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DOCUMENT MANAGEMENT

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WA seeks gas objective



The state government of WA has gone live using Objective's uEngage in part of its public consultation on the Browse Liquefied Natural Gas (BLNG) Precinct.

The public comment period is a critical phase in the environmental approval process for development of natural gas processing precinct on the Kimberley coast, with the potential to attract investment worth more than \$A30 billion. The State of Western Australia is expecting significant public interest.

The State Government sought a solution that would both allow it to engage more effectively with the local community, and encourage participation by the public throughout the vast geographical area of Western Australia.

This part of the BLNG consultation invites public comment on reports that include some 1400 pages, more than 300 tables and 250 images across six documents and a further 51 comprehensive supporting documents – covering a wide range of environmental, social and heritage impact and management issues.

uEngage, one of Objective's cloud based solutions, was selected to distribute these documents to the public, enabling people to comment on specific aspects of the reports or on the proposal in general.

The WA Department of State Development and the Environmental Protection Authority are conducting the public consultation. The solution gives the agencies more control over the consultation process, protects individual privacy, and reduces time and resources needed to compile answers and analyse responses.

Tony Walls, CEO, Objective Corporation added: "There are growing pressures on public sector organisations to work together to deliver better services, at lower cost to their local communities. Our solutions are designed to help government bodies connect more effectively with their communities to achieve these objectives. For the BLNG Precinct project, Objective is providing a secure, online environment for people to collaborate together on their future plans for the region."

Laserfiche ECM platform achieves full VERS Compliance

Australia's Public Record Office Victoria has certified the Laserfiche enterprise content management (ECM) platform against all five specifications of the Victorian Electronic Records Strategy (VERS) Standard.

The new certification includes tamper-proof security to guarantee electronic document integrity and digital signature

support for both documents and briefcases.

"The VERS certification, which involves rigorous testing, has become the de facto standard for electronic data preservation," said Tom Wayman, Vice President of Product Strategy at Laserfiche.

"With our software's expanded functionality, Laserfiche continues to maintain our leadership in the records management space by providing a certified, compliant solution that is still easy to deploy, easy to administer and easy to use."

In addition to VERS, Laserfiche Records Management Edition has been certified as compliant with the U.S. Department of Defense (DoD) 5015.2 standard since 2003. In 2010, Laserfiche became the first records management provider to obtain DoD 5015.2 certification for its integration with SharePoint 2010.

"Ensuring that our software solutions meet the needs of our customers around the world has always been a top priority for Laserfiche," said Sean Tang, Vice President of International Business at Laserfiche International.

"Achieving compliance with the VERS Standard, which has gained traction with government agencies across Australia, demonstrates our commitment to our growing Australian customer base."

NZ Council launches SharePoint records management solution

A New Zealand council is set to market a SharePoint-based platform for records management it has developed with a commercial partner.

South Taranaki District Council has reportedly been working with Christchurch company Information Leadership (IL) to develop SharePoint into an electronic document and records management system.

The Taranaki Daily News reports the partners believe their solution can compete with commercial alternatives that cost \$NZ300,000-500,000

Council IT and records manager Pete Sayers said the product would sell for \$NZ230,000, (the exact amount it cost to develop) with South Taranaki District Council earning royalties on each licence sold. Microsoft provided a grant of \$NZ70,000 to assist with the product's development.

"The beauty is that other councils can get a custom-made product without doing all the work and spending the significant money that we have in getting to this point - and our ratepayers will get a small return for the investment they have made in the development of the product," he told The Taranaki Daily News.

SGI unveils data archive

SGI has its eyes set on solving the problem of unstructured, file-based data sprawl with the launch of its new ArcFiniti disk-based data archive solution.

Following SGI's acquisition of COPAN MAID technology in 2010, the ArcFiniti introduction is the company's second enhancement to the platform.

Leveraging SGI technology to reduce power consumption and ensure data integrity, ArcFiniti configures to more than 1.4 PB of usable storage in a single rack.

All files are always available in an online state, ensuring that archive content is protected for long-term retention in the most cost-effective storage tier.

ArcFiniti is designed not only to house archived data, but also to protect it for long-term retention. Software monitors the health and integrity of the data, and if it detects mechanical problems, it proactively migrates data and verifies data integrity while alerting administrators to replace the faulty part. This reduces the need to take the system offline for costly RAID rebuilds due to disk errors.

