use the iPhone Configuration Utility to centrally manage them from a single point, as well as lock down the devices, farm out apps to them as needed, etc. We never have support grumbles from staff who have iPhones, as opposed to those in the past who received some of the HTC devices.

"We've more recently started looking at iPads and the benefits of the device to us. Whilst only very early in it's adoption here, one of the key points for us was the partnership between Citrix and Apple. As we already have some investment in Citrix and had done some early investigation into the Citrix Receiver App, I've maintained the intention that the UI and local apps on the iPad can feasibly work, in conjunction with our corporate apps centrally hosted on our Citrix XenApp platform.

"Does the iPad necessarily meet business needs for council enough to replace laptops though? Not quite yet. It's a great device, however we do need ruggedised devices out in the field, and I do still have some concerns about how they can be centrally managed, patched, etc."

Salmat targets smart workflow

Salmat has announced Business Process Outsourcing revenue was down 7.4% for the 2009/10 financial year, blaming an industry-wide drop in bulk mail volumes. Across the company, earnings before interest, tax and amortisation (EBITA) increasing by 17.3% on the prior year to \$A91.2 million.

Salmat's Business Process Outsourcing (BPO) division sends more than 1.2 billion 'essential' mail packs every year and provides both outbound and inbound services for large corporate clients.

Salmat Chief Financial Officer, Chad Barton said, "While print and mail volumes were lower than anticipated, we do not expect the same rate of decrease in the current year and already have a solid line up of new work that supports this view.

"Further benefits will be realised from the major Victorian site merger that has just taken place, as well as a number of other optimisation programs.

"Salmat has been developing its traditional scanning and archive services to incorporate more sophisticated workflow processing. This is aimed at developing ongoing, end-to-end solution-based work such as online marking and accounts payable processing. While significantly underway, we intend to expand our presence in these markets further," said Barton.

"Our Philippines infrastructure, established in September 2009, performed very well, providing valuable support services to the BPO division as a whole. We will continue to draw on the capabilities of this facility in the future, as this provides an excellent infrastructure for expanding the outsourced BPO services we can now offer our Australian clients," said Barton, who also flagged expansion into new solution offerings for the Salmat business.

"In BPO for example, the workflow services ... offer solutions for sophisticated, multiple-step work, such as accounts payable, claims management and other back office processes. Where we might have previously handled just part of the process, our new offering enables us to take on the end-to-end application and most importantly it leverages our existing infrastructure and available resources.

"Next is expanding into new markets including the Small to Medium Enterprise space. While we've traditionally focussed more on the high-volume, large-scale corporates, we are adapting many of our services to better suit the SME client, delivering the same sort of benefits and competitive advantages enjoyed by our larger clients. A great example of this is the upcoming launch of our 'local area marketing' solution, incorporating a self service web portal for SME clients that allows them to access Salmat's suite of multi-channel communication solutions."

Salmat already provides end-to end claims management workflow to a number of Health Insurers through the HealthStream partnership with Dataract and Civica.

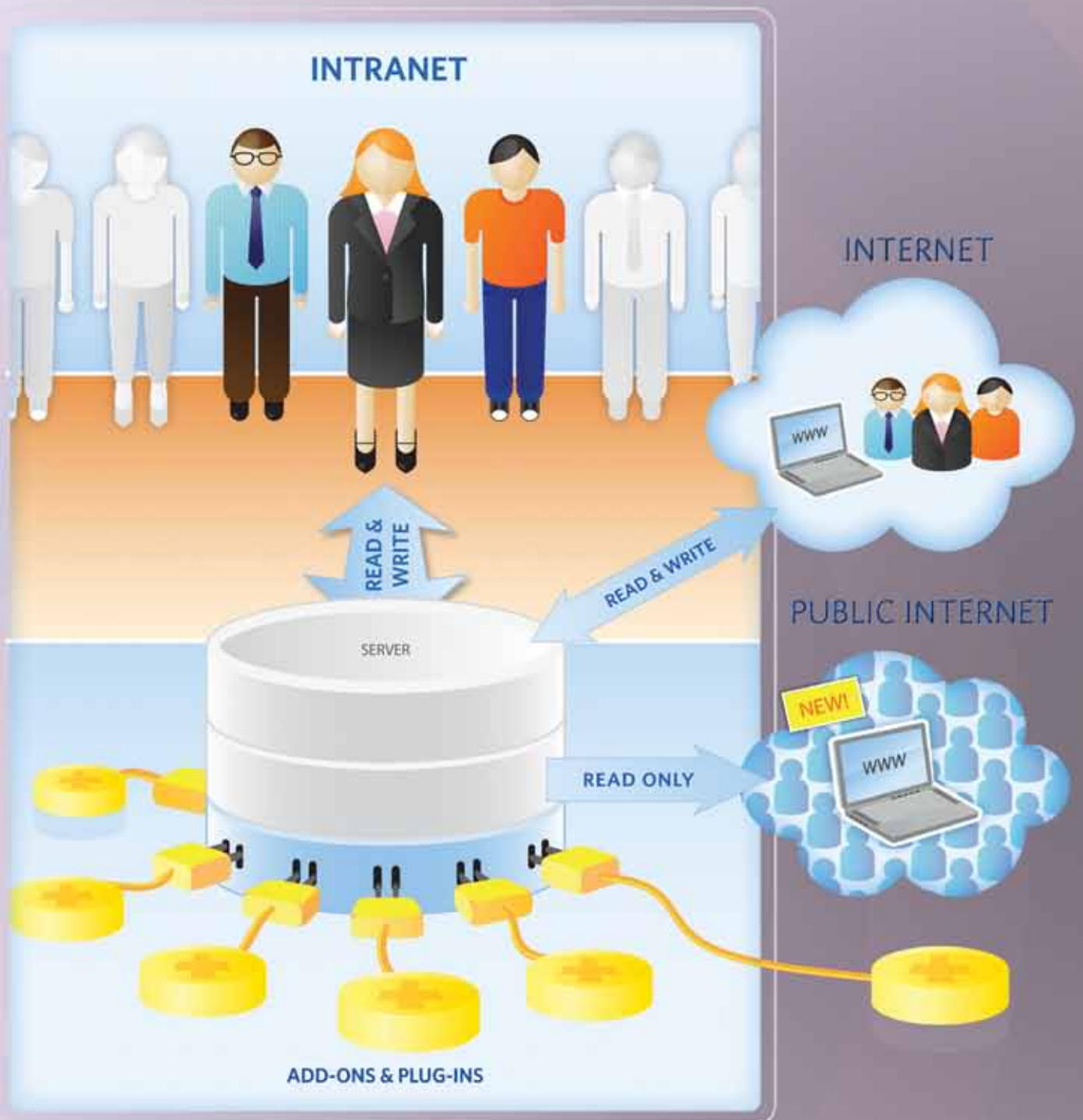
It also provide accounts payable scanning and data capture services to many companies and are currently rolling-out end-to-end accounts payable invoice processing workflow as a software as a service (SaaS) model.

Salmat will be building on these current capabilities and other back-office workflow services including loans processing, purchase management and electronic mailroom.

The company also said it is actively reviewing a number of acquisition opportunities "to both strengthen our existing services as well as extend our one to one communication model."

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Intel to acquire McAfee

Intel will pay almost \$US8 billion to acquire antivirus giant McAfee.

"With the rapid expansion of growth across a vast array of Internet-connected devices, more and more of the elements of our lives have moved online," said Paul Otellini, Intel president and CEO.

"In the past, energy-efficient performance and connectivity have defined computing requirements. Looking forward, security will join those as a third pillar of what people demand from all computing experiences.

"Hardware-enhanced security will lead to breakthroughs in effectively countering the increasingly sophisticated threats of today and tomorrow," said James.

"This acquisition is consistent with our software and services strategy to deliver an outstanding computing experience in fast-growing business areas, especially around the move to wireless mobility."

Ovum analyst Graham Titterton believes the influence of Intel in the information security arena will have a major impact on the future of computing

"McAfee's products extend beyond IT security into governance and aspects of systems management, and so this acquisition will increase Intel's exposure to the CxO level executives in the world's largest organisations," said Titterton.

Process automation gains on offer from Interactive Intelligence

Interactive Intelligence draws on a unique heritage in bringing its business process automation solution to market, reflecting its origins in integrated VOIP telephony and contact centre solutions.

The purchase of document scanning, management and workflow solutions from US company AcroSoft in 2009 followed

its recognition that effective business workflow must accommodate an ever-growing range of inputs, whether document, email, voice, fax or instant messaging.

It now offers a "communications-based" process automation product, Interaction Process Automation (IPA) as an alternative to process management suites and "tool-kits" that it claims simply embed communications into applications.

"In researching existing BPA solutions we found customers lacked a good choice between the traditionally costly and complex suites, and the toolkits that can trigger notifications and communications but rely on other applications to perform automation," said Interactive Intelligence founder and CEO, Dr. Donald Brown.

"So we created IPA using our existing communications platform to give customers everything they need for a cost-effective and truly complete solution - from a graphical authoring interface and service-oriented architecture, to monitoring and reporting capabilities."

IPA targets mid-size to large organisations across all industries seeking to automate multi-step, people-centric business processes to increase process efficiency and reduce operational costs

A recent report from industry analysts Telsyte, entitled Communication-Based Business Process Automation - The Australian Perspective, identified improvement in business processes as one of the top 5 business priorities for 2010/2011 in the mid-to-large enterprise segment.

Telsyte Senior Analyst Gary Tsang noted that most deployments of "universal communications" (US) have primarily focused on email and instant messaging integration with telephony.

"UC has no linkage to and are rarely integrated with business critical applications, such as financial and HR systems," notes Tsang.

Interactive Intelligence's solution integrate AcroSoft's document management and workflow applications with its IP communications software suite in use at organisations such as Charles Sturt University, Teachers Credit Union, TNT, Diabetes Australia, McDonalds and Massey University (NZ).

ZyLAB ediscovery helps nail Khmer Rouge war criminals

ZyLAB, a provider of e-discovery and information management solutions, has announced that key modules from its eDiscovery & Production system were used by the United Nations Assistance to the Khmer Rouge Trials/Extraordinary Chambers in the Courts of Cambodia (UNAKRT/ECCC) to help achieve the first conviction of a major Khmer Rouge figure.

The July 26, 2010, verdict against Kaing Guek Eav, alias Duch, convicted him of crimes against humanity, murder and torture. It is an historic first for a U.N.-backed war crimes tribunal, and other cases are still pending against Khmer Rouge leaders connected to the deaths of 1.7 million people from 1975 to 1979.

The UNAKRT/ECCC's application of the eDiscovery & Production system is modelled off the solution ZyLAB provided for the UN International Criminal Tribunal for the former Yugoslavia (ICTY) and its prosecution of Slobodan Milosovich.

That experience led to collaboration among ZyLAB and legal and information management professionals at the United Nations to define the de facto standard for e-discovery and e-disclosure in future war crime tribunals. In addition to being replicated for the ECCC, the technology is also currently being leveraged by The Special Court for Sierra Leone in the Charles Taylor trial.

"During the Slobodan Milosovich trial, we found ZyLAB to be the ideal technical partner to implement our vision for bringing justice, managing millions of documents,

and complying with the stringent rules of international law," said Gonzalo de Cesare, former records manager for several UN war crimes tribunals.

"The ZyLAB solution - including collection, text mining of unstructured data, analysis, and web-based legal review for the prosecution, defence, and the court - became the standard for all UN war crime tribunals including those against the Khmer Rouge leaders."

Since 1993, ZyLAB systems have also been used by UN organizations such as the UN-International Court of Justice (ICJ), UN International Criminal Tribunal for the former Yugoslavia (ICTY), UN International Criminal Tribunal for Rwanda (ICTR), UN Lebanon IIC, World Bank, UN Tribunal for the Law of the Sea, and many more.

"The UN has selected our technology for the world's war crimes tribunals based on its robust and user-friendly capabilities for accessing and reviewing vast amounts of information, coupled by our extensive support for multiple languages and scripts," said Johannes C. Scholtes, Chief Strategy Officer at ZyLAB.

"These trials are the most complex in the world because they are made up of hundreds of participants speaking dozens of different languages and with varying levels of tech savvy. ZyLAB's technology helps break down the communication and collaboration barriers to ensure a fair trial takes place."

For more on the ECCC and the outcome of the case visit:

http://www.eccc.gov.kh/english/about_eccc.aspx
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Index Engines drives tape discovery

Australian companies are enthusiastically adopting a new service from Index Engines that allows them find out what's on their backup tapes without having to download the contents, according to Rod McKemmish who leads KPMG's Forensic Technology group in Sydney.

Organisations with vast numbers of backup tapes no longer need to fear ediscovery, according to Jim McGann, vice president of information discovery, at Index Engines (US).

Headquartered in New Jersey and founded in 2003, Index Engines provides an enterprise discovery solution that scans backup tapes, indexes the contents and extracts relevant data.

The product is represented in Australia by Sententia, and also offered as a service by KPMG. An on-premise solution for a corporate or government client will cost around \$US100,000 or it is offered on a per gigabyte basis by KPMG.

KPMG's McKemmish said uptake had been strong since it began offering the service in Australia 12 months ago.

"Less than 5% of data on backup tapes is usually relevant to an ediscovery matter, and with our system you do not need to do a complete restoration, or even have the backup software," said McGann.

"Our system just reads the header and if you have a library it can scan six tapes at once. We don't care what format it is, as long as its connected by SCSI or Fibre Channel we can read it."

The Index Engines platform indexes Enterprise data existing on networks, hard drives, and backup tapes.

The company recently announced it had achieved full content and metadata indexing of NetApp and HP network attached storage (NAS) data at sustained rates of up to 1 Terabyte per hour using only a single indexing node.

The NetApp performance validation consisted of Index Engines appliance connected to the NetApp FAS3170 via a direct connection of bounded GigE connections receiving eight simultaneous NDMP data streams. Data combinations of Exchange data (.EDBs and .STMs) with Files System data, Files System data only, and Exchange data only were all tested with indexing results above 1 Terabyte per hour.

The HP performance validation was configured with the Index Engines appliance direct-connected to an HP StorageWorks 9100 Extreme Data Storage System using four GigE network cables. The test data consisting of combinations of Exchange data (.EDBs and .STMs) with Files System data, Files System data only, and Exchange data only was indexed over the network using 18 simultaneous NFS crawl jobs. These crawl jobs combined for a total throughput of 1TB per hour for the single node.

"As enterprise data continues to grow, the ability to find, organise and manage that data must keep pace. Index Engines is committed to fulfilling that need with systems that remove the indexing bottleneck from enterprise discovery," said McGann.

"The indexing performance benchmark of 1 TB/hr per node brings enterprise data indexing to a whole new level. Index Engines also delivers a unified discovery platform across all network and backup data to enable efficient and cost effective electronic discovery."

The Index Engines platform supports index and search capabilities up to one billion data objects in a single engine. It also includes support for simultaneous indexing of up to six multiple streams of data from backup tapes. Support for major email and backup formats includes Lotus Notes email, CommVault, Symantec NetBackup, Symantec BackupExec, Legato Networker, IBM Tivoli, Computer Associates ArcServe and NT Backup.

56% say "Fear of Change" prevents paperless push

Archive Systems, a US provider of document management services, has announced the results of a recent poll uncovering the key obstacle managers face when trying to implement paperless initiatives. Fear of changing to a paperless solution within the company was selected by 56% of respondents. 32% of respondents ran into the roadblock of gaining the necessary funding.

"As companies place more emphasis on streamlining processes and increasing efficiencies through technology, it's pretty surprising to learn the significant role fear still plays in preventing paperless initiatives from moving forward," said Paul Giardina, CMO of Archive Systems. "Demonstrating how this type of project can result in a significant ROI with the right service provider is one way to overcome this resistance."

Another survey question examined why companies want to go paperless. 32% of respondents want to ensure that they can find the information they need when they need it. 25% want to reduce the risk of loss or damage to vital records. 25% want to reduce the costs associated with paper-intensive processes. The remaining respondents want to improve productivity.

Secure content management market is primed for growth

The secure content management (SCM) market in the Asia-Pacific region is set to grow 15.4 per cent in 2010 compared to just 6.3 per cent in 2009, according to analysts Frost & Sullivan.

The firm expects the sales of email filtering services, which had accounted for US\$265.1 million or 59 per cent of the total content security market in 2009, to grow by 15.8 per cent from the present until 2016, and sales of web security services to enjoy a compound annual growth rate of 21.5 per cent until 2016.

The company also forecasts that the regional market, which covers 14 countries including Japan, will grow at a compound annual growth rate of 18.4 per cent and will enjoy slightly less than US\$1.5 billion in revenues from 2009-2016.

Frost & Sullivan Industry Manager Edison Yu said that the company expects service platform migration for cost control to be a major driving factor behind the SCM industry's growth.

Companies are quickly realising the benefits of selecting a services approach, according to Yu. Content security services such as email filtering have proven to be beneficial in more ways than one, thanks to their cost and productivity advantages. In addition, these services are excellent "poster technologies" for security services as a whole, given that security scans do not tangibly impact end-user experience.

Yu said the spread of Web technologies over the last two years, such as the use of the Web sphere for business processes and Web 2.0 technologies, has spurred firms to undertake measures to secure their Web gateways beyond simply conducting URL filtering measures.

Yu said that Frost & Sullivan expects converged Web security services, such as application control and anti-malware, to become more popular in the future and to become part of standard security options offered by providers.

SaaS service secures email

A cloud-based email security, continuity, policy control and archiving service from Mimecast is now being offered in the Australian market by DocsCorp, developer of the pdfDocs productivity suite.

Shane Barnett, Product Management Director at DocsCorp, says, "It was a natural extension for a company that specialises in products that complement document management to bring in Mimecast's cloud-based email management service."

"We have witnessed many of our users in the legal and corporate market using their email inbox as their de facto document repository. In one particular case, an individual had an Outlook Inbox that weighed in at 20GB!"

The Mimecast service does not look to replace a mail server, but instead provide all of the ancillary services that otherwise require separate point solutions, often from multiple vendors.

Mimecast provides email security, continuity and archiving as a SaaS offering, replacing the typical stack of email technologies; gateways, anti-spam systems, email archives, continuity facilities, email marketing, policy control and virus protection.

Mimecast plugs in as a cloud service connecting the organisation's mail server to the world beyond.

Email archived or stored at Mimecast's data centres is able to be accessed remotely via the Web, a mobile device or a Microsoft Outlook plug-in, and users have fast search tools to manage the entire archive. Mail is transferred to and from an organisation's existing Exchange servers after being scanned for malware, spam and subjected to intelligent content monitoring.

Promising 99.999 per cent email uptime, Mimecast also doubles as an archiving system and a disaster recovery solution. It also offers security and attachment controls so that instead of delivering large files it can provide a link, thus lightening the load on an email server.

If an Exchange server goes down, a Mimecast user keeps working in their Outlook client as email is still sent and received via a https connection to the Cloud.

"An Exchange server is not just for email anymore," said Barnett. "It's at the core of so many other vital business processes, whether it's a Blackberry server or document management system."

In its home market in the UK, Mimecast has signed up 60% of the top legal firms there for its service.

Peter Bauer, founder and CEO of Mimecast, said, "According to the latest industry figures, email volume in organisations is growing by more than 30% per year and the average user now receives 7MB of data per day via email. Such rapid increases in storage requirements make on-premise storage and archiving an increasingly expensive and inefficient option and the most innovative law firms are turning to the cloud to deal with these issues."

"A cloud -computing solution, which reduces the cost and



complexity of an organisation's storage requirements, while improving functionality through instant search capability and automated compliance with industry regulations, can make a huge difference to an organisation. As businesses come under increasing pressure to retain all of their data and email communications in a safe and cost-effective manner, we expect adoption of cloud-based technologies to accelerate rapidly over the next 12 to 18 months."

ReadSoft tunes up capture

The latest release of ReadSoft DOCUMENTS 6.4 promises capture workflow without the fuss, says Anna Palsson, Solution Manager for the Capture Solutions Laboratory in Sweden.

Visiting Australia to update ReadSoft staff and customers, Palsson highlighted the new Enterprise Service Bus (ESB) that has been developed to allow easier integration with enterprise applications.