ArcFiniti will be available in five factory-integrated configurations, ranging in size from 156 TB to 1.4 PB of usable archive capacity before compression.



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Solid state storage may have shaky foundations

A quiet revolution in the take-up of solid state disks for enterprise and government storage could have disastrous consequences for the use of digital evidence in court, according to a new paper published by researchers at Murdoch University in Perth.

The findings of forensic specialists Graeme B. Bell and Richard Boddington allege that "solid-state drives (SSDs) have the capacity to destroy evidence catastrophically under their own volition, in the absence of specific instructions to do so from a computer."

According to the authors, "The results found in this paper may have significant implications for legal matters involving digital evidence, most especially in those cases where digital data is alleged to have been deleted intentionally or deliberately permanently wiped by a defendant."

"Given the pace of development in SSD memory and controller technology, and the increasingly proliferation of manufacturers, drives, and firmware versions, it will probably never be possible to remove or narrow this new grey area within the forensic and legal domain. It seems possible that the golden age for forensic recovery and analysis of deleted data and deleted metadata may now be ending."

The authors point out that while most are aware of the transition from portable magnetic floppy discs to portable USB transistor flash devices, the transition from magnetic hard drives to solid-state drives inside modern computers has so far attracted very little attention from the research community.

Their paper is dedicated to showing conventional assumptions about the behaviour of storage media are "no longer valid" with SSDs.

"In particular, we demonstrate that modern storage devices can operate under their own volition in the absence of computer instructions. Such operations are highly destructive of traditionally recoverable data."

This can contaminate evidence; can obfuscate and make validation of digital evidence reports difficult; can complicate the process of live and dead analysis recovery; and can complicate and frustrate the post recovery forensic analysis."

<http://www.jdfsl.org/subscriptions/JDFSL-V5N3-Bell.pdf>

Oxygen delivers TRIM/SAP integration for government

Australia SAP consulting firm Oxygen has developed a solution that enables public sector organisations to link their TRIM documents to related data within SAP.

Oxygen SAP Consultant, Wouter Venhuizen, says Oxygen developed the solution for a Queensland-based government customer.

"They wanted the ability to access documents stored in TRIM in SAP, without duplicating the data in the underlying system. Rather than extracting the document from TRIM and attaching it to SAP, they wanted an integrated process which would allow them to open up the relevant documents stored in TRIM directly from within the SAP environment."

He says prior to the integration project being completed, users had to open TRIM, search for the relevant document, create a shortcut file and then attach this file manually to an SAP document or piece of Master Data – a time consuming and error prone process.

"To eliminate these problems we created an extra menu entry in the Services for Object menu. The Services for Object menu normally delivers the conventional attachment functionality in SAP, and with the new TRIM option it now provides a front end to the search functionality in TRIM. Users simply click on that menu button and it allows them to search, open and attach TRIM documents within any transaction in SAP where the Services for Object menu is available."

Venhuizen says Oxygen is currently working together with HP to also offer a data extraction method which will allow the storage of SAP data within TRIM.

"Sometimes it is beneficial to store a hard copy of a particular SAP transaction in TRIM to provide a snapshot in time. If we can provide integration both ways between the two systems, organisations will benefit from improved record keeping and compliance, and the time saved on data entry can be redirected towards higher value tasks."

RSA hack puts security on notice

Thousands who rely on SecurID encryption for applications such as Internet banking and secure network access are having a nervous wait for detailed information about the RSA hacking announced in April.

RSA has so far only made a series of generic statements that its network was breached and information was obtained that could be used to reduce the effectiveness of two-factor authentication.

From the public statements made thus far, it is most likely the hackers have gained access to RSA Token generator files, according to Ty Miller, the Chief Technology Officer at Australia's Pure Hacking, a specialist Australian security team that specialises in all forms of penetration testing and secure infrastructure design.

"It seems to be the case that someone has hacked in and stole the Token Generator," he said.

The impact will not be to automatically make your network or bank accounts vulnerable, but it could pose a threat if you let down your guard in other ways, according to Miller.