"We had already integrated the bus in our INVOICES product (automated data capture for invoices), but this release is the first time it has been offered with DOCUMENTS," said Palsson.

DOCUMENTS was previously known as CLASSIFY and INDEX, but the name has been changed as the product handles a broader range of capture workflow.

The ability to capture data from faxed documents has been improved with the incorporation of advanced image enhancement and OCR techniques developed internally at ReadSoft Labs.

"We are changing the game for high volume capture with Documents 6.4 by making it easier to implement. We have also now incorporated line-item capture for multiple document types, not just invoices," added Palsson.

A new team management feature allows captured documents to be routed to individual staff or sections according to prioritised workloads.

ReadSoft DOCUMENTS captures, reads and classifies a range of paper and electronic formats, and is certified for both SAP and Oracle.

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Anglo American synchronises SharePoint content worldwide with DocAve Replicator

Anglo American is one of the world's largest mining groups – including platinum group metals, copper, iron ore, metallurgical coal, as well as nickel and thermal coal. The company has 107,000 full-time employees spread throughout Africa, Australia, Europe, the Americas and Asia.

The Challenge

With numerous facilities located worldwide, Anglo American turned to Microsoft Office SharePoint Server (MOSS) 2007 as an intranet portal and collaboration platform in order to provide workers – regardless of their location – with the most up-to-date information necessary.

Anglo American had just migrated from a distributed content management portal environment based on a competing platform to a consolidated, decentralised Microsoft SharePoint platform with three farms located in Johannesburg, South Africa; Santiago, Chile; and Brisbane, Australia. Upon completion of the migration, the environment began providing the organisation's 20,000 SharePoint users with corporate communications and other business-related content out of the South African and Chilean environments whilst providing project collaboration, communities of practice, and team sites across all three farm instances.

ANGLO AMERICAN SYNCHRONISE
SHAREPOINT CONTENT IN REAL-TIME
ACROSS GEO-DISTRIBUTED ENVIRONMENTS
ON THREE CONTINENTS FOR MORE THAN
20,000 END-USERS

The AvePoint Solution

After testing various third-party SharePoint replication solutions, Anglo American decided on AvePoint's DocAve Replicator for SharePoint solution in July of 2009.

"DocAve Replicator worked very smoothly with our decentralised SharePoint environment", said Mark Jarvis, Portal Owner, Group Applications at Anglo American.

"A major contributor to us finally deciding on AvePoint, though, was the quality of support provided."

Global Real-time Replication of SharePoint Content

Immediately, Anglo American put DocAve Replicator to work in order to perform event-driven, two-way synchronisation of content among the organisation's three SharePoint farms, located in Australia, Chile, and South Africa. DocAve enabled the administrators to create multiple replication plans, which included full replications every 12 hours as well as event-driven incremental replications among its geo-distributed farms.

To solve the issue of sporadic network connectivity and large events taking up precious bandwidth – such as a quarterly financial results presentation broadcast over the organisation's network – Anglo American administrators used DocAve's network throttling and scheduling functionality to ensure only a pre-established



The Foxleigh open-cut coal mine, located in the Bowen Basin, is one of only a handful of mines of its kind in Australia.

level of bandwidth was allocated for replication, so business productivity would continue unimpeded.

Throughout the entire purchase and implementation process, AvePoint's sales and support teams consistently delivered high-quality service that not only impressed Anglo American's SharePoint Project Team – it played an instrumental role in AvePoint winning the mining giant's business.

"Our AvePoint sales representative was always available and willing to assist us when necessary", Jarvis said. "The quality experience started right there – and honestly, AvePoint wins hands-down in terms of customer service."

After purchasing DocAve Replicator, the Anglo American SharePoint Project Team contacted AvePoint support for assistance in the customising and configuring the solution. "I've been able to build a personal relationship with the AvePoint support team", said Philip Reay, Anglo American's SharePoint Program Architect. "If we have an issue, an AvePoint support representative is prepared to log on and assist us at the drop of a hat. It's phenomenal; you just don't get that from anywhere else."

The Bottom Line

Using DocAve Replicator, Anglo American can now effectively deliver the most updated content for all 20,000-plus SharePoint users across three continents regardless of poor network connectivity. Furthermore, with both scheduled and event-driven replications, administrators can ensure there is enough bandwidth to prevent business disruptions that could derail operations.

As a result, Anglo American administrators are now more confident in its decentralised architecture thanks to DocAve, and are considering utilising additional solutions from the DocAve Software Platform to more efficiently and quickly manage its vast SharePoint environment.

ABS gets social with Connections

The Australian Bureau of Statistics (ABS) is adopting IBM Lotus Connections to provide blogs, wikis and community spaces for its 3200 staff.

"ABS prides itself on a history of adopting cutting-edge software to bring speed and effectiveness to our organisation," said Dale Chatwin, Director, Knowledge Management Initiative, ABS.

"With Lotus Connections, ABS can use business-grade social software, straight out of the box."

The ABS has been a Lotus user since 1992 to provide collaboration through the integration of portal, mail, workflow, offline capabilities, document management and record-keeping. Its work environment was acknowledged as best practice in the Gershon Review.

ABS will couple its existing Lotus Notes environment with Connections to introduce an integrated Web 2.0 social software platform. This will include blogs, wikis, secure file sharing, profiling and tagging capabilities, task management, and community spaces, along with email, chat and social data components.

"We are seeing up to six new blogs created a week, its showing viral growth," said Chatwin.

"We are encouraging the development of communities that parallel our team working environment in Notes, encouraging individuals and groups of people to blog."

"We see the real strength in Connections communities, as they parallel the communities we have within our Notes environment and provide us with the opportunity to extend access to tools that can be more responsive, such as blogs and wikis."

Connections V2.5 has been deployed, and ABS is looking forward to the release of version 3 due out in December which will include some archiving capabilities. ABS currently manages its records management responsibilities using an internally



Early uptake has been strong, with ABS staff creating over 50 new blogs within the first few weeks of deployment

built Lotus Notes based records management system.

"We recognise that blogs and wikis qualify as records and will need to be managed," said Chatwin.

"We've already successfully moved material from Notes into Connections and we now know that we can move material the other way. Because we have an electronic records management system that works for us we are going to take the Connections material and manage it for record-keeping purposes inside Lotus Notes," said Chatwin.

"In our environment the end-user knows nothing about record-keeping, we just map the tags or categories of messages or documents to the disposal classes."

This process has been greatly simplified with a recent initiative by the National Archives of Australia to simplify the number and description of disposal classes for Australian government organisations.

"We used to have 1382 disposal classes, which meant we could never throw anything away, because it was too complicated. With the change in approach from National Archives that number has reduced down to around 80, which means we can map the content so record-keeping happens automatically," said Chatwin.

Rochelle's Blog



Duncan's Blog - the week's end



ABS will couple its existing Lotus Notes environment with Connections to introduce an integrated Web 2.0 social software platform.



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Corrs makes a case for SharePoint

Corrs Chambers Wesgarth, one of the major players in the \$20 billion + Australian legal industry, is moving to place SharePoint at the heart of its information management strategy, where it will become the firm's central window on all its business applications.

The SharePoint rollout forms part of a revolution in Corrs' internal processes, a factor identified as essential to the success of law firms over the next 3-4 years by industry analysts IBISWorld.

CIO Jon Kenton has in place an IT Strategy that will enhance the way the 1000-strong law firm addresses the issues of content accessibility, business intelligence (BI), collaboration and enterprise search.

Kenton was headhunted in 2007 from a role at NAB Capital to take over the reins as CIO, and given a brief to drive an IT Strategy that will ensure Corrs has a technology platform that is able to support its demanding business strategy.

Over its 150 year history in Australia, the firm had developed separate infrastructure in state-based offices in Sydney, Melbourne, Brisbane and Perth. As part of Kenton's IT Strategy, these separate infrastructures were virtualised and then centralised in Melbourne.

"We have invested in core infrastructure, building a solid foundation by investing in the wide area network links and the infrastructure around virtualisation and disaster recovery

"Once we did that we could refresh the business continuity plan, along with backup and archiving, so that all those core fundamentals have been established at the base level. Next we then moved into the enterprise applications, with the migration from Notes to Outlook and Exchange, and the upgrade to the document management system, practice management system, and upgrade to Office.

Corrs has now completed a national upgrade to the latest version of Open Text eDOCS 5.2 as well as a migration from Lotus Notes to Microsoft Outlook 2007 and Exchange 2007 and an upgrade to Office 2007. In addition an ERM system called ContactNet

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management

Open Text eDOCS 5.2

Symantec Enterprise Vault

SharePoint 2010

Windows XP

Exchange 2007 & Office 2007

has been implemented that identifies staff and clients relationships based on an analysis of email traffic in Exchange.

"Now we're moving into the bit which I think is probably the most exciting, the more business facing applications and client facing applications, which is where SharePoint comes in.

"Our central vision is really around centralising information so our lawyers and staff are able to see all information relating to a matter or client in one place. They can see the linked document management system, where documents are, they can see invoices or information from the financial system.

"That way they do not have to think about what application to use, we just present everything through SharePoint and that way if we want to replace a system or change a system at the back end, it provides less of a change management issue for the end user. It's less disruptive as they will still go to the same place and perform the same functions and it just happens to execute by different systems.

"We are looking drive greater collaboration across the firm in the next 12 months using SharePoint and the follow that by extending collaboration externally."

On the early adopter program with Microsoft, Corrs began rolling out SharePoint 2010 last year.

Kenton lists some of SharePoint's major attractions as the speedy development cycle, familiar Microsoft interface, and the off-line capability, an attractive feature for a large legal form with a very mobile workforce.

"We think there's some really great improvements from the previous version of SharePoint, not least of which is the mobility of offline/online working through the incorporation of Groove into workspaces," said Kenton.

"To get the full capabilities that the SharePoint 2010 environment can provide, we need to get to an Office 2010 platform at some point. We're quite fortunate being on 2007, the move from 2007 to 2010 is relatively small. Obviously getting to 2007 was the major jump."

SharePoint's first role was to provide a Business Intelligence tool that uses the familiar Excel application as the analytical front end.



"We do see SharePoint as providing that single pane of glass, integrating a document management system. Like all law firms, and many other industries, we have a huge central repository full of documents." - CIO Jon Kenton.

Virtual practice

A major project to centralise and virtualise the firm's IT infrastructure in Melbourne has been underway since 2008 at Corrs Chambers Wesgarth.

"There's a whole bunch of benefits we have from virtualisation, let alone just you know, getting better use out of your hardware. It's easy to manage, cheaper to deploy, but also we've piggy-backed on that for a disaster recovery solution, which replicates the data down to an offsite disaster recovery site," said Kenton.

"We focused a lot on the infrastructure, getting the underlying concepts right before moving on to what we can do the enterprise applications, upgrading them, centralising them, really and rescuing the whole way in making sure things were resilient and robust, a real focus on ... on security and robustness and resilience.

Corrs has also implemented Symantec's Enterprise Vault for email archiving within a centralised VMware virtual environment in Melbourne, running on EMC SAN storage. The upgrade has also included an improved disaster recovery capability with Symantec NetBackup and PureDisk disk-based backup and deduplication solutions.

A repository of data about the firm's clients can be "sliced and diced" in Excel to provide detailed behaviour analysis.

"What we like about SharePoint, and the Microsoft platform in general, is that it's a front end that everyone's familiar with," said Kenton.

"Basically, if you can use Excel pivot tables, you can obtain a whole slew of information around clients, from profitability and revenue to analysing whether the strength of the relationship is increasing or decreasing.

"We use our reporting platform currently for analysing operational data, as well as for more high level behavioural analysis around client relationships and to identify hot spots for resources across the firm. It tells us all kinds of interesting things."

In the next 12 months, the focus will move to business process management and workflow, and the capacity to integrate the firm's Aderant Expert practice management system with SharePoint.

"There are some opportunities for us to move from our current workflow practices to a Microsoft-based one that will allow workflow across email and through SharePoint, integrating with our practice management system," said Kenton.

"We haven't built that single pane. Our SharePoint achievements to date are around BI; but as we look forward, we are making sure that everything we do or purchase, or engage in, integrates into SharePoint."

Corrs has been using Open Text eDOCS (formerly Hummingbird) as its central document repository for many years.

"Like a lot of other firms, we set the environment up so that it strongly encourages you to use document management systems. You can store documents outside of it, but it's easier to store it in it," said Kenton.

By default, users are prompted to save into eDOCS, and a project is underway to enhance the classification of documents and records to improve search and retrieval.

"Everything goes into the document management system, so the greater level of classification we can put in on the way, the easier it is to find, store and search things."

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iPad & cloud excite at ILTA 2010

Budget belts have been officially loosened. Lots of Microsoft Office upgrades are planned. Cloud computing and the Apple iPad are the most exciting technology trends, and email management is the biggest challenge facing IT departments. Noel Williams of MacroView reports on his recent visit to ILTA 2010 in Las Vegas.

These observations are based on results of a Technology Purchasing survey, conducted in June and July across member law firms by the International Legal Technology Association. I came across them at the ILTA annual conference held recently in Las Vegas. As a Silver sponsor of ILTA 2010, MacroView had a booth in the associated Exhibition at which we were demonstrating our range of SharePoint add-ons for email management and document management. The temperature outside was touching 43 degrees Celsius and the Las Vegas strip is sooo plastic, so staying indoors in the massive ARIA Resort Hotel and Conference Centre was cool, in more ways than one.

Apparently, the Purchasing Survey got responses from 109 firms – all of which employed at least 50 attorneys – in 21% of cases over 400 attorneys. The bulk (84%) of responding firms were located in the US, but firms from Australia, Brazil, Canada and the UK were also represented.

Compared to the gloom and doom of 2009, overall IT budgets are generally up – by more than 5% in nearly a quarter of respondents. Firms with growing technology budgets reported an average 11% increase from 2009 levels. Some 45% of firms indicated that financially their business was back to normal following the Global Financial Crisis. This is all good news for IT vendors like ourselves.

MacroView specialises in solutions based on Microsoft SharePoint and Office, so it was pleasing to hear that Microsoft Office continues to be vitally important – 43% of firms that responded to the survey indicated that Microsoft Office upgrades were a priority for 2010 / 2011 – and that Microsoft SharePoint is currently in use by 51% of firms, with more use of SharePoint on the horizon.

According to survey respondents, the two most exciting technology trends for law firms in 2010 are cloud computing and the Apple iPad. A major driver for the interest in cloud computing is the way it enables off-site storage of documents and emails – thereby helping with disaster recovery.

For the third year running email management was nominated by survey respondents as the biggest challenge facing IT departments. That would explain why we receive so many enquiries about our SharePoint add-ons that handle email management – from all sorts of organisations and increasingly from law firms and legal departments. That level of interest was also reflected in the visits to our booth at the ILTA Conference. A number of conference attendees mentioned that their existing document management systems leave quite a lot to be desired when it comes to managing email messages.

The common view among these conference attendees was that they already had SharePoint in place, so it would make sense if they could use the document management capabilities of SharePoint

to address the management of their Outlook emails. In many cases they had attempted to save emails to SharePoint from Outlook, only to be frustrated by the rather clumsy out-of-the-box integration between Outlook and SharePoint – even between Outlook 2010 and SharePoint 2010.

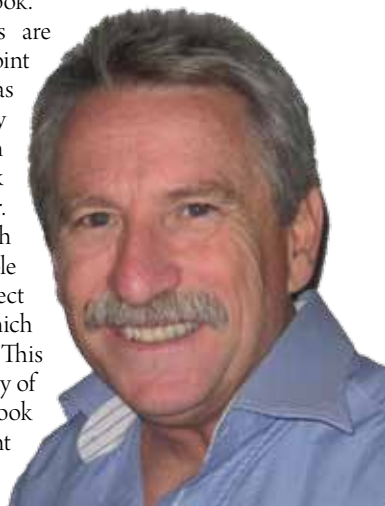
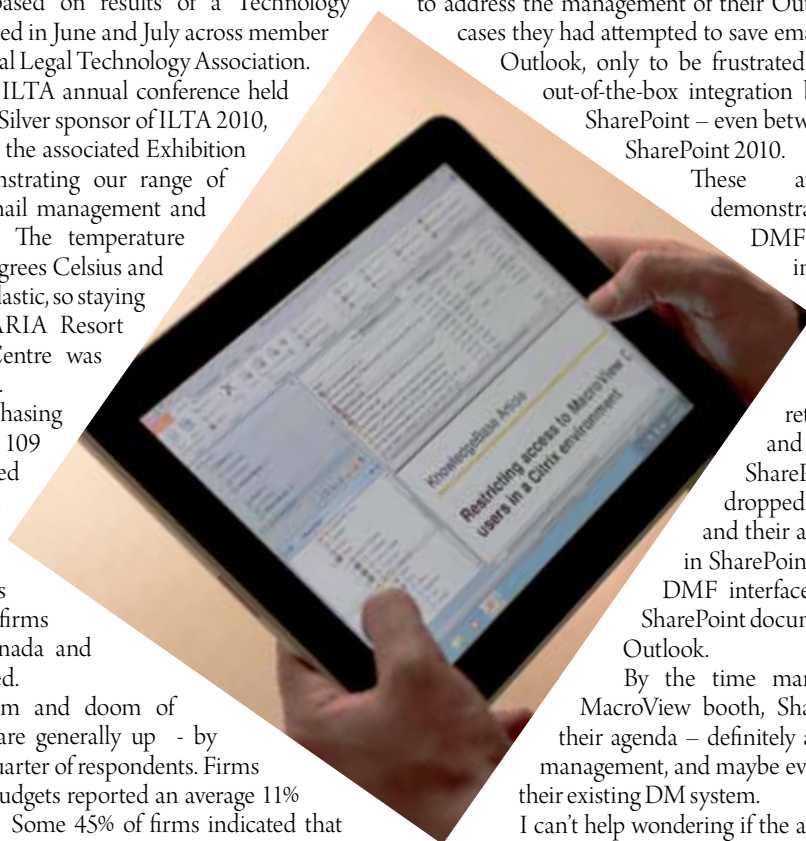
These attendees saw a demonstration of our MacroView DMF add-on, with its integration of Outlook and SharePoint. We clicked in the DMF Pane in Outlook to preview and retrieve email messages and other files stored in SharePoint; we dragged and dropped to save new emails and their attachments to any area in SharePoint; we used the intuitive DMF interface to search across the SharePoint document store directly from Outlook.

By the time many attendees left the MacroView booth, SharePoint was back on their agenda – definitely as a platform for email management, and maybe even as a replacement for their existing DM system.

I can't help wondering if the answer is to tie all these hot-button technologies together – to use the iPad as a way of viewing a virtual desktop that runs Microsoft Outlook with the MacroView DMF add-on installed, so that you can browse, search, view and retrieve emails and other files stored in SharePoint without needing to leave Outlook (see screenshot above). Managing emails from your iPad by using MacroView DMF running in Microsoft Outlook.

The emails and attachments are stored in a cloud-based SharePoint server. The iPad screen has sufficient resolution to display your Outlook desktop, and touch sensitivity so that you can click and drag and drop with a finger. Remote desktop clients for both Windows and Citrix are available for the iPad that let you connect to your SharePoint server, which can be located in the cloud. This approach combines the portability of the iPad, the familiarity of Outlook and the document management capabilities of SharePoint, accessible through the cloud.

(2010 ILTA Member Technology Purchasing Survey - www.insidelegal.com)



Noel Williams is Managing Director of MacroView and can be contacted on noel.williams@macroview.com.au.

DMF7 delivers for SharePoint 2010

MacroView has released version 7 of its Document Management Framework (DMF) add-on for Microsoft SharePoint, adding support for SharePoint 2010 and Office 2010 and many additional functions.

MacroView Managing Director, Noel Williams, said, "The design objective of MacroView DMF is to enable document management solutions based on Microsoft SharePoint that are a viable and attractive replacement for traditional document management systems, as well as for file and email management solutions based on folder trees in Windows File Shares and/or in Outlook."

Users of MacroView DMF v7 can perform a full range of email and SharePoint document management tasks, while continuing to work in Outlook. Subject to their SharePoint permissions, this includes being able to browse, search, preview, open, copy, move and delete documents and emails that are stored in SharePoint.

The user can also drag and drop to save emails and their attachments to any area of the SharePoint store, with MacroView DMF handling the capture of any metadata defined for the destination area in SharePoint.

Installing MacroView DMF adds a new pane to the user's Outlook desktop that supports efficient navigation and viewing of content in all areas of the SharePoint document store which the user has permission to access. For a document store managed by SharePoint 2010, MacroView DMF v7 extends this navigation and viewing to include Metadata Navigation based on Hierarchical Term Set taxonomies. Key Filters and Document Sets are also supported.

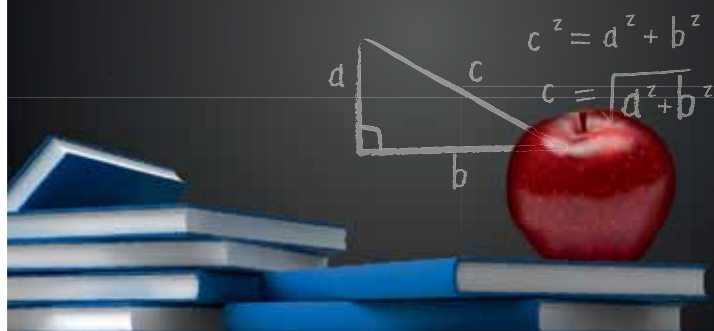
MacroView DMF v7 provides access to the Compliance functionality of SharePoint 2010, including Legal Holds and in-place declaration of Records. An optional Unique Document Numbering module available for MacroView DMF enhances the native ability of SharePoint 2010 to assign unique document numbers to files as they are saved, by facilitating the display of the resulting Document IDs in the footers of Word, Excel and PowerPoint documents that are opened from SharePoint. It supports saving of PDFs from Adobe Reader/Adobe Acrobat to SharePoint, with capture of associated metadata. In MacroView DMF v7 this integration has been extended to support the re-saving of PDFs that have been opened from SharePoint.

As it re-saves, MacroView DMF automatically locates to the source area in the SharePoint document store, creates a new version rather than replacing the file and displays already captured metadata so that it can be adjusted as part of the save.

James Hoare, MacroView Business Development Manager, says: "The capability of MacroView DMF v7 to save PDFs to SharePoint directly from Adobe Reader or Acrobat facilitates both the initial saving of scanned images to SharePoint and also their subsequent processing workflows."

MacroView DMF provides an intuitive interface to the SharePoint Search engine so that documents and emails can quickly be found on the basis of both their metadata and the text that they contain. The document search interface is now compatible with both SharePoint 2010 Search and FAST Search Server 2010 for SharePoint.

Are you AP Smart?



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3 simple steps to smarter business

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1

Step 1: How do you compare? Benchmark your AP performance.

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2

Step 2: Assess and review. Get value from an online consultation.

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3

Step 3: Develop your action plan. Enroll in a free Discovery Workshop.

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Australia lags in global e-invoicing revolution

Australia has witnessed a lot of discussion of the brave new world of Government 2.0, but there has been little attention paid to the real benefits of introducing electronic invoicing by government suppliers.

The situation in Australia is similar to the US, where the business benefits of AP automation and digital workflow are driving uptake, but there is no obligation on government suppliers to deliver invoices digitally. In Europe, the government is the main driver, and this is also the situation in Singapore where electronic invoicing was mandated from May 2008.

There is no federal initiative for electronic invoicing in Australia, according to spokesperson from the Department of Finance and Deregulation.

"The decision to use electronic invoicing is not made centrally or as a matter of policy, but is subject to decisions by individual agencies. Such decisions would be made on the basis of whether the process provides value for money relative to the available and practical alternatives, noting that improved service delivery is a focus for government," said the spokesperson.

The Department of Broadband, Communications and the Digital Economy is investigating the use of electronic invoicing, Credit Card usage and undertaking payments more seamlessly.

The current procure to pay system links SAP from the Website, including the registering of the Spending Proposal, obtaining online approvals, the linkage between the document creation software and the Contracts Management software and the distribution of documents via IMS. The Goods receipting is linked to the Purchase Orders.

Phase 2 is to automate the current manual linkage between SAP and the Contracts Management software therefore finalising the end to end functionality.

"It is extremely important to know fully what you are trying to achieve," said Michael Honan, Manager Procurement & Funding Agreement.

"Your current system and processes are something that may have been developed over sometimes many years and would have been informed by the requirements (of the business) at the time of their initial development. Your exposure to these systems can in many cases bias your view to future directions, opportunities or outcome needs. At some point, your organisation should review its needs. This may well be that a decision to automate P2P is as a result of recognising that the "internal cost of doing business" is not appropriate or balanced. This point in time is an opportune time to review the business needs and your decisions regarding the degree of automation should be decided at this point.

"Not to undertake this review may result in simply automating/computerising a current process with no additional value add. For example, we decide to go to a paperless office, so do we change to receiving an invoice via a PDF? Or is the some way to have the invoice submitted directly to your Financial Management Information System (FMIS) with a built-in workflow providing appropriate approvals.

"Can required payments be paid against a Credit Card (i.e. telecommunications Billing) as they fall due and tools such as ProMaster used to acquit as required. Can Bpay, given the new work in this area around addressing, be used to eliminate some of the risk

around Credit Card details floating around?

"It is central to good financial reporting that the initial Business need, Registration, contract development, goods receipting and payment process are all aligned with quality data that accurately reflects the arrangement.

A centralised and automated P2P function can ensure that appropriate skill sets are applied to this function. Training, issues management etc can be applied on a more focused level with a centralised team.

Sydney's Lane Cove Council went live in July with an inhouse developed Invoicing Workflow System using Outback Imaging's EzeScan software.

"We designed the logic and workflow and queries to our AP and Purchasing System. We are discussing with our AP/Purchasing software provider to integrate it fully with their system, all the way to cheque printing," said IT Manager Caroline Hodgkinson.

"WE HAVE SEEN IMMEDIATE BENEFITS WITH THIS PAPERLESS SYSTEM," - LANE COVE COUNCIL IT MANAGER CAROLINE HODKINSON

The council now scans all paper invoices and process them using this system which also allocates the invoice to the correct officer for payment approval.

"We have seen immediate benefits with this paperless system," said Hodgkinson

"We had also looked at purchasing such an invoice automation system but the cost was not something within our budget.

"I can see benefit in requiring all suppliers to invoice us electronically, but I cannot see that happening because some of our suppliers are small."

What is Electronic Invoicing?

- In Business-to-Business electronic invoicing, the invoice data is transferred with the invoice image from the Supplier's invoicing/AR system directly to the Buyer's financial/AP system electronically from end-to-end
- The buyer's financial/AP system recognizes the electronic invoice and automatically books the invoice data into the financial/AP system without any human intervention
- The electronic invoice image is also graphically presented on a computer with similar appearance to a traditional paper invoice (typically as a .pdf or .tiff file)
- N.B. Electronic invoicing is not the same as e-mailing a .pdf invoice as an attachment (.pdf is only an image of the invoice, no invoice data is transferred)

There are a number of different approaches that government bodies can take to deal with the problem of paper invoicing.

One approach is to implement an in-house accounts payable automation system. This involves the installation of dedicated scanners or MFDs that take an image of the paper invoice and extract the relevant data for direct input into the organisations financials system and/or a workflow application (to enable non purchase order invoices to be approved).

There are many examples of government bodies in Australia and New Zealand that have implemented solutions from ReadSoft (RTA), Basware (South Australian Government), EzeScan, TIS (Gold Coast City Council), etc.

A NSW shared services government agency recently announced the purchase of a US\$800,000 solution from ReadSoft that initially covers the processing of more than 300,000 invoices annually. NSW Businesslink offers a wide range of corporate services including HR, payroll, procurement and accounts payable, to other government agencies.

An alternative approach is to engage a Business Process Outsourcing (BPO) organisation to manage the full process for you. In this scenario, the paper invoices will be directed to a dedicated PO Box and from there the BPO will take over the scanning and data extraction, delivering the document image and in some cases the business data directly to the government body's financial system or a workflow application.

However, both the above scenarios still involve the use of data capture applications to extract data from the paper-based invoices. Some view this as a short term approach to improving the nature of the relationships that governments (and corporate) want to have with their suppliers.

For Government agencies, BPO services where invoices are processed overseas in China, India or the Philippines might be an issue in terms of confidentiality and security.

"In our discussions with customers, we are encouraging them to evaluate solutions that help transition suppliers towards sending their invoices electronically – either via web-based application or using standardised formats such as EDI or XML. Together with the ability for these suppliers to "self serve" and check the status of invoices using a web browser, this means the volume of enquiries coming into accounts payable departments are reduced significantly. This provides significant benefits for all parties involved in the process of sending, receiving and approving invoices" said Gordon Irons Managing Director, Leap IT Solutions.

There are many reasons for a government body to eliminate paper invoicing entirely, the first priority being to remove most of

THE SHIFT TO ALL-ELECTRONIC INVOICE PROCESSING AT FINLAND'S SINGLE SHARED SERVICES CENTRE DELIVERED FASTER INVOICE HANDLING TIMES AND REDUCED ERROR COUNT WITH THE BENEFITS OF IMPROVED CONTRACT AND PO MATCHING.

the manual activities related to processing paper invoices.

In addition to the instant savings derived from removing and automating manual processes, there are benefits realised in cash flow, and improvements to working capital management.

The tide is turning globally for electronic invoicing to government, according to Karri Lehtonen, vice-president for Basware Australia and New Zealand.

"Many European governments are not accepting paper invoices from suppliers any more," said Lehtonen.

This means that the state will simply not accept a paper invoice anymore from its suppliers. All invoices that are delivered to the government must be only in electronic format to be paid by the government.

Denmark was the first European country to mandate electronic invoicing in 2005, followed by Sweden and Italy in 2008 and more recently Basware's home country of Finland in 2010.

Finland's single shared services centre provides centralised AP handling to 64 different accounting units in government, including Defence, the Police forces and Border security. Last year it processed almost two million invoices.

The shift to all-electronic invoice processing at the Finnish state SSC



"Many European governments are not accepting paper invoices from suppliers any more." - Karri Lehtonen, vice-president for Basware Australia and New Zealand.



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"The move to electronic invoicing (e-invoicing) makes financial sense, as the cost of processing paper invoices remains high." - Christophe DuMonet, Managing Director of Esker Australia.

delivered faster invoice handling times and reduced error count with the benefits of improved contract and PO matching.

"Norway is also moving to enforce e-invoicing as well starting from July 1, 2011," said Lehtonen.

"The absolute deadline for suppliers of the Norwegian state is (northern) Summer 2012 to submit e-invoices."

Billentis, an independent European E-Invoicing consultant and market analyst, estimates overall penetration of e-invoicing in Europe varies between 4-15% and in USA around 4%. In APAC these figures are even lower.

In a less mature e-invoicing market, such as the ANZ region, the buildup of real electronic invoice volumes may take

a long time. To tackle this issue Basware has an all-in one service solution, Basware Connectivity, that enables buyers to receive all their purchase invoices fully electronically from day one.

"The inhouse scanning and BPO model are "traditional" or the "old" ways of handling invoice data entry into an organisation's financial system, using OCR to avoid manual keying in of invoice data," said Lehtonen.

"In Europe, private and public sector organisations are, however, looking beyond this point trying to avoid the need for any separate data extraction systems altogether. Organisations are now pushing the onus of invoice data entry from the buyer to the suppliers by demanding the supplier send their invoicing data electronically so that the data can be automatically received by the buyers financial system, without any human intervention."

"Electronic invoicing is the "new" way of tackling the challenges of invoice data entry."

Introduced in Australia in 2009, Basware Connectivity is a dedicated electronic document and message exchange that has been operating for over 10 years in Europe. It provides the customer with a portal, hosted by Basware, that suppliers can interface with via the Web. For those suppliers that cannot make the move to electronic submission immediately, scanning and capture is outsourced to a scanning bureau operator in Australia and New Zealand.

To accelerate the transition from paper invoices to fully electronic ones, Basware offers its customers supplier activation services with the aim to enable as many suppliers as possible to send their invoice in electronic format. For this purpose Basware has developed a number of different e-invoice sender solutions.

A supplier can submit invoices as PDFs via the secure portal, and Basware Connectivity delivers up the PDF image and XML data which can be matched to a Purchase Order in the organisation's ERP system and automatically transferred to the A/P system.

Suppliers can choose to send PDF invoices or install a virtual printer that sends directly via Basware Connectivity, which has seen strong adoption in the US and Europe and now represents 10% of Basware's total revenues.

Global companies operating in Australia are also looking to add electronic invoicing capabilities," says Richard Farrell, Director of Bernet, an Australian based Basware Solution Partner.

A major Bernet client operating globally and already using the Basware Invoice Automation solution is adding electronic invoices to the range of methods it utilises to bring creditor invoices into its Basware solution. XML based invoices will be imported into the Basware solution and invoice status information sent back to the creditor.

This feedback closes the loop between source and destination AP departments, by providing quick updates regarding where the creditor's invoice is in the processing cycle of the destination AP department. This feedback greatly reduces the flow of phone calls and emails between AP departments chasing invoice information. Payment details are also included in this status information.

Esker on Demand Accounts Receivable Automation, is a cloud-based service which integrates seamlessly with any invoicing application (eg. SAP, Oracle, MS Dynamics, etc), to automate the formatting (if necessary), archiving and delivery of customer invoices regardless of media type (mail, fax or electronic invoicing).

Esker provides a customisable invoice exchange portal where organisations can automatically upload their customer invoices and provide a self-service to their end customers to view, download, receive and archive their invoices for up to 11 years. Invoices can be formatted as PDF, csv, EDI or XML and delivered or uploaded to other systems as required.

Christophe DuMonet, Managing Director of Esker Australia, said "There is a requirement by many European Governments for 'trusted' invoices. Esker delivers this via digital signatures on e-invoices, certified by a third party."

"In the UK, more than 4.4 billion invoices (paper and electronic) are sent yearly. The move to electronic invoicing (e-invoicing) makes financial sense, as the cost of processing paper invoices remains high.

GLOBAL COMPANIES OPERATING IN AUSTRALIA ARE ALSO LOOKING TO ADD ELECTRONIC INVOICING CAPABILITIES," - RICHARD FARRELL, BERNET

"Since December 20, 2001 the electronic invoice can substitute the paper invoice as a legal document in all EU member countries, and the UK implemented the European Invoicing Directive in 2004."

This requires that an invoice's authenticity, integrity and readability must be guaranteed during the entire storage period. An invoice must be stored in its original format, whether paper or electronic; and both the supplier and customer are required to store the invoice."

The European Directive states that both the supplier and the customer may outsource the storage function to a third party, but all legal obligations relating to the content, the storage and the invoice production remain with the supplier.

Ray Kitchingman, Managing Director of Victorian outsourcing bureau, Chandler, believes there a number of factors causing slow uptake of e-invoicing in the government sector in Australia and New Zealand, including the barrier presented by legacy systems in place at government agencies and suppliers.

Straight through processing (STP) should be the aim in e-invoicing to get greatest benefit but legacy systems hamper this," he said

"Electronic invoicing requires conversion, via scanning, to get key data, and a standard must be imposed on what is required and in what format.

"My view is that we are in the infancy phase (creating & implementing technologies to convert legacy paper & electronic documents into data ready for processing), this is effectively double handling, or it could be described as the migration phase.

"E-invoicing needs a conceptual framework completed by the Government, whereby businesses know what they are working

to and what requires to be done to get there. This will involve accounting standards, the ATO, and records management involvement.

Fuji-Xerox Australia sees supplier portals as a key element of an electronic deliver strategy, with functionality such as purchase order flips and data uploads becoming almost standard functionality in A/P solutions. Fuji Xerox is incorporating this functionality into its A/P, A/R and scanning services.

"As paper becomes a diminishing method of invoice delivery, the Australian market is likely to follow Europe where the scanning and capture is performed by specialist outsourcers," said Andy Stiddard, Senior Consultant for Global Services at Fuji Xerox.

"There is an acceptance that while the digitisation of paper documents is an extremely effective document management process, there is a lack of willingness to develop the aptitude and skills in-house to do this for a process that will continue to reduce in volume.

"There has been a similar move towards process improvements, SaaS and hardware investment where companies are looking to specialist experts to assist them in delivering digital solutions combined with expert consultant advice in their move towards best practice processes.

"Sustainability issues are another important driver," said Stiddard.

"While mandating electronic invoicing is a worthy initiative that is to be encouraged, this is not a straightforward decision. Fuji Xerox is conducting a joint review of current research that highlights that these wider environmental issues are complex. Studies have shown that a digital document is more carbon friendly under certain assumptions. However there are other variables to be considered such as the use of recycled paper, the recycling of the paper after digitisation and the environmental impact of using technology for accessing electronic documents.

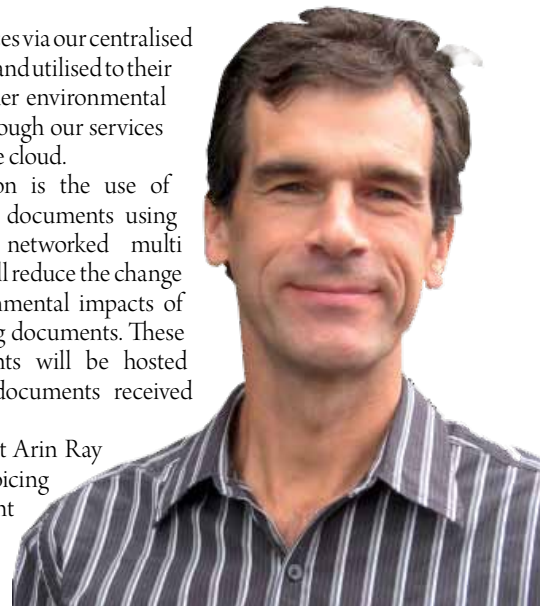
"We are recommending to our customers that they make

maximum use of our services via our centralised servers that are virtualised and utilised to their maximum capacity. Further environmental benefits can be gained through our services being accessed through the cloud.

"A further consideration is the use of remote capture of paper documents using software enabled and networked multi function devices. These will reduce the change management and environmental impacts of transporting or redirecting documents. These digitised paper documents will be hosted and incorporated with documents received electronically.

According to consultant Arin Ray of Celent, electronic invoicing in Asia is at a very nascent stage.

"This is due to a number of reasons, including lack of regulatory framework, lack of established standards, tax impediments, lack of government initiatives, and lack of proper understanding of the overall system among the participants in the trading chain. Volumes of electronic invoices exchanged in Asia come from the business-to-consumer segment, and few technically qualify as "electronic invoice." B2B invoices electronically exchanged are just beginning to emerge. In Asian countries, attention and investments are far more focused on the "paperless trade".



"As paper becomes a diminishing method of invoice delivery, the Australian market is likely to follow Europe where the scanning and capture is performed by specialist outsourcers," said Andy Stiddard, Senior Consultant for Global Services at Fuji Xerox.

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Orica digs deeper into AP automation

Australian mining explosives and chemicals powerhouse Orica has moved to the next phase of implementing a sophisticated accounts payable automation solution from ReadSoft.



Before deciding on a solution that could automate 100% of Orica's manual invoices, Invoice Processing Manager, Ciaran Mara (pictured above), spoke with a number of key stakeholders across different businesses and regions to determine the feasibility of using an automated system.

"I have always thought it was best to think three steps ahead or where do I want to be in 3 years?" said Mara.

"Electronic Invoicing (EDI) is a very cost-effective solution on paper. However, after reviewing an implementation for Orica along these lines, it became apparent that it would take more than three years to convert most of our suppliers to some form of EDI and we would never capture everyone. The increase in Accounts Payable (AP) and Information Technology (IT) resources to run and manage this type of operation ruled it out as unfeasible".

The first phase of the AP Automation project began in 2008 when Orica Australia worked to centralise invoice processing and provide the capability to scan and OCR invoices that arrived on paper to eliminate manual keying in of data. This was accomplished with the acquisition of three Kodak i420 scanners at Orica Head Office and the OCR and Workflow modules of ReadSoft's INVOICE COCKPIT SUITE which runs seamlessly in SAP.

Phase two was all about further improving efficiencies. Orica has now added the COLLECTOR module to their system. Before implementing the new module, invoices received by email throughout the business would have to be printed out. These physical invoices would then be marked with comments and be sent by internal mail to the AP department for processing.