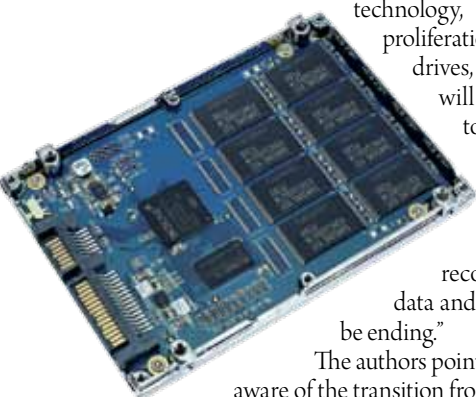
"RSA's immediate remediation steps were to be careful of social networks and clicking on links in emails and Web sites, which says they are warning us to be wary of social engineering or phishing attacks. When SecurID is used it is actually only one factor out of four; you still need to know where to go with your browser, you need to know your username, your password and your TokenID. From what RSA has been saying there is the chance that someone out there could generate your Token numbers, but they still have to find out the other three things."

Pure Hacking has performed successful "spear" phishing attacks against networks that use authentic securID tokens, by sending targeted emails and convincing users to enter their username, password and Token Number details in to a dummy login page.

"That gives us a 60-second window to hack into the network before the TokenID changes again, but once we log out we have to do it all over again. There difference with these guys is they can generate the ID again, so if they get your username and password you will be totally compromised."

"There is a freely available tool called Cain from www.oxid.it where you can feed the RSA file and it will generate the token, so if they have stolen the private unique key files from RSA then they will be able to impersonate anyone's token."

The tip from Pure Hacking is to review the security you have around usernames and passwords, until it is likely that RSA will generate new token generators for its SecurID customers in banking and network security.



How the Document Ecosystem Benefits Business

Nuance & Microsoft Working Together

The dream of the paperless office first appeared in the mid-1970s, with some predicting that most record handling would be electronic by 1990. What has evolved instead is an ecosystem of sorts, made up of paper and electronic documents that include the Portable Document Format (PDF) and the Open XML Paper Specification Format (XPS).

Modern organisations should be looking for a way to accommodate and assimilate the various parts of this ecosystem so they can formulate document workflows efficiently and effectively.

Nuance is a document imaging champion, with more than 21 million registered imaging application users. The company led the way in bringing document imaging to the masses by facilitating the use of sophisticated scanning technology on desktops and multi-function peripheral (MFP) devices. Nuance is also a leader in PDF-related technology, and was an early collaborator on XPS.

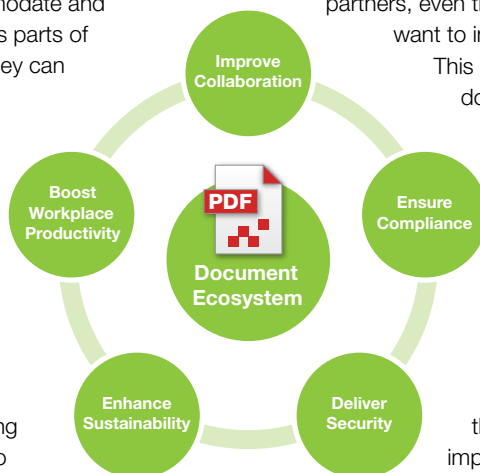
Microsoft is the most important technology provider in the corporate environment. Microsoft Office applications (Microsoft Word, Excel and PowerPoint in particular) are de facto desktop software and corporate file format standards. Through a joint effort with Microsoft,

Nuance created the PDF conversion category in 2003 to enable manipulation of fixed-format documents in Microsoft Office. With the release of Microsoft Office 2010, Nuance and Microsoft are working together more closely to offer customers increased cross-platform capability within the document ecosystem.

Organisations need to be cognizant of ways their most important constituencies – customers, suppliers, business partners, even the government – want to interact with them. This is especially true of document platforms and formats.

The most effective document strategy, then, is one that accommodates, incorporates and integrates the most important platforms for document-based interaction: paper, electronic documents and the Microsoft Office platform. Organisations that can effectively respond to that challenge will successfully negotiate the emerging competitive landscape.

Fortunately, Nuance and Microsoft are working hard to make effective navigation and optimisation of the document ecosystem a reality. CIOs should look closely at the advantages the integration of Nuance and Microsoft technologies bring.



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AD-HOC TRANSACTION - THE NEXT CAPTURE WAVE

By Harvey Spencer

Capture software for document management and ECM systems has evolved from simple scan and manually indexing documents to a more efficient way of working, where documents are grouped into batches.

Pre-coded batch and document separators have been used to separate documents and automate indexes supplemented by barcode and OCR recognition technologies.

Any key entry of indexes is distributed to efficient key entry operators to key from image. It lets high speed scanners operate at their most efficient rate.