However with the addition of ReadSoft's COLLECTOR technology this is now changing the process dramatically. COLLECTOR allows invoices that arrive by email (as XML, EDI or PDF attachments) to be automatically captured, OCR-d and inserted into the automation workflow.

The ReadSoft COLLECTOR engine recognises the vendor by identifying their logo, then captures important information such as ABN number, invoice number and purchase order number and transposes the data into ReadSoft's INVOICE COCKPIT SUITE for matching and further processing.

Instead of sending invoices received through internal mail, they can now be scanned on local Canon MFPs and emailed to the

central AP department, to be incorporated into the automated ReadSoft workflow.

Many suppliers have responded positively since COLLECTOR was first implemented and a large proportion of invoices are now delivered as email attachments and processed this way.

Ciaran Mara said that prior to implementing ReadSoft's solution, Orica's AP department focused on internal procedures, making sure that when the paper invoice arrived, it was handled and processed in the most time efficient manner. There were slight gains in time saving and productivity for the department but no real impact on the P2P invoice life cycle.

"I focused heavily on breaking down the invoice life cycle into its various stages," said Mara. "I did a lot of data analysis and concluded that the invoices were taking too long to arrive in AP or too long to be returned to AP if sent out to the business for querying.

There were two focus points or bottleneck. First, was the mail. For any business the time it takes for an invoice to be printed, mailed, opened and distributed to the correct person can take 3-5 working days. Replacing these manual steps is a quick win and a very productive step in automated invoice processing.

The second focus was workflow. An invoice may need to be approved or sighted by several different areas of Orica before it can be processed by Accounts Payable.

These steps can take some days and there is no audit trail of who has seen it or what has been done in that time.

"The solution needed to be SAP-certified, as this would mean integration with our three SAP systems rather than another third party software communicating externally with our systems and heavy and costly reliance on third party IT. It was also important that the interface had an SAP look and feel on all screens. This would aid greatly in change management aspects of the implementation," said Mara.

"We needed a solution that took only a couple of months to install, would capture 100% of our paper invoices and would not require a lot of support from our IT team.

"BEFORE WE IMPLEMENTED
COLLECTOR WE WOULD GET AN
AVERAGE OF 360 EMAIL INQUIRIES A
DAY, THIS IS NOW DOWN TO ABOUT
60. IT'S HAD A HUGE IMPACT."

ReadSoft's automated invoice processing solution ticked all the boxes, had true global capabilities, came with an electronic workflow for real-time communications, and was fully SAP certified."

"In the past, a supplier would send a paper invoice to one of our business units where it could be held for a number of days before making its way through to AP. In the meantime we would have to deal with calls and payment inquiries without any idea where the invoice was sitting in the approval process. This could also lead to duplicate payments.

"Now within 24 hours, the invoice has been processed, input into SAP, and is completely visible anywhere within the business."

Staff that were dedicated to the job of printing and scanning invoices, and pursuing late or missing invoices, are now able to be deployed to more productive tasks.

"Before we implemented COLLECTOR we would get an average of 360 email inquiries a day, this is now down to about 60. It's had a huge impact," said Mara.

"The ReadSoft AP automation solution continues to meet my expectations. A key to this is that ReadSoft have a well structured support team and they listen to requests and ideas. I find that suggestions or enhancements I or other users have put to them in the past, continually come through in upgrades each year.

"The reality of resource re-allocation to invoice life cycle improvements is driving Accounts Payable productivity up and enabling more time to focus on OCR optimising and influence process improvement for the invoice life cycle from Supplier and Purchasing.

"Orica Accounts Payable wants to be seen as a driver and influencer of process improvement. AP is not just a cost to the business. It is a value added department. We are defying and challenging the status quo and those who say "it can't be done" and "this is the way we have always done things".

"Suppliers have recognised the cost and time savings to themselves in emailing invoices direct to us."

"Orica wants to provide the best service it can to its suppliers and focusing on internal process improvement is doing just that. COLLECTOR, Scanning, OCR and Electronic Workflow is combining to deliver a fast, efficient and cost effective solution, enabling our suppliers and business sites to be confident and satisfied we are delivering the promise."

Orica is now implementing the ReadSoft solution in the Asia region and is looking to expand to other regional hub operations. They are looking to implement ReadSoft's REPORTER module which will provide them with detailed analysis, audits, financial and scanning statistical data and many other reports that can be used for further process improvements.

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Enterprises at the frontline in the war against content chaos

Enterprise content management (ECM) represents both a strategy to deal with all types of content and a set of software products for managing the entire content life cycle. ECM suites combine document management and imaging, records management, Web content management (WCM), workflow and document-centric collaboration.

However, industry analysts Gartner warns that technology alone won't suffice to deliver business value. An ECM initiative must extend content governance and best practices across the enterprise. It needs to link content with business processes and outcomes.

Department of Premier and Cabinet

At the Queensland Department of Premier and Cabinet, there is no big stick approach to driving use of the TRIM EDRMS.

Since the TRIM implementation was completed in early 2009, around 600 users within the department and associated statutory bodies are underway with the migration from shared drive storage.

Mary Brehaut, Acting Director - Corporate Information, said that the whole department had moved to using TRIM as their only repository for Ministerial correspondence, and departmental briefs.

In addition, about 40% of users had migrated to using TRIM as their only repository for all business documents, and this figure is expected to grow to 80% within the next 12 months.

"It takes time because people must learn the system and you need champions in each area to drive its adoption. But we are finding the more staff use it the more they like it, and when they have made the shift we make their shared drive read only so they can only save documents in TRIM."

"We are also encouraging people to email TRIM links internally instead of document attachments.

The DPC is running TRIM 6R2 with Office 2007 integration.

A strict business process for official Ministerial correspondence and departmental briefs requires that a document must be lodged in TRIM to be approved.

Rather than using a rigid system workflow DPC used the existing "assignee" and "notes" function within TRIM to develop a business process which is flexible and has the ability to manage both structured and unexpected routes.

Incoming mail is scanned to a Tracking Folder, assigned to a responding author, who places the response in the same Tracking Folder. Any notes or instructions are placed on the Tracking Folder, and it is then assigned as required for review, comment, approval etc. Metadata relating to the progress of the Tracking Folder is used to report on outstanding items.

Christchurch City Council

Christchurch City Council has implemented TRIM as its EDMS (Functional Classification

based) but Lyn Ferris, TRIM - EDMS Administrator, points out that some things don't work with other systems in TRIM.

"We have set up a Team Based Shared Resources Drive which apart from Databases and shared spreadsheets is for non- corporate records. This includes templates and Standard letters, listings and labels, social photos and a place for document collation - for mail merges etc and then they must go to TRIM.

No security or AD groups allowed on this drive.

We have set up a restricted resources drive and this is for uploads to other systems such as direct debits uploads and payroll, traffic cameras etc. They are restricted to one level of security at the top only and the AD group is the name of the drive. These must be

justified by manager.

We have a PhotoStore which holds photos only - we delete anything not a JPG or TIF. This is a measure in place until we have a digital image solution (starting later this year).

All scanned documents go to the shared resources and are deleted every night.

All these drives are monitored for inappropriate documents (although we need more time to do it)

Old shared drives are read only while they are migrated to TRIM or dealt with - a 2 year process. We send out a migration list each month and give each group 5,000 documents to migrate. If they don't we are about to delete them unless they can justify why they haven't dealt with them and point to a documented migration plan. I suspect after the earthquake they will have plenty of excuses not to deal with them!"

Trilby Misso

For personal injury law firm Trilby Misso, document management is integrated within its practice management system (PMS).

The Queensland firm has around 150 employees and provides legal counsel in areas such as workplace accidents, motor vehicle accidents, occupiers liability and medical negligence.

The paper trail is still strong in Trilby Misso's field of specialisation, from interactions with its clients all the way through to briefing counsel and working with the courts, although most cases are settled before going that far.

Consultant Kate Hart, who has helped the firm implement a digital case management workflow, said the a driver for implementing digital capture and workflow was to reduce management risk and to provide an efficient quality service to clients.

"Our digital workflow helps guide users through the fairly prescriptive processes of a personal injury practise."

"Everything we do is captured within the practice management system," said Hart.

"All of our interactions with our clients are captured and attached to the case file."

The electronic file also includes email that has been sent by the PMS or saved from Outlook.

"Our aim was too make the electronic file represent the hard copy file, to aid with disaster recovery. We also wanted to provide a flexible work environment, so staff can access the file from work or home, wherever they are located," said Hart

Trilby Misso has also opened a series of local client service centres throughout south east Queensland,



"OUR DIGITAL WORKFLOW HELPS GUIDE USERS THROUGH THE FAIRLY PRESCRIPTIVE PROCESSES OF A PERSONAL INJURY PRACTISE." - KATE HART, TRILBY MISSO

where clients can discuss the progress of their case without having to travel to the main Brisbane office.

"Our paralegal staff there are able to access all the material on a client's file remotely, and we are also introducing videoconferencing if they need to talk to a lawyer directly."

An integrated print and capture environment acquired from Canon Australia includes 16 Canon imageRUNNER MFDs and 8 Canon DR9080 high speed workgroup scanners.

The solution also included 16 eCopy ScanStations spread amongst the scanners and multifunction devices and a new, customised eCopy connector. eCopy ScanStations are small-format touchscreens that attach to any Canon imageRUNNER and allow users to scan back to a businesses network. For Trilby Misso Lawyers they are used to connect into fax, email and the document management application directly from the device.

The Canon solution, including a customised eCopy connector and uniFLOW Output Manager, automated the process of ingesting correspondence. This has previously required time-consuming task of manual scanning, creating a PDF, consolidating to a group PDF then uploading it to the PMS.

Across the firm's Queensland offices, 20 decentralised teams manage the scanning of hard copy material that arrives in the post. After filling in the matter number when prompted by the eCopy touchscreen, documents are automatically scanned at high speed and made available via the PMS.

"We can now respond very quickly and our staff wherever they are can see correspondence as it comes in," said Hart.

"The need for the hard copy file is diminishing."

WaterSecure

Queensland Government authority WaterSecure has been working with Brisbane based Blumark for the supply and implementation of IBM's FileNet suite of Enterprise Content Management (ECM) products.

When WaterSecure started looking at the information they need to manage, and the systems on the market that would have the required capability, it was determined that what WaterSecure really required was a comprehensive ECM solution.

As well as being able to manage their records, they also needed a solution that could manage documents, automate processes and provide a repository for the plethora of construction and engineering drawings and records associated with the development of its infrastructure assets.

WaterSecure believes that through extensive discovery, planning and prototyping they can develop a solution that not only delivers business efficiencies, but also embeds records management compliance into business processes, making it invisible to the end user.

It is aiming to establish a single, secured store and source of truth for all documents and records, improve operational efficiency, and reduce organisational risks relating to document and records management.

The IBM FileNet platform is also expected to accommodate future information management needs such as data warehousing and ability to integrate with evolving business solution requirements.

"When you are building a system from the ground up, even the most modest functionality can make a big difference. We plan to take small steps at first in order to establish a solid foundation, then build further on the sophisticated capability provided by FileNet. We don't want to turn our users into records managers, so the more we can build into the background, allowing users to work in familiar surroundings, (be it Outlook, Word etc,) the better", said Trish Wichmann, WaterSecure's Manager Knowledge and Information.

WaterSecure already works principally in an electronic environment, albeit on shared drives, so they intend to capitalise on that by digitising paper documents and records and operating,

as far as possible, in an electronic world.

According to Gartner, 2010 will see the enterprise content market (ECM) market return to double-digit growth (11.1%) reaching \$3.9 billion in total software revenue worldwide.

According to analyst Karen Sherga, "Content management used to operate on its own, managing a microcosm of documents. Today, executives fund content management only if it improves business directly.

In some cases, circumstances make well-established

technologies such as those for WCM, information access and records management particularly valuable as enterprises want to make their websites more competitive, boost workers' productivity or improve e-discovery.

"In other cases, taking a sequential approach

to ECM by implementing only specific functions and basic applications in smaller steps can allow the organization to see benefits faster and prove success in stages, rather than going for a full-blown ECM deployment."



"WE DON'T WANT TO TURN OUR USERS INTO RECORDS MANAGERS" - TRISH WICHMANN, WATERSECURE

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Digesting the ECM Alphabet Soup

26 tips that spell success

by Laurel B. Sanders, Optical
Image Technology

Content management technologies advance so quickly that it's hard to keep up. From enterprise content management (ECM) to electronic document management (EDM), business process management (BPM), business intelligence (BI), EDRM (electronic document and records management), records and information management (RIM) and more, technology increasingly resembles a bowl of alphabet soup. So many acronyms are floating around that it's hard to know what order to put the letters in and what they're supposed to spell. Whether you're scanning files for historical reference, providing information access via a customer portal, or are in the midst of enterprise-wide process automation, there are standard steps you should take that will help you to succeed. No matter what acronym your solution spells or what your goals are, these 26 steps should be applied and revisited throughout your project implementation. If you miss one, your project might turn out a bit differently from what you are hoping for. How and when you use each tip is up to you, but be sure to use them all!

Align your business and IT goals. Some of the greatest project failures result from a mismatch. IT's role is to support business objectives, but IT resources are often stretched. Educate each other. Negotiate.

Budget carefully. Software and hardware alone don't represent Total Cost of Ownership (TCO). Customisations, disaster recovery planning, training, and testing carry costs. Plan accordingly.

Collaborate with all of your department managers. Set enterprise goals even if you're starting with a departmental project. Think globally. Otherwise, you'll find yourself reworking projects unnecessarily.

Document your business processes carefully. Diagram the steps in each process. Know where processes and documents intersect. Look for duplication that can be streamlined or eliminated.

Evaluate project goals against your company's 1-year, 3-year, and 5-year vision. Know where your company and your department want to be in the future. Does your project support those goals?

Fight to do things right the first time. It's better to take on a smaller project and do it well than to fail to meet end goals. Pick a painful process first, or one where automation will produce substantial ROI.

Gauge employee readiness for change. Resistance can lead to sabotage. Don't keep your employees in the dark about your goals. Show your employees how you plan to help them succeed.

Hire outside services wherever you lack time, skills, or resources. If there are too many slowdowns, hiccups or delays, your project will miss deadlines, won't be taken seriously, and may risk irrelevancy.

Involve your staff. Understanding, improving, and automating processes requires knowing every aspect of your business. Getting to the bottom of how things really work requires everyone's help.

Judge no one. You can't embrace every scheme for improvement, but you need creative ideas. If you squash a few, you may silence the voices you need to reach your potential. Be a good listener.

Keept nothing that isn't essential. If there isn't a regulation requiring you keep a document—and you know it isn't important for legal, historical, or business reference—get rid of it. No more clutter!

Learn what you can from peers and colleagues. Check with others who have implemented similar solutions. What advice do they have from their experiences? What would they do differently?

Maximize efficiency wherever possible. Is similar information collected for multiple departments? Are more people involved in a process than necessary? Can forms or steps be condensed or eliminated?

Notify your vendor immediately when expectations aren't being met. Most problems result from miscommunication, not poor technology. Address problems while they're small. Don't let them fester.

Orchestrate efficiency with smart integration. To recycle meaningful information wherever it has value, information technologies must be connected. Otherwise, you're underutilising your data.

Prepare staff for change. Make sure you not only have a training program in place; communicate early and often with employees to allay concerns. Remember, you want them to succeed. Help them to do it.

Question how things are done and make improvements. Just because you've done something a certain way for years doesn't mean it's still relevant. Automating poor processes makes them faster, not better.

Review goals regularly and make adjustments. Even though it's important to stick to your vision, sometimes things are discovered mid-way that demand rethinking. Schedule periodic reviews.

Start small (but think big). Even though technology projects should be designed with enterprise goals in mind, start small and build on each success. Set realistic, achievable goals. Employees will value that.

Test, test, test. Whether you're scanning documents, automating routine processes, or mechanizing your retention program, make sure it works. Testing is relatively cheap. Fixing things later is costly.

Understand the needs of everyone on your team. Encourage ideas for ongoing improvements. Plan face time as a group so diverse needs and possible solutions can be discussed. Keep an open mind.

Verify what you think you understand. Restate goals along with next steps. Clarify who is responsible for what, by which time, and required resources. Put expectations and deliverables in writing.

Work diligently toward your goals. Internal demands can distract staff from project goals. Give staff the time and resources they need to stay focused. If you can't, hire your vendor or other qualified help.

Xerox no more. Capture information at the start of the information cycle—upon creation or receipt—not at the end of your processes. Otherwise you're spending money unnecessarily and losing efficiency.

Yield to cost cutting with great caution. If you budget your hardware, software, integration, upgrades, and staffing needs carefully, and put all expectations in writing, you shouldn't need to cut.

Zero in on success. Mark milestones. Frame your first shredded file. Hand out t-shirts when ROI is achieved. Give a pat on the back. Show appreciation to encourage repeat performance. Celebrate!

Information advantage

As President of the Information Intelligence Group at EMC, Mark Lewis directs the strategy for a division that employs more than 2600 people. He develops the global giant's strategy and solutions for enterprise search, document management, collaboration, archiving and ediscovery. While in Australia for a recent visit to EMC's customers in the financial and government sector, which include the Commonwealth Bank, Macquarie Generation and BHP Billiton, Lewis outlined his thoughts on where enterprise content management is headed.



You have to have a robust content system that has security and deep policy management in order to make any of these case systems work." - Mark Lewis, President of the Information Intelligence Group at EMC.

IDM: *Where is EMC's customer base in Australia and New Zealand?*

LEWIS: We have a large customer base in financial services and some other areas but I would say in general we're seeing a great growth trend in government. They're really looking to automate and appreciate much more the value of what technology can do for them in terms of business efficiency.

IDM: *What is the story you're able to tell them regarding where Documentum is going and the solutions EMC is able to offer?*

LEWIS: A great story. We clearly started out in the enterprise content management business with Documentum when I was the CTO. Originally we acquired Documentum as storage repository platform play and we've continued to extend the base functionality in and around information management, and what we now call information intelligence, by adding and acquiring Captiva, adding capture, acquiring a company called Document Sciences to add in specialised communications and output management.

We've recently invested in a small company called FatWire which is the leader really in Web experience management, and we've invested heavily in composition and process management as well as analytics.

So we see this base ECM market, which I think Gartner has at \$US\$B a year growing by mid to high single digits. Where we see the real opportunity though is, while still embracing the base features that we have in scanning and in ECM, extending into the market that we consider to be case management.

"This brings a very sophisticated set of processes that are information-driven as well as case or people-driven, but not really as much process-driven, they're process-enabled if you will, but really driven through the context of information themselves.

"We see this as a huge emerging market principally done today with a very high degree of either non-automation or very expensive custom applications being built. So from a technology player perspective we believe that this is an almost disruptive potential we have in the market to bring a new technology platform to bear on a problem that is consuming we believe some \$200b a year in services.

IDM: *Many regard EDRMS and content management separately to their case management platforms which are generally a custom-built business application. You're talking about an opportunity to fuse the two.*

LEWIS: We think for a bulk of case applications we have a better way and the reason we think that is that we think that in most case applications, at least the variety that we are looking for, are really information-enabled and decisions and processes are set based on the information.

Continued over



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I was talking to a customer today who actually has Documentum but had a similar comment to me about case systems and they looked at that as "oh well we're buying a workflow engine or a BPM engine."

By the time we were done the individual said "Wow, it's a completely different perception." Consider a case in health care or claims management, where someone is going to go in for an operation and they need to get insurance or that the coverage needs to pay. All of that case is based on information coming in creating the case initially: reports, doctors' evidence, etc. It's all content-driven, the case progresses based on electronic medical records management. You have to have a robust content system that has security and deep policy management in order to make any of these case systems work. It's not a practice-centric thing, it can be very much in most of these cases about securing information and managing information workflow.

"THE DIFFERENCE BETWEEN US AND AN ERP OR A CRM SYSTEM IS WE DEAL WITH A MUCH GREATER MIX OF STRUCTURE."

IDM: *Are you proposing to turn an unstructured data content management system into a case management system, on a similar level to what is required to build and maintain a custom application?*

LEWIS: The difference between us and an ERP or a CRM system is we deal with a much greater mix of structure. There's some structured information but cases tend to be about content. If you're in insurance claim processing a case starts when an accident report comes in or someone sends in a claim.

And then a series of different media content, maybe insurance photos and estimates and quotes and other things, comes in that create that case. What we try to do in the building of an application, as people have done for years with Documentum, they tend to build applications around Documentum. What they did was they wrote code, everything they had to do was writing code to build that application so they were effectively doing case management but just part-coding it into applications.

The difference with Documentum xCelerated Composition Platform (xCP) is we focus the bulk of the effort on composition, not code, by having templates and a visual GUI of drag and drop objects. Business analysts just step in and create the workflow that they want in the composition issuing engine. Maybe some code needs to be written for connectors and other things but we try to eliminate the bulk of that code and really change the paradigm from coding to composition.

IDM: *So BPM is integrated within the Documentum platform?*

LEWIS: That's another important piece, there's a lot of workflow engines out there. A lot of people come to me and they say, well why doesn't EMC just buy a focused workflow engine and then I'll buy Documentum?

And I say well the difference we've found is if you have Documentum you have our Captiva capture products, we've integrated all of the templates and all of our essentially composition modules directly with Documentum so you can do very deep things still with high order drag and drop business analytics.

The reason the whole platform works together is that most BPM engines are very generic, they route this, do that but they take a lot of code and a lot of connections written around them and most of their templating is very, very generic, it's almost like you know working with Visio, it doesn't give you a lot.

By integrating a composition framework in our pieces we can expose all of the detail, nuances of Documentum and the capabilities there directly in the composition platform.

IDM: *Do you see Documentum working behind Sharepoint and able to complement it in most corporate scenarios.*

LEWIS: Absolutely. SharePoint is focused where Microsoft likes to focus, the Office platform and user experience. It's a very big market. When you look at IT however, the very thing that makes Sharepoint beneficial to the users, and the users like about it, IT struggles with. Because it means that companies can have thousands of SharePoint instances created. It can be all over their infrastructure and data centre and the content in them is not duplicated, it's not managed and there's no way to really organise that information and secure it in a singular effective way. And it's the old adage, I love my first instance of SharePoint, I like my tenth and I hate my hundredth. It's easy to start but as it grows bigger it's harder and harder to administer. Most enterprises that have used enterprise content management, want governance and management of that information.

IDM: *Kazeon was a major purchase for EMC, do you see a big market outside the US where ediscovery has such a high profile?*

LEWIS: I'm almost regretting the title of e-discovery because I've just been to India and Singapore before I came to Australia. One of the hottest things the customers want to talk about is Kazeon. If your country is not as far along the road to litigation regulation as the US, why would people be so interested? Well what I see is an incredible pull for the more basic concept of indexing information in the wild.

And there's so many news cases for being able to go across content repositories, shared drives, file systems and PCs to index that information and then be able to do queries for any number of use cases. E-discovery always comes across as "Oh I'm getting sued so I have to pull in information" but there's many more times when it's what we call early case assessment, where something has happened that's bad and you haven't even been sued yet, you may never be sued but you want to understand what has happened or right up to that problem, dealing with regulatory or security concerns around, I want to look across my shared drives and PCs and ensure that there aren't confidential files out there.

"I LOVE MY FIRST INSTANCE OF SHAREPOINT,
I LIKE MY TENTH AND I HATE MY
HUNDREDTH. IT'S EASY TO START BUT AS IT
GROWS BIGGER IT'S HARDER AND HARDER
TO ADMINISTER."

"I want to be able to pull in content and do a particular internal investigation on something where employees are in dispute. The interest is in company-monitored e-discovery, the simple indexing of this unstructured data such that it can be used by compliance and legal for many different use cases beyond the "I've just been sued" case.

IDM: *There are consulting and litigation support firms that offer services to corporate and government customers and then there are those that install them on premise and they're two separate markets. How are you looking to raise the presence of Kazeon within the consulting and litigation support sort of industry for e-discovery in Australia?*

LEWIS: Our global market strategy follows a two-point strategy: on one side we talk to risk officers, compliance officers, legal officers and IT within companies to share what they can use, what the technology in general can do for them on e-discovery early data assessments.

But there's also services companies that are brought in typically in the panic period when the company is being compelled to provide information and what we try to do with those companies is make them aware of the technology we offer. Early indexing, scanning and early case assessment is all about reducing the amount of manual effort in finding information.



Chris Eddy is Director Organisation Development at Hobsons Bay City Council, situated on Port Phillip Bay around 10 kilometres west of central Melbourne.

Hobsons Bay City Council has around 480 computer users that were using an ageing document management system custom-built 12 years ago in Lotus Note before migrating to Objective in 2008.

The Council has just upgraded to Windows 7 and Office 2007, and is in the process of virtualising its data centre and refreshing its core switches for VOIP telephony.

"The previous system had rudimentary functionality, because of its limitations and a lack of strong policies and procedures around it was notable in its lack of use," said Eddy.

In addition to the DMS, staff were storing content on network drives and managing their documents out of their email inbox. With no limits on inbox size, this had led to an explosion of up to 5GB in individual inboxes.

"We really had a bit of a mess on our hands, you could not be confident anything could be found," said Eddy.

Arriving in 2004 with direct responsibility for record management, Eddy appraised the problem and realised there would be no quick fix. As it would require significant investment from council, a business case was needed, which was begun in 2004. Two years in development, this resulted in a tender being issued in 2006, which Objective won in 2007.

"We chose Objective as it represented the easiest to use, most flexible and streamlined solution," said Eddy.

Objective performs a range of key business functions within the Council, which range from handling incoming correspondence to compiling council reports.

"At one point we were looking at a SharePoint solution, but baulked at the amount of development required. It looked like a bit of a bottomless pit compared to some of the off the shelf systems out there," said Eddy.

"Implementing Objective involved a significant change management program. We began by getting management support for a program lock down all network drives. Since we went live with Objective, they became read-only and we gave staff three months to migrate documents to Objective.

"We had people with mailboxes of 4-5GB which equated to 10s of thousands of emails going back many years, so that was a cultural change as well. We began with a 1GB limit and have brought that down to 750MB and looking to go further.

Managing images is a challenge for the future.

"We can store images in Objective 7.4 but it does not give thumbnail previews. I was looking at a separate DAM platform but when Objective announced the functionality that would be

included with the 7.5 release I decided it was better to wait."

The image challenge derives from storing resources for PR & marketing, as well as photos taken for building inspection, food safety and engineering, that are still stored on network drives.

Typically staff will all take hundreds of digital images and come back to the office and download them to shared drive with no thought to naming and file size limitations.

Prior to the rollout of Objective there was not a functional retention strategy at Hobsons Bay, as the previous DMS had a disposal schedule but staff weren't using it.

"Documents are now appraised and sentenced upon registration into Objective," said Eddy.

"When entering documents there are some metadata fields that are mandatory. We do a lot of training to impress on people the fact that the more data they can put against an object the easier it is going to be for someone to find it when they need it at a later stage.

Most of the data on shared drives has now been migrated across to Objective, apart from a few exceptions such as some complex documents such as Access databases or documents with lots of linkages

"It's a requirement that if an email is a corporate record then its put into Objective, but that's only as good as people complying with it. Its very easy to do in Objective, its just a drag and drop or single click and all of the metadata is automatically captured," said Eddy.

In the future Hobsons Bay is looking to expand its implementation of Objective to include management of engineering's AutoCAD drawings.

"Workflow is also very powerful in Objective and something we want to use more of," said Eddy. "The search is very powerful in Objective but we are also looking to be able to search across other repositories," he said.

VOIP telephony will provide voicemail linked to email for archiving, which becomes another data type to manage in Objective.



"As we move into areas such as audio or video, another strength of Objective is that virtually all we need to do is create a new object type, then create a set of metadata against it and it becomes easy to manage. I'm confident that whatever comes the system is customisable and scalable to cope with our changing needs."

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

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

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EDRMS – a contradiction in terms?

ECM's main challenge isn't the organising and storing of content, but rather liberating information contained in documents and records for productive use, writes Abie Speers.

Unlocking the valuable information contained in documents, and using it for the benefit of the organisations is where the real business value of ECM systems lie.

In this regard, organisations implementing electronic document and records management systems (EDRMS) and thinking they are checking all ECM boxes are doing themselves a disservice. Document management and records management have fundamentally different goals, and combining them in one system always ends up in compromises that lead to substantial organisational underperformance.

Consider the analogy with Financial Systems.

Organisations generally have Financial Accounting and Management Accounting systems. Financial Accounting is based on compliance to regulated external standards and is mainly aimed at proving past performance, but is not much use in defining future performance.

Management Accounting, conversely, is not based on regulated standards, but rather on good industry practices and business imperatives. Its purpose is to mine information from historical data, in order to use it to improve decision making and thus optimise future performance. Efforts to combine Financial and Management Accounting invariably leads to a system that is dominated by compliance issues, and in the process loses the freedom to focus on business improvement.

Let's replace 'Financial Accounting' with 'Records Management', and 'Management Accounting' with 'Document Management', in the previous paragraph.

Organisations generally should have Records Management and Document Management systems. Records Management is based on compliance to external standards and is mainly aimed at proving past performance, but is not much use in defining future performance. Document Management, conversely, is not based on regulated standards, but rather on good industry practices and business imperatives. Its purpose is to mine information from historical data, in order to use it to improve decision making and thus optimise future performance.

Efforts to combine Records and Document Management invariably leads to a system that is dominated by compliance issues, and in the process loses the freedom to focus on business improvement.

The holy grail of document management should be to enable quick and easy access for everybody in an organisation to exactly the right documented information needed to make the most optimal business decisions.

Organisations that aim to introduce a comprehensive Electronic Document and Records Management System (EDRMS) for all content invariably get hung up on



compliance to records management standards that doesn't share the same imperatives, and despite high ideals they always end up compromising on providing easy and intuitive access to documented information for corporate decision making.

By all means, do what needs to be done to comply with the records management standards governing your organisation. However, if your content contains information that can be used to improve your business decision making, you need to ensure you have systems that are focussed on liberating this information in the most user friendly way possible.

In the financial world there is no such thing as an efficient combined Financial and Management Accounts system, because the different objectives and drivers are clearly recognised and valued. Isn't it time that the content management world acknowledges these imperatives?



Abie Speers is founder and Managing Director of Engineering Informatics, a product independent Enterprise Content Management (ECM) consulting company. www.ei-anz.com

VicSuper tames the mailroom

Australian superannuation fund VicSuper has introduced a Case360 workflow solution to help manage and document its process-intensive environment.

With 180 employees at five locations throughout metropolitan and regional Victoria, VicSuper administers in excess of \$7.1 billion worth of members funds for more than 255,000 members.

The organisation decided to introduce a scanner into the mail room to replace much of the manual sorting, to reduce data entry demands on staff, reduce risk and to speed up cheque processing. Every week VicSuper receives well over 1,000 items through the mail, 70 per cent of which contain cheques that need to be separated, noted and processed before they can be banked and credited to member accounts.

Janine Westerbeek, Manager Employer Operations at VicSuper explains, "We employ some very qualified people and were getting them to spend a lot of time on repetitive tasks such as sorting and keying in information from forms that came in the mail. We wanted a software solution that would speed up our turn-around times and improve accuracy by eliminating manual errors."

To meet the scanning needs, VicSuper selected an OPEX AS3690i high speed, high volume scanner.

"This took out some of the manual sorting previously required in the mail room, but it wasn't the whole solution that we needed," Westerbeek adds. What VicSuper really wanted was to automatically classify forms, extract and validate data from incoming mail, and export that data in a format suitable for further processing in the workflow application. At the same time, the solution had to fully address the fund's compliance and risk management requirements.

"We'd heard about OCR [optical character recognition], a technology used in other industries but not yet widely adopted in superannuation and decided that this was where we needed to go," Westerbeek says.

After looking at different suppliers VicSuper selected an EMC Captiva software system, installed by EMC partner, WindowLogic. It was a project that relied heavily on configuration and integration because, for any of VicSuper's efficiencies to be realised, it was critical that WindowLogic tie together the OPEX scanner, Captiva and Case360 into a single, end-to-end solution. It took three months to set up and test the system before going live.

Today, when mail enters the VicSuper mail room, it is scanned, automatically sorted and classified before being passed on to the organisation's workflow application.

Westerbeek says, "It has significantly improved our turn-around time, particularly around cheque processing. The new system allows us to credit member accounts within hours of the cheque arriving when in the past we could not even start the process until the cheque was receipted by the bank the next day. This is a great result for our members as their requests are actioned faster and they can see funds received immediately through VicSuper MembersOnline. So we're also getting less calls from members who want to know if we've received their cheque."

Westerbeek notes, "We've eliminated some work from the mail room. Staff don't have to sort so much any more, just the exceptions where the software is not sure what to do." The finance team has also benefited through a reduction in paperwork and time required for banking.

Financial year end test

The new mail room system experienced its first big test in the last week of June 2010, when it carried out end-of-financial year processing for the first time.

Always the busiest time of year for a fund, end-of-year sees a huge increase in mail as members scramble to make deposits to catch up on missed payments, meet legal obligations or take advantage of tax benefits.

"This year there was a lot less stress in the mail room," Westerbeek observes. "Normally there are piles of mail waiting to be manually sorted and piles of cheques that the finance team has to try to bank before 5.00 pm. This year the envelopes were loaded onto the scanner and everything was quickly scanned. The scanner identified the cheques and put them into a neat pile. It printed out a summary of all the cheque information, and everything was passed on to the finance team. The process worked really well and we were comfortably completed before close of business," Westerbeek confirms.

"We believe that this system has significantly improved our back office efficiency and is now freeing up our staff up to do more higher value tasks for our clients and deliver outstanding customer service."

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Data theft is de rigeur says SailPoint survey

For companies concerned about protecting sensitive electronic data, SailPoint's 2010 Market Pulse Survey reveals an alarming set of worker attitudes: employees openly admit they would take company data, including customer data and product plans, when leaving a job. Conducted by Harris Interactive, the online survey probed 1,594 full- and part-time employees and contractors in the United States and Great Britain about their attitudes toward accessing and viewing of company-owned data.

In response to the survey, 49% of US workers and 52% of British workers admitted they would take some form of company property with them when leaving a position: 29% (US) and 23% (UK) would take customer data, including contact information; 23% (US) and 22% (UK) would take electronic files; 15% (US) and 17% (UK) would take product information, including designs and plans; and 13% (US) and 22% (UK) would take small office supplies. Interestingly, employees don't perceive the recent recession as greatly influencing propensity to steal: 45% of the US and 48% of the UK respondents felt that a coworker's tendency to steal from an employer has not been influenced by the recession.

"Companies should be gravely concerned with these survey responses," said Jackie Gilbert, vice president of marketing and cofounder at SailPoint.

"I believe the survey illustrates that many employees may not believe that taking company data is equivalent to stealing. It highlights what I call a 'moral grey area' around ownership of electronic data. We see this in the fact that there are more workers who are comfortable taking various forms of company data, such as customer contact information, than workers who would take a stapler. As frequently as employees move to competitive companies, these attitudes are major red flags for employers."

The Market Pulse Survey also asked workers what they would do if they were inadvertently granted access to a confidential file (such as one containing salary information, personal data, or plans for a pending merger). 45% of US and 57% of UK respondents said they would look at the file, while 36% (US) and 27% (UK) said they would not look but would alert a manager to the mistake. Very few workers (1% in the UK and less than 0.5% in the US) stated that they would attempt to sell confidential data found in improperly secured files, although 2% (US) and 3% (UK) said they would look and tell others about the information they saw.

"The survey highlights an ongoing challenge that companies face: how to balance business risk with the need to give employees access to sensitive applications and data in order to perform their jobs," said Gilbert. "As a starting point, companies need to clearly define policies in this area and educate workers about treatment of confidential data. Step two is to strictly limit and control what applications and data are accessible and to put automated systems in place to promptly remove access when an employee transfers roles or leaves the company. As a step three, companies should conduct quarterly access reviews to ensure that employees truly need the access privileges they have – especially for highly sensitive systems. Companies may also need to monitor the activity of employees who access highly confidential data in order to prevent incidences of fraud or data breaches."

SailPoint's Market Pulse Survey was conducted online by Harris Interactive among a total of 3,517 adults (2,542 age 18+ in the United States from June 24 to 28, 2010 and 1,065 age 16-64 in Great Britain from June 29 to July 5, 2010). Among these, 1,594 employees with access to their employer's/client's IT systems participated in the survey:

Unweighted bases for the survey are: Total (3,517); US (2,452); US Employed With Access To Employer's/Client's Computer Systems (1,006); Great Britain (1,065); GB Employed With Access To Employer's/Client's Computer Systems (588)



PDF Render Center delivers document management

softXpansion has released version 6 of PDF Render Center, an application for PDF-based document management systems in networks. PDF Render Center 6 works as a PDF server. It converts documents into standard file formats (PDF and image files) and distributes the resulting files automatically.

Conversion and distribution are administered centrally by the PDF Server. PDF Render Center 6 includes both the license to create PDF files on multiple client computers (multi-user license) and special technical features to efficiently use it in multi-user environments. It can be integrated into existing document management systems and is able to process large amounts of documents or data. At the same time, it reduces the costs for systematic processing, copying and archiving.

The converted documents and data will be available in back end systems, for administration in databases as well as in document management and content management systems. Any content, previously unstructured or not, can be systematically organized, archived, protected and sent with PDF Render Center 6.

Set and forget forensic freeware

HBGary has released a new freeware tool that offers the ability to automate forensic data acquisition tool over a network, FGET. It simplifies the process of acquiring forensically sound copies of data on the hard drive, including the prefetch directory, system32\config directory, and all user's NTUSER.DAT files.

FGET which is short for "Forensic Get" is a network-capable forensic data acquisition tool. Its primary function is collecting sets of forensically interesting files from one or more remote windows machines. FGET starts off by creating a local repository folder @ C:\FGETREPOSITORY\ and from there it will automatically create named sub-folders, one for each machine you run FGET against. By default, FGET is able to obtain a forensically sound copy of any file on the system, including those that are locked and in use (pagefiles, registry hives, etc).

FGET can also be used to fetch NTFS special files that aren't normally accessible thru the live operating system such as the \$MFT, and system restore point data. FGET is also fully capable of bringing back a copy of a deleted file, assuming the file In questions FILERECORD data hasn't been overwritten or reused.

According to the company, FGET does the same job as commercial tools costing multiple thousands of dollars.

Freehills deploys Recommind

Freehills has selected Recommind's MindServer Search to deliver next-generation information access across the firm. Based on Recommind's CORE (Context Optimised Relevancy Engine) platform, the MindServer Search deployment will form the backbone of the Australian law firm's knowledge infrastructure.

MindServer Search combines sophisticated, concept-based search technology with a simple user interface to provide highly accurate results that are tailored to the information requirements of the organisation and its individual users.

Implementation of the solution across its network of 2000 lawyers and support staff, will provide Freehills with capabilities to instantly crawl, index and access information from its Autonomy Worksite document management libraries, Microsoft SharePoint, Aderant Expert PMS and additional sources, as well as Matters & Expertise. Freehills will deploy MindServer Search as the primary search technology making firm information and work product exponentially more usable and actionable across the organisation.

"Our first priority will be to utilise the benefits of MindServer Search across our intranet and knowledge repositories, thereby maximizing the significant investment that we have made to date in these areas," commented Janet Young, COO / CFO at Freehills.

"We believe the ability to find the right information just when you need it is essential for delivering a high quality and timely service to our clients."

"Freehills is a leading blue chip law firm in the Asia Pacific marketplace and a very welcome addition to the growing Recommind client base in the region," added Grant Watt, Director of Channels at Recommind. We are very excited about working with the firm."

To further supplement its information access and knowledge management efforts, Freehills will also implement Recommind's QwikFind search bar. Recommind's unique QwikFind search bar provides instant access to MindServer Search from within Microsoft Office applications (i.e. Word, Outlook, Excel) or from the Windows desktop toolbar, negating the need to launch a separate window or application in order to perform a firm-wide search.

SharePoint under diagnosis

Idera has announced the availability of SharePoint diagnostic manager 1.2, that provides real-time performance analytics of all SharePoint servers from a single console, enabling administrators to identify, diagnose and resolve performance and availability problems.