More recently separator pages are being reduced or even eliminated through automated classification technology which saves paper, preparation time and scanning time.

Classification typically uses page based topographical pattern recognition to enable automated understanding of where documents start and finish.

This has been supplemented by full text OCR which is then used to locate keywords within documents to further classify them.

It is a similar process to the way that we as humans understand and decide what to do with a document — first we generally look at it for clues such as size and layout and make an initial decision. We then look more closely and scan its content to decide whether we have to process it immediately or not, which pile it goes in and what to do with it! This technology has led to what is known as mailroom automation which has been adopted by the banking and insurance industries particularly in Europe.

The mailroom opens envelopes usually of pre-sorted information and scans the mail in batches - automatically distributing images of the mail electronically to the appropriate people/departments.

The envelope acts as a separator. This is then being supplemented by automatically indexing the paper.

Concurrent with this are two other areas of capture that have been extensively implemented:

- Ad-Hoc Capture — utilises small desktop scanners or MFPs to enable office knowledge workers to electronically scan single documents on-demand for filing or conversion into a usable format such as word or excel. It is not a very efficient way of scanning, but it allows office staff to do their work.
- Forms Processing/Transactional Capture — consists of batch systems used to convert high volumes of specific forms types into validated data that populates back end databases.

These systems typically capture the data from many hundreds of thousands of forms such as insurance applications and claims, loan applications, surveys, payment advices, tax returns and other fixed form documents using a mixture of zoned OCR, barcode recognition, and OMR supplemented by key entry.

With classification and understanding of the document(s) these systems have been able to automatically identify relevant fields and extract and validate the data.

Invoice processing has been the leader in this and is particularly interesting.

Invoices are different from traditional types of forms processed with forms processing solutions because the data is not always in

the same place.

So the capture systems have to automatically locate the information and understand it sufficiently to be able to apply validation rules.

In addition invoices may contain single or multiple lines, they may consist of one or more pages — pre-sorting is not an option.

To be valuable, Invoice processing needs to integrate with the back-end ERP or accounting systems to extract order information and shipping information to validate the data on the bills and be able to post to the company's general ledger. These systems running in batches, can speed up the processing of paper or faxed invoices to a few hours, allowing companies to take advantage of quick payment discounts as well as reducing costs.

Forms processing and mailrooms rely on collecting paper into one location where it can be efficiently batched and scanned. This is fine where documents are delivered to a central site — such as a mailbox address.

But many companies are spending a lot of money and adding time and risk by moving documents to the point of efficient scan and sometimes indexing in a central site does not work well.

THE MOVE TO AD-HOC TRANSACTION

Ad-Hoc Transaction capture is the next logical step providing a hybrid between the different types of capture. It relies on distributed on-demand scanning but starts the understanding of a document at the time of capture, bringing forms processing technology and document understanding to demand based processing.

Ad-Hoc Transaction systems can provide real-time understanding of scanned documents.

So for example, in a branch banking environment, this capability has the ability to understand collateral materials.

An applicant may apply for a mortgage loan over the Internet, but then to gain approval from the bank, he may need to visit the bank and bring collateral materials — this of course might also happen at the applicant's home.

Either way it offers an opportunity for the bank's staff to interact with the customer. The loan officer can immediately scan the collateral with the software automatically classifying and checking the documents, verifying that the requested information was provided. As a part of this claims of income and assets can also be verified.

Furthermore, a user can start to analyse the applicant's assets and investments and automatically estimate additional services that he may offer.

In an insurance environment, brokers or field offices can scan applications or claims and get immediate feedback from the headquarters. We believe this can even be brought down to the consumer, who can use his cell phone or portable scanner. In these environments image metadata can carry information concerning who is scanning, when and where which in many applications is extremely valuable, as well as data collected from the documents.

Images of documents processed as transactions can gather a great deal more metadata than batches scanned in the back office due to the proximity to the customer and the transactional process.

The need is there, but can the capture systems be adapted to work effectively in a transactional environment? High volume capture systems have been designed as batch systems, which assumes that processing is a back office operation.

This is very different from the real-time operation that is required for ad-hoc transactions.



It is true that many systems are now modular SOA systems which allows functions to be distributed to the local level and batches can be allocated down to the document level and assigned priorities.

There is some ability to dynamically change the scheduling which is an important issue since if an enterprise capture solution is running both back office capture and front office — demand for the front office must take priority. Customers end users cannot be expected to wait 10 or 15 minutes for a response.