SharePoint diagnostic manager offers continuous, automated 24/7 monitoring from a central console and an "at-a-glance" view of the health and performance of the entire SharePoint environment.

It offers page-component-level performance analysis, enabling rapid identification of items impacting page performance, and automated alerting of poorly performing pages and controls as well as server performance issues.

Idera's SharePoint diagnostic manager is \$US995 per server.

OnePlaceMail 4.2 launched

Scinaptic has announced enhanced integration of its OnePlaceMail product with Microsoft Office, Outlook and SharePoint in its latest release, Version 4.2. OnePlaceMail promotes the user adoption of SharePoint as a central repository for managing and securely sharing information across the enterprise.

It offers the ability to drag/drop Outlook emails directly to SharePoint, capturing essential email attributes automatically and optionally allowing the completion of additional destination Column information at the point of upload. Emails are stored in their native .msg format with the full integrity of the email and attachments maintained.

Version 4.2 includes support for full type-ahead in Lookup Lists (similar to type-ahead support already provided for Enterprise Keywords/Managed Metadata)

It also adds the ability to send and save email to SharePoint when using the Outlook 2003 email client, in addition to the already supported Outlook 2007 and 2010.

Scinaptic has also announced full 64 bit compatibility for OnePlaceMail with the 4.2 release.

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What's driving DIY ediscovery?

David McGrath continues his series of articles looking at the drivers for insourcing ediscovery and the overlap with information management. How should the whole process be approached?

So how to you get started? There is a lot of talk about the need for IT and legal to work closely together. In this case, a partnership between IT and legal departments is a necessary first step. Gartner reports that often the selection of e-discovery software is a joint decision, and sometimes a joint purchase, of these areas.

As there is a clear crossover with information management, it is important to involve information and records managers. This should be done irrespective of whether they have actual ediscovery experience. It is very likely that there will be spin-off benefits for information management from the initiative.

Ideally of course, you should have specific ediscovery experience on your team. As such a project may be driven by a previous ediscovery, you may have that experience. If you do not you should consider contracting it. There are a number of organisations, including major business consulting firms, with significant ediscovery experience who can provide quality consulting services.

The first job of this group is to build a business case. Litigation costs may be more substantial than you think. The true costs of litigation may be spread around your organisation with liabilities paid by a particular business unit or from a legal reserve, legal paying the external costs of litigation and information technology contributing their time and resources to the effort.

To give you an idea of the true cost of litigation, Gartner reports that in the United States, a return on investment can be generated in just 3-6 months, or after one large case, using either moderately priced (\$100,000 - \$500,000) or even expensive (over \$500,000) e-discovery software.

As Gartner notes, the savings come from, "defensibly culling the amount of data that is passed on to further steps in the e-discovery process, by allowing in-house attorneys to "go back to the well" and refine their searches, either coming up with more data (to avoid sanctions) or refining existing data sets to the relevant documents to pass on for further consideration".

Information & Systems Audit

Part of the project team's work should be the auditing of your IT systems particularly its data stores. Document these data stores and the systems they are associated with.

You need to pay close attention to legacy data such as backup tapes which over time, accumulates more and more data which is onerous to discover but may not be able to be completely ruled out as a potential source of discovery.

Assess your ediscovery risk in relation to those stores of information. How much redundant data is there? Is all the retained information required for a valid business purpose or legal obligation? Look at your organisation's document retention policies and determine whether data can be justifiably retired.

Assess the nature of that information. Is it a business record i.e. is it evidence of what was done in the course of business activities? Simple examples would include emails, written notes of business interactions with clients or third parties, financial documents, board minutes etc. whether written on paper or even recorded in a contact management system.

Examine how the data and systems are used. Review the organisational controls in place but more importantly examine your employees actual information management practices. This needs to be "stress tested" with a few different ediscovery scenarios.

It is a common mistake to think that an information management system used to support everyday business will perform as well years later when the aims and objectives for finding and retrieving data

have changed.

Look closely at your email



systems and ensure they are well managed. Email is today's primary business communication tool of choice and usually forms part of the ediscovery. It is also a good source of "smoking guns". Email archiving systems increasingly include preservation, review and analysis functions.

Finally, don't forget the hard copy! Even though 90% of the records created today are stored electronically, professionals working in electronic discovery will tell you that most electronic discoveries still contain significant volumes of hard copy information. In an e-discovery you may need to include the hard copy in your early case assessment tool.

From these steps, even if you don't purchase ediscovery software, you should have plenty of ammunition to overhaul the procedures and policies relating to responding to litigation, information management and governance.

E-Discovery Software Industry

E-discovery is a maturing market with entrants from a variety of categories including storage and archiving, search and information access, content and records management, workflow and end user applications designed for lawyers, security professionals and law enforcement agencies.

Gartner has identified three major categories of e-discovery software.

The first are the information governance vendors, who include existing enterprise content management, records management and archiving vendors, who have added preservation, processing and early case assessment functionality. Players in this area include Stored IQ, Kazeon, Access Data and Guidance Software.

The second are vendors who cover identification, collection, preservation and processing. This category includes Nuix, Clearwell and Autonomy. Gartner notes that increasingly these vendors claim early case assessment capability.

The final group is concerned with processing, analysing and reviewing documents and includes document categorisation and redaction functions. They include the early legal review platforms and "litigation support" databases.

This group includes products like kCura Relativity, FTIRingtail and Attenex, CT Summation, CaseLogistix and Autonomy's Introspect.



David McGrath is a Sydney-based solicitor and experienced ediscovery expert. The next article in this article in this series, to be published in the September-October 2010 edition of Image & Data Manager magazine, we will look in more detail at the specifics of ediscovery insourcing including process, data management and a brief review of the software providers.

Back Up for Recovery, Archive for Discovery

By Paul Lancaster, Director, Systems Engineering, Symantec Australia and New Zealand

In today's fast-paced, data-driven business world, having the right information at the right time is the difference between success and failure. And, with organisations currently dealing with unprecedented amounts of business-critical data to store yet keep accessible, the challenges of managing information have become even greater. What's more, this trend is likely to continue, with some experts predicting that organisations will have 50 percent more information—including email and other unstructured data—to manage every year.

As a result, information management is now a proximate and pressing business concern. Organisations must ensure that electronic data is routinely backed up, safely stored, and recoverable in the event of a disruption or disaster. At the same time, they must also make sure records are preserved and expired in conjunction with retention schedules and are searchable and discoverable to enable efficient response to litigation and investigatory matters.

Today's advanced backup and intelligent email archiving tools address these challenges, and together form the cornerstone of a proactive information management strategy. Used together, advanced backup enables data recovery, while archiving efficiently and proactively enables data discovery.

Data Recovery

Backup technology has come a long way since the days of tape-only solutions. Next-generation tools now leverage both disk and tape to enable organisations to automatically and continuously save information and store it on-site for recovery of individual messages or files, to back up and recover data at remote offices, as well as to back up large amounts of data enterprise-wide and store it offsite for longer-term disaster recovery purposes.

Indeed, the objective of backup tools is to recover data, thereby providing a precaution against the loss or damage of that information. These tools have matured through the years, with advanced backup tools now enabling organisations to augment traditional tape-based data protection with disk-based backup technologies. In fact, many organisations currently back up primarily to disk, with some using it for daily, continuous backups as well as a replacement to tape as the final repository for information.

Better yet, today's most sophisticated backup tools optimise backup and recovery for both disk and tape, giving organisations a single, unified console for managing their many backup and recovery technologies - from snapshots, replication, and virtual tape libraries (VTLs) to deduplication and continuous data protection.

Clearly, these next-generation backup technologies are essential for recovering data. However, when used for litigation response, backup falls short. Finding specific information on backup in response to a discovery request can be cumbersome, time-consuming, and costly.

Information Discovery

Just as backup tools are designed to enable data recovery, archiving systems are designed to facilitate information discovery.

An email archiving system for example, helps address the challenges of storing, managing, and discovering unstructured information from messaging and collaborative systems and file servers across the enterprise, giving businesses a single information repository that supports litigation activities and automates long-term records retention policies. The ability to proactively organise and control information helps organisations reduce their legal risk

and helps them control electronic discovery costs, which are often very high due to the large volume of email messages that must be collected, processed, reviewed, and produced.

Email archiving tools also enables organisations to migrate and archive email content from end user created .pst and .nsf files into the archive repository, while

maintaining the end user experience. This process is a valuable way to reduce the time, cost, and risk of future discovery efforts as the information can be centralized and controlled in the archive.

As recent legal decisions have highlighted, it is imperative that organisations are able to quickly and efficiently implement a legal hold in response to anticipated litigation. Email archiving tools provide the ability to automatically apply legal holds against archived data to ensure that relevant information will not be deleted.

Email archiving also helps keep storage costs low. By archiving according to policy, these systems enable organisations to move less frequently used unstructured information from high-cost disk and archive to lower cost storage, while still maintaining accessibility. A growing number of email archiving tools also leverage optimized single instance storage and compression technologies to further reduce the data footprint.

Whether used as part of litigation support, legal discovery, or internal investigation, email archiving tools provide organisation and structure to these critical processes. By utilising an email archiving system, organisations can not only lower the cost of data collection and preservation, but also streamline the review and analysis of information in response to legal matters.

A Unified Platform

One of the most significant technology developments to recently emerge is an information management platform that unifies data protection, archiving, and recovery, thereby giving organisations a single infrastructure that reduces the complexity and cost of disaster recovery and information discovery. This new approach to information management also enables organisations to customise their backup, recovery, and archiving environment with tape, disk, or a combination of both.

As organisations face ever expanding volumes of data, taking a proactive approach to information management can significantly reduce legal risk and help an organisation address the rising costs associated with managing and discovering its information. Deploying an archive strategy is an easy first step to get control of widely dispersed and unstructured data.

Once the archive has been established and the organisation has visibility into its information, it can then develop policies around retention and use the archive to automate these policies. Backup tools can then be used solely for disaster recovery purposes and not as a means of discovering information. These backup tools can also be applied to protect the archived infrastructure to further ensure all data and application information can be restored in the event of a disaster or data corruption.

By utilising backup tools for recovery together with archiving tools for discovery, organisations can ensure that their data is not only protected but discoverable now and into the future.



Saving lives with SharePoint 2010

SharePoint 2010 is providing the Mississippi Department of Transportation with a welcome capability to analyse disparate data sets to identify trends in accidents and fatalities.

According to Chief Technology Officer John Simpson, the new Business Intelligence capability supplied by SharePoint 2010 is quite literally "saving lives."

"Since implementing SharePoint 2010 our 3000 staff across the organisation now have agile access to content that was previously hard to get at," said Simpson

MDOT uses Microsoft FAST Search Server 2010 for SharePoint to help people find information across disparate sources, and it uses Microsoft SharePoint Server 2010 to analyse traffic accidents and evaluate the agency's safety initiatives.

As part of its mission to enhance the safety and efficiency of Mississippi's highways, the Mississippi Department of Transportation (MDOT) collects vast amounts of data about accident trends and roadwork projects. Because this data is spread across multiple sources, MDOT needed a solution that would empower its employees to find and share information more easily so they can identify trends, develop strategies, connect with colleagues, and reduce decision cycles.

The agency maintains a robust IT infrastructure to provide network support for the agency and its 100 field offices throughout the state. Decision makers at MDOT understood that the agency could help identify challenges and opportunities by tapping into the vast amounts of enterprise content that it collects. Some of the information was in structured reports, spreadsheets, and systems, but much of the information resided in unstructured documents, presentations, and communications. Analysts at MDOT found it difficult to correlate specific agency initiatives with improved transportation safety or efficiency from these disparate data sources.

The agency used a content management solution, but the technology was outdated and inefficient, with limited functionality. This made it difficult for employees to find and analyse data, and it required significant time and effort from IT staff to produce reports.

Employees relied on existing relationships and e-mail to find colleagues who had the expertise and information, such as a project report, a vendor contract, or a safety analysis, that could help drive success. People often spent hours or even days to find the information they were looking for.

In the Traffic Engineering Division, a few experts had become unofficial custodians for information related to accident statistics

and other division responsibilities. Requests for information often distracted them from higher-value tasks, and it was difficult for other engineers to collect the data they needed.

"Information workers need business knowledge and facts to inform their strategy development and decision making," says Simpson. "We wanted to tap into the value in our human assets and really use their on-the-ground knowledge."

MDOT used SharePoint Server 2010 and Microsoft SQL Server 2008 R2 data management software to develop a business intelligence portal that the Traffic Engineering Division can use to integrate information from various areas of the agency and other parts of State government to track accident statistics and correlate them to factors such as location, demographics, road design and maintenance, or MDOT safety-outreach programs.

Traffic safety engineers use technologies like Excel Services in SharePoint Server 2010 to create and share analytical workbooks and Visio Services in SharePoint Server 2010 to present data with diagrams, charts, and graphs.

With PerformancePoint Services in SharePoint Server 2010, engineers can use interactive dashboards and graphic representations of data from different sources to analyse complex accident data, such as speed, road surface, vehicle types, or seat-belt usage. They can identify trends, generate and evaluate key performance indicators for the agency's maintenance and safety programs, and develop new strategies.

For example, MDOT used the portal to illustrate that drivers veering off the right side of two-lane highways resulted in the largest number of fatal accidents in the state, and that this type of fatal accident had been decreasing over a two-year period, coinciding with the installation of "rumble strips" along many Mississippi highways. Rumble strips, when rolled over by a car's tires, create a distinct vibration and rumble that alerts drivers that they are approaching the road edge.

MDOT also used SharePoint Server 2010 to develop a public-facing Web site that shares the results of the agency's accident analyses and showcases MDOT safety initiatives. The agency has already begun the process of converting their current repository of over 13 million documents to SharePoint Server 2010 using the

Remote BLOB Storage add-on for SQL Server 2008.

John Simpson is a keynote speaker at the Share 2010 Conference in Sydney on November 29, 2010. www.share2010.com.au



"We can use SharePoint Server 2010 to see what types of accidents are happening and why. Our safety engineers can mine data to determine how road features or other factors may be influencing accident rates in different areas and come up with new safety strategies. We are using our business information to help us save lives." - John Simpson, CTO.

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Janya taps ISYS for text

Janya, a developer of semantic processing and machine learning technology solutions, has selected the ISYS Document Filters from ISYS Search Software for embedded text extraction.

Janya will implement ISYS Document Filters for its flagship platform Semantex, which provides rich entity and event profiles that offer decision makers valuable insight into the “who,” “what,” “where,” “when,” and “how” of unstructured information. The Semantex text analytics platform using ISYS Document Filters will offer customers a complete solution for information integration, trend mining and analysis of large volumes of unstructured content.

“Based on our collective experience in addressing the text analytics requirements for both public and private sector organizations, we recognized early on that ISYS offered the best fit for our unstructured information extraction needs,” said Dave Schubmehl, VP Product Strategy, Janya. “Based on both its technological maturity and strong support, ISYS Document Filters will serve as a formidable value-added component to our Semantex text analytics platform.”

Adeptol's new document viewer

Adeptol has released the next version of its document viewing platform. Adeptol Document Viewer is a high-speed high-fidelity platform allowing users to view more than 300 file formats with no downloads, plug-ins or active x controls.

The new version of Viewer introduces a range of new features for developers and business users and offers better performance and loading times. Some of the key new features include a built in text extraction engine to extract text from documents, renderer for conversion of documents to pdf, tiff, png and other imaging formats, support for additional file types, fidelity improvements for office documents, enhanced printing capabilities and improved APIs for developers.

For users it gets very frustrating when they have to wait for a document to load before having to start reading it. The new Viewer improves on its built-in self optimisation technology to get the pages directly from the server as they are being rendered and improves the load times by more than 50% over previous versions. What this means is, very high-speed load times for users. The viewer self optimises to load the documents faster based on network connection speed, document size, server load, client browser and client machine memory.

Prateek Kathpal, CEO of Adeptol, said, “This new release has been much awaited and a lot of work has gone into this release. It is a result of close cooperation with leading partners and strong relationships with our customers, who have provided us with invaluable feedback. The new version of the product offers some unique features with an enhanced API for developers to embed the viewer within their applications easily.”

Nuix and kCura team up

Nuix has entered into an independent software vendor (ISV) partnership with kCura, developers of the e-discovery review platform Relativity. Relativity will utilize Nuix technology to enable end users to collect, process, investigate, cull and transfer selected data into a Relativity database without worrying about load files or other compatibility issues.

“The Nuix and Relativity integration will enable users to more simply utilise a fully-audited workflow from collection through to final review, production and presentation,” commented Nuix CEO Eddie Sheehy.

Nuix e-discovery solution can process data types ranging from e-mails and PSTs, to forensic images and unstructured data. This eliminates the need to use different software and technologies for different data. With Relativity, this processed data can be quickly reviewed and analysed using advanced search and visualization tools including Relativity Analytics and Relativity Pivot.

Macquarie Uni crawls Web site with Funnelback search



Macquarie University has announced that it will roll out Funnelback's search engine across its entire web presence before the end of the year in order to better deliver on the information finding needs of its staff, students and local and international community.

“With around 35,000 students, 6000 staff and more than 100,000 alumni living in over 100 countries worldwide, Macquarie has a large community and a large web site to match - with literally hundreds of thousands of web pages within the Macquarie domain,” explains the University's web team manager, Cathy Nelson-Smith.

“So we needed a robust and powerful search tool. We were particularly attracted to Funnelback because of their expertise in delivering faceted navigation, which provides users with several options for refining their query, saving time and easing the task of accessing relevant information.”

In a successful pilot, Funnelback was recently incorporated into the new Course Finder tool developed by Nelson-Smith's team to help prospective students learn more about Macquarie University's courses, what differentiates them and how to plan what subjects to study as part of their degree.

“We felt the Course Finder application was a really innovative and useful tool, but one which wasn't fully optimised until we added Funnelback search to it,” Nelson-Smith added.

SharePoint stacks up for business: Global 360

Global 360, a provider of Process and Document Management solutions, has unveiled the results of the *How are Businesses using Microsoft SharePoint in the Enterprise?* Market Survey 2010.

It found significant growth in enterprise SharePoint adoption rates as high as 98%. Although 80% of SharePoint deployments are based on SharePoint 2007, 8% of survey respondents had deployed SharePoint 2010. When asked about SharePoint deployment challenges, development time and effort required to build business applications was ranked as the top challenge (30%). Respondents were also challenged by the lack of intuitive, easy-to-use SharePoint-based interfaces for business users (21%).

Twenty seven percent of organisations utilise over half of the documents stored in SharePoint to support mission-critical business processes. While many organisations start using SharePoint as a content repository or portal technology, 67% of survey participants have extended its use to manage document workflows, and 56% support general business processes.

Global 360 conducted this survey March 2010-August 2010. 886 people familiar with SharePoint from multiple industries worldwide participated in the survey.

The report is able to be downloaded at the company's Web site.

National Archives of Norway heads online

The National Archives of Norway has scanned around 13 million microfilm images as part of an innovative project to digitise a considerable part of its holdings and make all information contained on microfilm readily available to the public via the Internet.

Three NextScan Eclipse 300 Rollfilm production level scanners, distributed and supported by Kodak in Europe, are being used to digitise microfilm information stored in the archive, with one Kodak i1860 high volume scanner purchased to scan paper records.

In total, it is expected that around 15 million microfilm images will be scanned with the project expected to be completed soon. A huge and varied range of records will be made available online including probate and court records, parish church registers which list births, baptisms, still births, death and burial records, along with marriage registers, immigration and vaccination information.

Able to scan up to 300 microfilm images per minute, the Eclipse rollfilm scanners were purchased following detailed evaluation of the various high speed microfilm scanners in the market and references provided by the United States Library of Congress in Washington and the Church of Jesus Christ and Latter Day Saints in Utah who also use Eclipse scanners. The church has over 2 million rolls of microfilm stored in its Granite Mountain records vault. The National Archives of Norway was the first organisation in Scandinavia to deploy Eclipse technology.

With 250,000 linear metres of documents in its possession, the National Archives of Norway holds information dating back to the Middle Ages right up to the present day. Based in Oslo, it has eight branches throughout the country, and employs 250 staff.

Svein Warberg, the National Archives of Norway's digitisation projects advisor, explains, "We wanted to make the most popular records, the parish church registers, available online first so researchers, genealogists and members of the public could access them for free. That's where we started and the project has evolved from there."

The service has proved hugely popular and each day hundreds of thousands of documents are downloaded by around 50,000 unique users.

Initially 12,000 parish church registers dating back over 300 years from 1920 to the mid 1600s were converted. Raw 200 dpi tiff files are created which are then converted into PNG files which compress the file size by 50%, and from there reformatted into JPEG images. This allows images to be sharpened, indexed and then uploaded to bespoke written software used to display pages online which users can then navigate like they would do a traditional book.

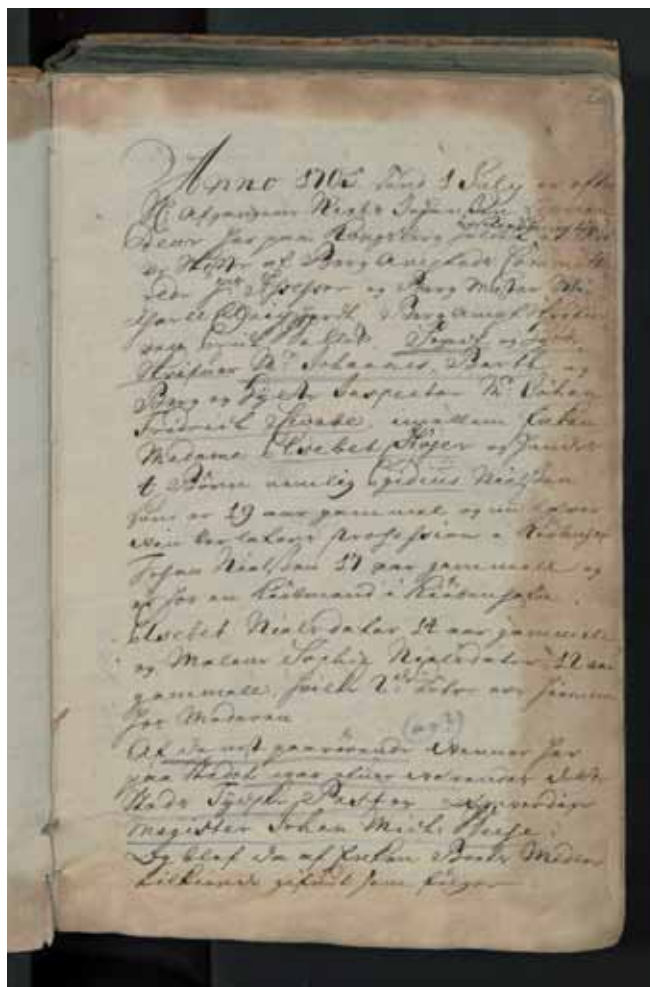
The National Archives of Norway is digitising on average around 15 rolls of microfilm per Eclipse scanner every day each which contain around 1,000 images - in other words 45,000 images in total daily from the three machines in use. The digitisation team has been impressed by the equipment's image quality, speed and features like its wide range of reduction ratios [7x to 72x] and the fact that automatic focussing is offered.

Warberg says, "After the church books, we then followed up with other popular records such as census, probate, court and property records which will all be converted in the next couple of years."

To support his process given a lot of these documents are A4 paper-based, the archive purchased a Kodak i1860 production scanner last year. Able to scan over 100 pages per minute at 300 dpi colour output, the i1860 is being used to scan around 10,000 images per day.

Images from both the Eclipse and i1860 scanners are then stored on a storage area network (SAN) which has a capacity of 150TB.

Moving forward, the National Archives of Norway is considering



TO VIEW NATIONAL ARCHIVES OF NORWAY
RECORDS VISIT:

CHURCH BOOKS: [HTTP://WWW.
ARKIVVERKET.NO/URN:KB_READ](http://www.arkivverket.no/URN:KB_READ)

PROBATE RECORDS: [HTTP://WWW.
ARKIVVERKET.NO/URN:SK_READ](http://www.arkivverket.no/URN:SK_READ)

offering third party organisations and government departments microfilm conversion services to further utilise the investment made in its digitisation equipment.

Richard Broden, Kodak's EMEA products marketing manager, says, "Norway is probably the first country to make historical church records available online using a web-based, simple-to-use interface. It is a testament to the scanning equipment's speed and image quality features that they have been able to process so much so quickly."

Back-up keeps the beer flowing

Lion Nathan has introduced new technology that is helping to ensure the flow of beer to drinkers across Australia and New Zealand.

StorageCraft's ShadowProtect disk-based real time recovery solution is employed at eight Lion Nathan breweries to back up the servers that run supervisory control and data acquisition (SCADA) and telemetry systems which monitor the brewing process.

The company employs 1800 Australians and 1400 New Zealanders. Brands include Australian favourites like Tooheys, XXXX, Hahn, J.Boag & Son, Swan and West End, plus New Zealand beers including Lion Red, Speights, Waikato Draught, Canterbury Draught, Steinlager and Mac's.

Lion Nathan has deployed a number of standardised Automation and MES systems at its various breweries. These include iFix SCADA and iBatch batch management systems, as well as iHistorian and Proficy Plant Apps from GE Fanuc that collect historical and reporting data.

Plant supervisors are able to view individual phases or complete

procedures in real time, build comparisons and assess how batches are running at each site. Leaders can look at key performance indicators (KPIs) and compare production activity from different sites.

Because all this activity is essential to Lion Nathan's output, each server on which these systems run is backed up continuously by ShadowProtect Server, which takes an image of all operating systems, applications and data every 60 minutes. This ensures that no more than 60 minutes' data can be lost in the event of a server crash, and the server is back online quickly.

As well as using the above technologies, the XXXX Brewery in Brisbane uses Honeywell's Experion distributed process control technology on HP servers. The Brewing control is done through Prolient.

Jim Duffy, IT Services Director, said "ShadowProtect is an important strategic choice for our Operational environment, given the ever-reducing tolerance for downtime".

Sandy Pennisi, Desktop Services Leader, Queensland said that a major server crash could cost Lion Nathan up to \$A30,000 an hour in lost production.

"Fortunately, ShadowProtect allows us to restore a crashed server in about 20 minutes," he said. "It's quick and easy - the most important part is having all the drivers for a new server handy. If they are, restoring a server is even quicker than 20 minutes."

"Using our previous backup tool, it was taking four hours to restore a server," he said. "If we lost a machine it had to be rebuilt manually, then we had to retrieve data from the tape. Often this took considerably longer than four hours."

ShadowProtect is protecting all of Lion Nathan's operational servers in Australia and New Zealand, including those at remote sites. As well as SCADA operations, these include file servers, print servers, virus servers. At XXXX, servers also run security cameras and general security. The XXXX site backs up about 1.6TB of information, while larger breweries like Tooheys in Sydney back up around 7-8TB.

At present, Lion Nathan has licensed more than 250 copies of StorageCraft, and seven ShadowProtect IT Editions. According to Sandy, the IT Editions are used mainly for restoring PCs with crashed disk drives, or for those that simply will not boot up. He says ShadowProtect IT restores a PC in about half an hour.

"ShadowProtect will restore a server to the same machine, a different one, or even a virtual environment. Recently we lost a 30GB partition on a DL380GI server and restored it to a desktop PC. I have not seen anything that ShadowProtect can't do," he said.

Sandy also has a good word for ShadowProtect support. When another brewery had initial problems, he contacted local supplier XSI, one of StorageCraft's channel partners in Brisbane. The StorageCraft Asia Pacific support team were able to reproduce the issue and resolved it quickly.

"We were raving about how quickly and efficiently it was all resolved. It is great to see a vendor invest in Australian-based support infrastructure to help ensure that in the rare event that a problem develops, it can be solved quickly and professionally," said Sandy. "StorageCraft delivers an excellent value proposition for protecting our SCADA, Telemetry and Windows servers - it really has eliminated the cost, the complexity and the pain of backing up our critical systems."



Council fire shines light on DR

A fiery disaster at Liverpool City Council has put the Australian local government sector on notice about the importance of business continuity and getting disaster recovery strategies right.

After a raging fire tore through the Liverpool City council chambers in western Sydney, council records and information management professionals arrived at work on Monday to find they were back to Ground Zero, with the Council headquarters completely destroyed, and asking themselves whether full recovery would be possible and how long it would take.

With the switchboard silent and Council Web site off-line, outside observers wondered how effective their plans had been to deal with such an unlikely disaster, and other councils across the state and country took an immediate reality check on their own preparedness.

It was impossible to contact Council IT professionals this week to learn how they were dealing with the disaster, with phone and email services unobtainable.

Liverpool City Council information technology manager Barry Dinham gave an eerie preview of the challenges of planning for such a situation at an industry forum in 2008.

Dinham explained the challenges of developing a critical response plan to ensure business continuity.

"It's a tough sell because everything obviously is money related so in a council environment money is pegged at how much you can have. Getting more funds for business continuity is an issue so what we try and do is do it in a simplistic way. As long as we have the documentation and test it and for those times when we have a power outage that we report back to senior management and try and get the funds to stop it from occurring again

Dinham admitted that the Business Continuity plan was "a very low percentage of the IT budget, probably less than one percent

"My advice would be to make sure you have up to date documentation and that it's tested - even if it's only a selective test - and that it has ownership from your senior management"

Mainstream media reports on the fire estimate the final damage bill could be in excess of \$A20 million.

Labor mayor, Wendy Waller reassured the Sydney Morning Herald this week that "the council operated an off-site computer back-up system where all important records were stored.

"The important council documents and records have a back-up off site," she added.

Inspector Brad Harrison of the NSW Fire Brigades said "the fire spread rapidly because of the amount of paperwork in the open-plan office building."

The challenges of ensuring continuity in the event of a natural disaster are difficult, as one IT manager at a major urban council observed this week.

The IT Manager highlighted that while many documents arrive electronically or are registered as soon as they arrive, a council must by necessity work with large A0 size plans for development applications, as these are too unwieldy to view on screen

This particular metropolitan Sydney Council has an off-site tape backup storage facility and performs a full backup nightly of Terabytes of data. It has installed a HP Data Protector -based disk backup and recovery facility on-site, featuring full hardware redundancy, as part of its new virtualised VMware SAN environment, installed in 2009.

The IT Manager is looking to establish a fully replicated off-site facility connected by fibre link to ensure speedy recovery of mission critical systems within 48 hours in case of an incident such as the Liverpool fire. It will take somewhat longer off tape.

Some may be surprised that the Liverpool Council Web site was

also taken down when the council chambers went up in smoke, but this IT Manager pointed out that Council Web sites these days are so tightly integrated with business systems that it's necessary to host them internally, and having a separate external hosting arrangement is inflexible and not usual.

This Council looks at two separate objectives when it analyses business continuity for mission critical systems, its Recovery Point objective and Recovery

Time objective: how much can be recovered and how soon?

"A council must look at every system it has, and with most councils today this involves very many," said the IT Manager.

"We must look at our rates and property subsystem, our financial systems, and ask how long we can last before restoring them in the event of a disaster like the Liverpool fire."

Paperwork is being reduced considerably in council operations with the rise of email as a standard communications platform, and even faxing these days is mostly handled electronically. Where ratepayers bring in paper documents, these are usually keyed into business systems at the counter, reducing the impact of accidental destruction.

Andy Carnahan, Manager Information Services at NSW's Wingecarribee Shire Council, is well aware of the challenges of disaster recovery.

"It's all well and good to pack the parachute, but the real challenge comes when you pull the cord in mid-air," notes Carnahan.

"That's when you find whether you've done the job right."

Wingecarribee Shire has taken a pragmatic approach to DR.

"Two and 1/2 years ago we built a modest disaster recovery centre and spent time testing our ability to recover our critical systems. My view was to get our hands dirty and actually build the centre, so as to make the mistakes and have the expertise in house. We have recently virtualised our data centre and have a high speed microwave link to our DR site, two important components for at least a lukewarm centre. We really like VMs as the fabric of our disaster recovery parachute!," said Carnahan.

"At present our key business systems could be running (i.e. the servers would be available) as at COB the previous day within one hour. However, our connections to the world would take longer and we would be chasing up PCs, switches, printers and other bits. Also the DR system would not have the horsepower to support large numbers, but so long as we have the VM guests in good shape, I am sure we could get experts in to ramp up performance.

"Of course, it is easy to say this, we have to set up a testing schedule to prove to ourselves and our Executive it is working and always available. I am a bit of sceptic when it comes to assurances. Nothing like logging into the DR server and seeing your environment is there."



Extensis Portfolio Server 9.5



Extensis has updated its digital asset management (DAM) software to add new features for previewing and selecting graphics, enhanced file format support, and easy installation.

Portfolio Server 9.5 includes features and improvements that streamline management of large collections of digital media.

"In almost every company there are people responsible for maintaining collections of images and documents that need to be accessed by others," said Davin Kluttz, Senior Product Manager at Extensis.

"It's important that these files are easily available to others, including those unfamiliar with the collection. Otherwise, time and money is lost when these files cannot be located".

Portfolio Server 9.5 makes finding digital media extremely easy by providing a central place to locate and use files via the web or Mac and Windows desktop software. This release further improves efficiency with simplified setup options and new Web Client features for viewing and selecting files.

The MediaRich media-processing engine from Equilibrium that is included with Portfolio Server has been updated along with support for additional file and metadata formats including Adobe SWF and DNG. Portfolio Server 9.5 is available for \$US6,416.

CVISION chases faster capture

Funding from the US National Science Foundation (NSF) is helping CVISION Technologies with its quest to develop optical character recognition (OCR) software that can recognise scanned text at a rate 20-50 times faster than competing products.

The US developer is working on software to process paper-based documents at a speed of over 20 pages per second.

Ari Gross, CTO of CVISION Technologies said: "We are very pleased with the support from the NSF. It has allowed us to recruit very talented engineers from the United States to support the development of our software.

"Our new OCR product, partially funded by the NSF, is ground breaking technology for the industry. We have been able to develop the world's fastest OCR/recognition software while maintaining the accuracy levels end users require. We are excited to develop cutting edge technology from our NSF funding, which is also commercially viable. The software's high speed capabilities will enable any office to maximize their MFP device."

CVISION's high speed OCR technology will be offered in PdfCompressor 5.0 and Maestro Recognition Server, both of which will be available in the fourth quarter of 2010.

PdfCompressor converts scanned documents into compressed, searchable PDF files and is available through Practical Programs (Australia) and Datamail (New Zealand).

Canon launches uniFLOW v5.0

A new document management solution from Canon, uniFLOW v5.0, features a variety of new capabilities and functions that streamline fleet management and simplify workflow processes.

Through uniFLOW v5.0, fleet administrators will gain new tools to manage document costs incurred via printing, faxing, copying and scanning, as well as enhanced fleet management controls that streamline IT functions and easily extend to global deployments.

It introduces "decision-based" workflow objects, allowing several workflows to be executed, through a simple workflow editing tool, based on pre-defined conditions enabling flexible setup for IT administrators.

Through direct integration into device firmware, uniFLOW functionality such as card authentication, secure printing and cost centre selection is now available with the imageRUNNER 2500 series. Third party device support has been extended for non-Canon models and uniFLOW v5 offers OCR, barcode recognition, document conversion which integrates natively with, among others, Microsoft Exchange, Microsoft SharePoint and several other DMS solutions. UniFlow now incorporates IRIS scanning middleware to act as an OCR and routing layer between MFDs and a document management system or other repository.

"Uniflow 5.0 is very customisable and we can build connectors to deliver XML data to virtually any database platform," said Luke Maddison, Senior Product Manager Business Solutions, Canon Australia.

PowerVault puts 300TB on tap

CommVault and Dell have teamed up to offer a disk-based backup, deduplication & archive system that can deliver up to 300TB, the Dell PowerVault DL. Featuring CommVault's Simpana 8 software, it provides up to 24 TBs of internal storage capacity in a 2U form factor, with ability to scale to over 300TB.

The DL Appliance delivers end-to-end block-based deduplication and promises to achieve deduplication throughput rates up to 3 TB/hr when performing weekly backup operations.

It can backup and restores of both physical and virtual environments, with both VMware and Hyper-V protection options.

The Dell PowerVault DL Appliance can provide agent-less disk backup of up to hundreds of virtual machines reducing the amount of resources needed to protect VM infrastructures.

With cloud protection capabilities, encrypted, deduplicated backup and archive data on the DL Appliance can be extended into public cloud storage services for long term, offsite retention.

CommVault's Simpana SnapProtect technology schedules EqualLogic hardware snapshots for application data to merge backup and restore capabilities with persistent snapshot copies for fast recovery. The Dell PowerVault DL also provides integrated tape support availability with the Dell PowerVault TL2000, TL4000 and ML6000 tape libraries to streamline disk-to-tape data protection while increasing disaster recovery capabilities.

Acronis online backup

Acronis has launched an online backup and recovery platform that can be used to recover files, folders or complete systems., Backup & Recovery 10 Online, which includes support for mixed virtual and physical computing environments. It offers agent-less backup for virtual machines and the same management console allows for control of both online and local backups.

Jason Donahue, CEO at Acronis, said, "Our new online offering, coupled with Acronis Backup & Recovery 10, gives organisations of all sizes the best of both worlds by combining high interval, high-performance local backups with the added protection of offsite redundant backups."

The service is available in an annual subscription basis and is licensed per Workstation (250GB AU\$59.99), Server (1TB AU\$599) or virtual machine (2TB AU\$1299).

APS adds Advantage Scan 4.0

Advanced Professional Solutions (APS) has announced the release of Advantage Scan 4.0, a specialist scanning solution for the legal and accounting market. It allows each user to decide whether to automatically direct all scans back to his or her desktop, email inbox, shared drive or a document management system, or rather to "claim" the scan and review the image while still at the multi-function device.

APS Advantage has evolved from scanning technology developed in Australia by Billback, purchased in 2009 by APS' parent company, the locally listed Reckon Group. In 2009 Reckon also purchased US competitor nQueue, and the solution is now marketed in that market under the name nQueue Billback.

"Some users like to enable 'autoclaim' because it saves time at the MFD and allows full review at the desktop," says Peter Morris, Chief Technology Officer of APS.

"Other users prefer to have the opportunity to review the scanned image right at the MFD. Only Advantage Scan 4.0 provides this option."

The choice to enable autoclaim can also be made globally by the firm's IT team, with all users reviewing their scans at their own desktop.

The new release also provides users with additional flexibility by allowing them to make a number of decisions at the MFD, including:

- File format: Microsoft Word, PDF or Tiff file.
- OCR: Users can decide whether to OCR the document or leave it as an image.
- Express routing: With one touch, users can route the file to an email inbox, shared drive or document management system such as Open Text ECM Suite, Autonomy Interwoven iManage Worksite and World Software Corp.'s Worldox.
- Users can name the scanned image based on any convention.

Advantage Scan 4.0 can be deployed in standalone mode or integrated with solutions from eCopy, EFI and Omtool for document capture and workflow.

File security gets personal

IT professionals are using personal email accounts to mask file transfer activity from management, according to a study released by Ipswitch, a managed file transfer company. Forty percent of those surveyed at this year's InfoSecurity Europe conference admitted to sending sensitive or confidential information through personal email accounts to eliminate the trail of what was being sent to whom – a major security and compliance breach and violation for companies.

While not all personal email used to send business information is malicious, it's all incredibly risky. More than two-thirds of respondents (69 percent) said that they send classified information, such as payroll, customer data and financial information, over email (with no security) at least once a month, and 34 percent said they do it daily. The biggest drivers: speed, convenience and the ability to send large files, without the hassle.

"Employees will almost always take the path of least resistance, even if that unintentionally means violating company policies and breaking security protocols," said L. Frank Kenney, VP of Global Strategy at Ipswitch.

"Businesses need complete visibility into the files that are moving internally and externally company-wide, with a file transfer approach that makes it fast and easy for employees to securely exchange information with customers, partners and colleagues."

While the majority of organizations represented in Ipswitch's latest survey (62 percent) seem to have file sharing policies in place, many don't have the means or tactics in place to enforce them.

"With thousands of gigabytes of information moving in-and-out of companies every month, executives need visibility into who's sending, receiving, and forwarding business-critical documents

for security and compliance purposes," said Kenney. "It's far too easy for information to get into the wrong hands, evident by hundreds of data breaches in the first half of this year alone, and unless companies communicate and enforce file-transfer policies, with total visibility and company-wide management, their risk of a breach will continue to rise."

BlackBerrys, iPhones, USB drives and physical media improve worker productivity and make it fast and easy to share information, but all of these technologies present significant security risks to businesses. Seventy percent of IT professionals surveyed access company files and data through mobile devices, webmail and remote connections on a weekly basis. Additionally, 41 percent are using personally owned external storage devices (i.e., USB drives and DVDs) to back up work-related files every month.

"Companies are struggling to strike the right balance between productivity and security – especially as business accelerates and more employees work remotely," added Kenney. "What most companies don't realize is that they no longer have to choose between the two. Browser-based or email plug-in solutions eliminate the risks associated with easy-to-lose physical devices, give employees a fast, convenient and familiar way to share information, and arm companies with the visibility and insight that they need to ensure that sensitive information is protected."

SmartOffice PS286 Plus scanner

Plustek Technology has announced the SmartOffice PS286 Plus document scanner, the latest offering from its line of SmartOffice series scanners. The SmartOffice PS286 Plus is an Energy Star Certified, high-speed, workgroup class, document scanner with an Automatic Document Feeder (ADF).

The SmartOffice PS286 Plus is a step up from the previously launched SmartOffice PS282. New features of the SmartOffice PS286 Plus include; faster duplex scan speed (50 images/minute), scan to FTP via DocAction, and the ability to scan A3 sized documents via internal image stitching.

The SmartOffice PS286 Plus features a 50-page ADF and 1,500 page-per-day duty cycle. The scanner is designed to scan business documents (up to 35cm long) and rigid cards, such as ID cards and drivers licenses (up to 1.2mm thick), without operator adjustments.

The included software productivity suite featuring ABBYY FineReader Sprint allows the user to easily create and manage searchable PDFs to archive documents, making record keeping and file maintenance effortless. Industry standard TWAIN drivers combined with TIF, JPG, PDF and Microsoft Office file formats ensure compatibility with thousands of scanning and imaging programs.

Built in image processing increases image quality, reduces rescans, and increases OCR accuracy. It is available from Proscan for \$A549 (inc. GST) and \$NZD799 (inc. GST)

FileBound shoots ahead with OSA

FileBound Australia has announced the release of a direct integration with the Sharp's OSA technology, a development platform that allows third party software developers to customise Sharp Multifunction Copiers/Printers.

By leveraging the Sharp OSA platform, FileBound is able to enhance the functionality of the device by providing an integrated solution that simplifies the process of scanning and filing documents.

This new integration enables the user to capture, index and upload their documents directly to their On-Site or On-Demand FileBound system, and take advantage of their existing technology investment.

"We are excited about this new integration. It allows customers to use their existing Sharp MFP as an input device which cuts cost out of the implementation of a Document Management System, reduces training, and shrinks adoption timelines," said Luke Bartlett, Director, FileBound Australia.

StreamServe presents for SAP

SAP is to offer StreamServe's document automation solution as a solution extension under the name "the SAP Document Presentment application by StreamServe."

This fully automates the generation and personalisation of documents (e.g., billing statements) and communications from multiple enterprise applications to multiple output types, including print, e-mail, fax and mobile. The combined product is an SAP solution extension, which is a third-party product branded, sold, supported and maintained by SAP.

It supports all SAP interfaces for output management and offers additional features for high volume print and electronic output to complement SAP's offerings for output services, including the SAP Billing application, consume-to-cash offerings and the SAP NetWeaver technology platform.

"Businesses across many industries are aggressively exploring new opportunities to increase customer loyalty, as well as up-sell and cross-sell to their customer base," said Kevin Ichhpurani, senior vice president, Business Development and Strategic Alliances, Global Ecosystem and Partner Group, SAP AG.

"SAP Document Presentment further extends SAP's capabilities to empower organizations to manage their customer relationships effectively through cost-effective, customized communications. Our agreement with StreamServe is another step in extending our solution offerings through our customer-focused ecosystem.

Redact-It debuts for IBM eDiscovery Manager

Informative Graphics, a provider of viewing, collaboration and redaction technology, has announced the release of Redact-It for IBM eDiscovery Manager.

Tightly integrated with IBM eDiscovery Manager, Redact-It performs automated redaction on documents during the export phase, allowing organizations to process large volumes of documents in-house. Redact-It automatically applies "Privilege" or "Privacy" scripts and creates a new PDF or TIFF rendition of the redacted file(s), leaving the source file(s) untouched, the company noted. The redacted rendition contains no hidden text or metadata; the content is completely removed, so there is no risk of inadvertent disclosure through improper redaction.

Redact-It also offers the ability to export source files to PDF or TIFF from eDiscovery Manager in addition to IBM's traditional EDRM-XML and Native format options.

Attorney Tom O'Connor, says, "Effective redaction is an extremely important part of the eDiscovery process. Unfortunately, sometimes people don't understand redaction technology, and they don't buy a good product like Redact-It. They think they are effectively redacting some privileged information, and instead they inadvertently send it to opposing counsel as part of their production. If lawyers have not protected privilege within documents, for which they have a duty to the client, they may be exposing themselves to a malpractice case. Firms must take the steps necessary to protect a case, and that includes proper redaction.

eDiscoveryManager does the job for StoredIQ 6.0

StoredIQ has announced an addition to its enterprise eDiscovery solution, a new application called eDiscoveryManager that addresses the range of legal discovery requirements, including search, identification, collection, early case assessment (ECA) and analysis, as well as legal hold and review.

StoredIQ 6.0 integrates the eDiscovery application to offer a step-by-step, straightforward legal-focused workflow. It also provides the ability to perform real-time analysis on data in its native location, prior to preservation and collection, to quickly perform ECA.

StoredIQ has also made architectural enhancements that solidify its speed and performance of data identification and collection, allowing businesses to meet time-sensitive compliance, governance and legal discovery requirements, even in petabyte-scale environments. Throughout the eDiscovery process, the StoredIQ Scoreboard displays a running count of the files eliminated from consideration, automatically calculating the potential savings from the downstream review cycle.

Prior to any collection of data, StoredIQ Analyze Anywhere gives lawyers the ability to dynamically tune searches, review analytics, and modify custodian lists to accurately narrow the preserved and collected set of data subject to the "duty to preserve," mitigating further legal risks and providing a legally defensible audit trail.

The StoredIQ IIM Platform appliance now includes an upgraded 64-bit software stack, including the operating system, applications, database and search/index engines, while server nodes have been upgraded to Dell PowerEdge R610 with Intel Xeon Processor E5520, and on-board storage that leverages NetApp NAS.

With these and other architectural enhancements, a single StoredIQ appliance can achieve performance levels of 24TB of full-text indexing per day, and through a federated solution, performance can scale to well over 100TB of full-text indexing per day. StoredIQ 6.0 also offers embedded disaster recovery technology as well as support for Microsoft Exchange and SharePoint 2010.

Ephesoft adds OCR/ICR support with Open Text

US company Ephesoft has announced enhanced support for multi-language optical and intelligent character recognition (OCR and ICR) with the addition of Open Text Capture Recognition Engine 5.0, popularly known as RecoStar Professional 5.0. Ephesoft Enterprise Edition now recognises 53 languages plus 40 more languages through extended character sets.

"Ephesoft Enterprise Edition is now the only open-source Intelligent Document Capture and Mailroom Automation application," says Ephesoft CTO, Mr. Ike Kavas. Now we're adding multi-language support through Open Text Capture Recognition Engine 5.0— and Ephesoft is the first to feature Open Text's new version of the solution.

"Open Text's solution validates our commitment of being able to process any type of document, structured or unstructured, in most languages. Our clients can process their documents globally whether they are tax forms, insurance claims, letters, and correspondence. In addition, the Ephesoft business and pricing models allow low cost markets to have access to a technology previously too expensive to obtain."

Open Text Capture Full Page Reader 5.0 is also now part of the Ephesoft Enterprise Edition. "This gives Ephesoft the ability to extract text from scanned documents or, faxes, making the content-based classification and Intelligent Document Capture accessible for business processes—fast!" adds Kavas.

Based on open source technology, Ephesoft offers intelligent document capture, scanning, automatic classification, data extraction, and document delivery. Because it is developed in JAVA, Ephesoft runs on either Windows or Linux, and the customer can choose from several ingestion methods. Ephesoft Community Edition is 100% open source and available for download at no charge from www.ephesoft.com. The Enterprise Edition is open source with commercial support and enterprise extensions.

ReadSoft automates business processes in SAP

ReadSoft has announced the general availability of PROCESS DIRECTOR; a single platform for handling multiple business processes in SAP.

The platform comes with predefined logic for directing document-driven and request-driven processes and can be easily used for handling specific business processes.

Replacing old channels like phone, email, and paper, it covers essential processes like invoice handling, customer order processing, delivery note handling, journal entry correction and more.

PROCESS DIRECTOR is a single point of processing which improves visibility. Users can monitor processes, navigate to relevant transactions, and easily take on new processes with minimal training efforts.

It is separate from the SAP standard and does not require any modifications in the SAP system. In addition to the SAP user interface, PROCESS DIRECTOR has a web browser interface where users can view information in a friendly and intuitive environment. This brings the workflow and powerful business logic inside the SAP environment to users that are more comfortable in a simplified browser interface. It works as a control centre where users can approve and process incoming documents, for example purchase requisitions, requests for master data changes (vendor master, profit centre master, etc), and creation or changes to business data (journal entry correction posting).

Backup Exec migrates to 2010

Backup Exec 2010 has added Wizards to optimise Windows data recovery, and provide additional platform support, including Microsoft SharePoint 2010.

"With Backup Exec 2010, Symantec improved its virtual machine protection and added fully integrated data deduplication and archiving technologies -- all of which helped organizations protect more data and utilize less storage," said Amit Walia, vice president of product management of Backup Exec, Symantec.

Backup Exec 2010 now offers recovery for SharePoint 2010, Exchange 2010 SP1, SQL 2008 R2, Mac OS X 10.6, VMware vSphere 4.1 and enhanced NDMP support.

Nuix supercharges ediscovery

Nuix has unveiled what it dubs the eDiscovery SuperComputer, powered by a \$50,000 Dell 910 workstation with half a Terabyte of RAM. The system is able to power through 100GB of data per hour with up to 25 concurrent users, and is able to host over 200 concurrent users when not processing.

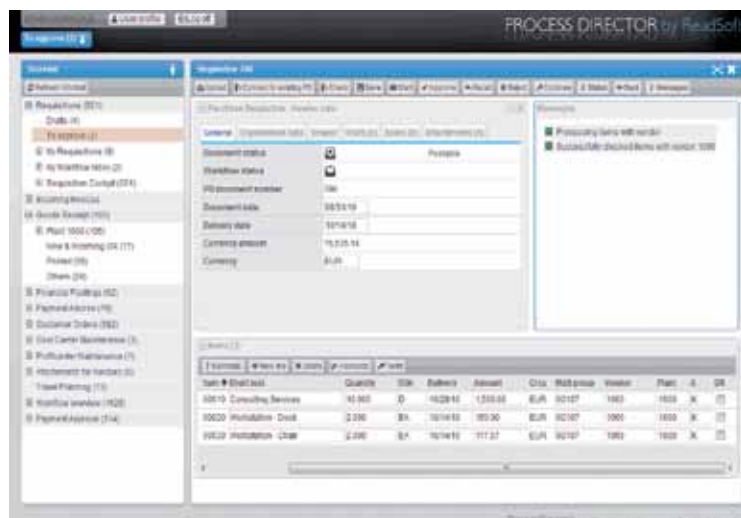
The Nuix eDiscovery SuperComputer is an out-of-the box enterprise-grade system which can be taken on-site to enable law firms, litigation support firms, corporations, government agencies and other organisations to undertake fast and powerful early case assessments on both the smallest and largest cases.

"Most organisations involved in litigation and compliance matters are very sensitive about sending great volumes of data out for processing," commented Nuix CEO Eddie Sheehy.

"The Nuix eDiscovery SuperComputer gives companies undertaking ECA the ability to scale up internally for virtually any size case and it can be done in a day, whether it is a 2GB or a 2TB case."

"One US-based client using a single Nuix eDiscovery SuperComputer was able to process 1.2 million Bloomberg emails in 43 minutes," continued Sheehy. "The client had previously processed the same batch of emails using its old system across 23 servers, which took four days to achieve the same result."

Sheehy said the supercomputer had already been delivered to clients in the US and Europe, and he expects sales in Hong Kong, Singapore and Japan.



A browser interface provides easy and intuitive access to the business processes. Complete information is presented for process and document information as well as workflow status.

"The Australian ediscovery market is getting more mature, but there is less time pressure to deal with, parties here are able to negotiate a longer time frame to deliver results," said Sheehy.

Some of the main targets for the ediscovery supercomputer include organisations in litigious industries and regulatory organisations that have lots of data they need to process quickly.

Stellar recovery for corrupt SharePoint databases

Indian software company Stellar Information Systems has launched a new application for recovering corrupt or damaged SharePoint databases. The SharePoint recovery tool, compatible with Microsoft SharePoint Server 2010 and 2007, promises to repair affected SharePoint databases and recover all of the data and documents.

It assists database administrators in searching the damaged MDF files and restoring all their vital components. The software creates a new MDF file which can be integrated with the SharePoint Server.

It supports MS SQL Server 2000, 2005, 2008, to deal with virus attacks, abnormal shutting down of the system, bad sectors on the storage media, application malfunctioning and others.

As a standard feature, this SharePoint repair utility from Stellar creates a log file of all the repair activities performed by the software.

Phoenix SharePoint Server Recovery v1.0 is available in two different license options, namely Administrator and Technician, for \$US399 and \$US599 respectively.

SharePoint WSS goes social

Organisations using the free version of SharePoint are able to transform their document repository into a productive social computing environment thanks to a new companion application to be launched by NewsGator that adds profiles, expertise location, and communities to Windows SharePoint Services/SharePoint Foundation.

"WSS makes a great file store and document repository, but many organisations are looking for ways to really unleash that knowledge within their organization," said Eric Sauve, vice president of Tomoye for NewsGator.

"They want to make content searchable and readily available to their talent base who can share it freely across the enterprise - generating an increased level of efficiency and productivity."

"For years, we've focused on helping organisations using Microsoft SharePoint. Now we're extending social computing capabilities to organisations that are using WSS/SharePoint Foundation, and in a way they can afford."

People On The Move

Alfresco Software has announced **Barry Costin's** appointment as territory manager for Australia and New Zealand (ANZ). With over 20 years in the IT industry Barry will be responsible for managing Alfresco's sales growth in ANZ.

"With the superb growth that we have seen in the past year, concluding 61 percent year-over-year revenue growth and adding more than 120 customers, Alfresco looks forward to continuing this momentum into all regions," said John Powell, CEO of Alfresco Software.

"Our ANZ business has now reached a point that we need a serious field sales presence and Barry brings the wealth and depth of experience required to take Alfresco to greater heights in the region and to extend our partner network. He has a fantastic track record, working in some of the biggest IT companies in the world, and I look forward to working with him to drive continued Alfresco growth throughout Australia and New Zealand."

Prior to joining Alfresco, Costin was APAC Regional Sales Manager for the collaboration software element of Oracle's CM and Portal suite of products. Prior to joining Oracle, Costin worked as an Account Director at SPSS, a US-based provider of predictive analytics, statistical analysis and survey technology, where he was responsible for the sale of products and services into key accounts in the Telecommunications and Financial Sectors in Australia and New Zealand. Costin has also held roles at Microsoft including managing Microsoft Dynamic partners, Gold Certified systems integrators and independent software vendors across Australia.

"In five years Alfresco has gone from zero to over 1,000 enterprise customers and we fully expect to repeat this success in ANZ," said Costin.

"Many organisations are scratching their heads and questioning the value and ROI they have got from the investments they made in ECM implementations from proprietary vendors. Plenty are ready to draw a line under these systems, take the experience they gained and try a new approach. We believe the right approach is the flexibility and innovation of open source software with a global community and partner network, embodied in Alfresco's ECM software."

Working with partners such as Lateral Minds, Seed Information Management, Solnet Solutions and Techtonics, Alfresco already counts the likes of Allianz Insurance Australia, Curtin University of Technology, and Toyota Motor Corporation Australia as customers.

Costin will manage and grow this base of customers and partners from the Sydney office where Alfresco's APAC Support Centre is based.

StorageCraft has appointed IT entrepreneur and consultant **Wayne Small**, who is a Microsoft MVP (Most Valuable Professional), as General Manager Technical Services, Asia Pacific Region.

Wayne's new focus will be on controlling all StorageCraft's technical services across Asia Pacific, including technical support, professional services, technical updates and technical training.

StorageCraft Vice President APAC, Richard Giddey, said: "This is a major coup for us. Wayne brings with him a wealth of diverse knowledge and is a highly respected industry expert who will be instrumental in helping us to accelerate our expansion in the Asia Pacific market. "We have seen exponential growth of StorageCraft ShadowProtect server, SBS and virtual server Editions over the past 12-18 months. Today we are signing typically between 1,000 and 2,000 new customers a month in the Australian and New Zealand markets alone."

Wayne Small has been involved in the IT Industry for over 30 years, starting with computer hardware design aged 9, and running his own computer repair business at 12. Since then his roles have ranged from technical support through to account management and marketing support.



EVENT DIARY

Business Process Management Asia Pacific

19 - 20 October 2010, The Grace Hotel, Sydney
Two post-forum workshops, 21 October 2010.
www.arkgroupaustralia.com.au

Visual Business Intelligence Workshop

23-25 November 2010

Bayview Boulevard Hotel, Sydney

Altis Consulting is excited to announce that Stephen Few, leading educator and author in data visualisation techniques, is delivering a three day workshop in Sydney in November 2010. The workshop prepares you for the many facets of presenting and analysing quantitative business data. Every attendee in the workshop will receive a copy of each of Stephen's three books: *Show Me the Numbers: Designing Tables and Graphs to Enlighten*; *Information Dashboard Design: The Effective Visual Communication of Data*, and *Now You See It: Simple Visualisation Techniques for Quantitative Analysis*.

www.altis.com.au

Strategic Document and Records Management with SharePoint

Microsoft HQ: Sydney - 8/11; Canberra - 12/11, Brisbane - 15/11; Melbourne - 19/11, 9:00am - 5:00pm

Is your organisation struggling with document and records management due to the growth and complexity of record keeping, the cost of current solutions, and your dependency for end users to behave like records managers? Join Recordkeeping Innovation and RecordPoint for a detailed review of:

- How SharePoint can support your document management, record keeping and compliance requirements;
 - What SharePoint does and does not do and how best to fill the gaps; and
 - Building your business case for a SharePoint document and records management solution.
- Session Cost - \$A750 (ex GST) per attendee, Discounts apply for companies with groups of 3 or more attendees. Morning tea, lunch and afternoon tea provided

www.recordpoint.com.au/register or phone 02 8001 7743 (Elon) or +61 2 9267 3700 (Brian).

Digital Information Management Summit 2010

9-10 November 2010, Dockside Convention Centre, Sydney

Knowledge management in the enterprise under the spotlight; featuring keynotes by Senator Kate Lundy and Gwen Thomas, president, Data Governance Institute (USA), as well as case studies featuring the Australian Taxation Office, Centrelink and Australian National Audit Office.

www.halledit.com.au/DIMS2010

Share 2010

29 November-1 December 2010 Sofitel Sydney Wentworth

A Non-Technical Conference for Business Users from HR, Finance & Marketing Teams; Business Analysts; Project Managers; and Knowledge Management & Collaboration professionals who use SharePoint as an enabler to achieve business results.

Featuring 37 presentations, workshops and discussions in 6 tracks over 3 days from companies using SharePoint everyday in their business: Telstra; Mississippi Department of Transportation (USA); John Holland; DB Breweries (NZ); Fremantle Ports Authority; AGL Energy Limited; South East Water; Sinclair Knight Merz; Land and Property Management Authority; Pearson Australia Group; Department of Broadband, Communications and Digital Economy; Parsons Brinckerhoff; Redland City Council; Department of Environment and Conservation (WA); Brisbane Catholic Education; and Siemens Industry, Inc. (USA), and more.

www.share2010.com.au/

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