The prioritisation and management to the document level may also need to be changed. Documents can consist of multiple pages — realtime transactional systems should not have to wait until a whole document is scanned before it can be processed and it is possible that information that is found on the first page of a document may affect the processing of subsequent pages and the metadata that is collected from the user. Tomorrow's capture solutions must deal with this.

THE ROLE OF THE CHANNEL?

In order for ad-hoc transactional systems to work effectively they need to interface with the business processes that they affect. VARs or Systems Integrators who have a speciality in a vertical market, need to provide the specific market integration in order to make these systems work.

These VARs are not the traditional imaging Value Add Resellers — they are true Vertical Application Resellers, which was the original meaning of a VAR!

THE ROLE OF THE CLOUD

Everybody is talking about the cloud and it means many things. To me it means using the transmission and open network

capabilities of the Internet in order to access more resources.

These resources can include one or all of the following:

- access to dynamic compute power
- access to vast storage in multiple locations
- accessibility from nearly anywhere,
- access to additional data and meaning whether from internal systems (private cloud) or external systems (public cloud)
- on-demand or contracted outsourced services.

In the case of Ad-Hoc Transactional capture solutions, cloud technology is critical to provide the dynamic resources needed by these systems. We will continue to see some complete outsourced services, but I believe that the successful ones will not outsource critical business processes.

CONCLUSION

The future for capture solutions is rosy and we believe can easily sustain double digit growth rates. Paper and image acquisition will continue to be provide critical information over the foreseeable future.

But for capture solutions to be truly valuable they must provide understanding at the point of capture and integrate with business processes — preferably when the paper or images are first received.

This changes the imperatives of capture to realtime solutions which need to leverage the resources of the cloud and the vertical market understanding of resellers.

Harvey Spencer is president of Harvey Spencer Associates Inc., an analyst consulting company specialising in capture software solutions since 1989.



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Pingar takes the sting out of SharePoint metadata

New Zealand's Pingar has demonstrated a future without the need for laborious manual entry of metadata, showing attendees at the Australia SharePoint Conference 2011 in Sydney how its advanced data analysis and search technology can be used to automate the tiresome process.

The SharePoint Conference was the venue for Pingar's release of an Application Programming Interface (API), which has been used by NZ Sharepoint developers Provoke to develop an innovative SharePoint 2010 Web part. This provides automated extraction of metadata from any text-based document to populate List fields in SharePoint.

Traditionally, this information must be manually entered by the user as they upload a document to a SharePoint library, through applying relevant keywords from dropdown lists.

However Pingar's advanced discovery platform can analyse a document and extract addresses, names and other category information then automatically use this to populate metadata fields. Pingar can also perform other functions such as "Sanitising" text by replacing sensitive information with dummy names, addresses or other data to render a document harmless.

Pingar has developed its own algorithms that are used to extract information such as names, addresses and dates from a text document. Other text analytics strategies are based on dictionaries and have varying results in recognising the wide variety of content that can appear in documents.

Pingar Chief Research Officer, Dr Alyona Medelyan, said the approach developed by NZ's Provoke had the potential to save knowledge workers from the metadata burden.

Originally from Ukraine, Medelyan has Master's degree in Natural Language Processing from Freiburg University in Germany and completed a PhD in Computer Science at the University of Waikato in 2009.

Medelyan speaks Russian, Ukrainian, and German, and is learning Chinese. Her grasp of languages gives her a distinct advantage in the unique field of computational linguistics.

During her PhD Medelyan developed an open-source tool, Maui (Multi-purpose automatic topic indexing) which automatically identifies the main topics in documents. Maui is now used by companies and organisations around the world.

For the past 18 months, Medelyan has been the lead software engineer at Pingar.

She has previously interned at Google New York.

Pingar's co-founder and CEO Peter Wren-Hilton says Pingar can not only solve the headache of managing large amounts of information, it can help organisations use stored content to their advantage.

"With data in companies growing at 40 per cent per year, searching for the right information is becoming more difficult, time consuming and expensive," says Wren-Hilton.

"We can all relate to the frustration involved in spending hours searching for information. Pingar helps you find the most relevant and

useful results twice as fast as was previously possible."

Pingar's new Application Programming Interface (API) will allow a company's existing software to work with Pingar's data analysis and search technology to manage unstructured electronic data, e.g. documents, web-pages, emails, news or any kind of text.

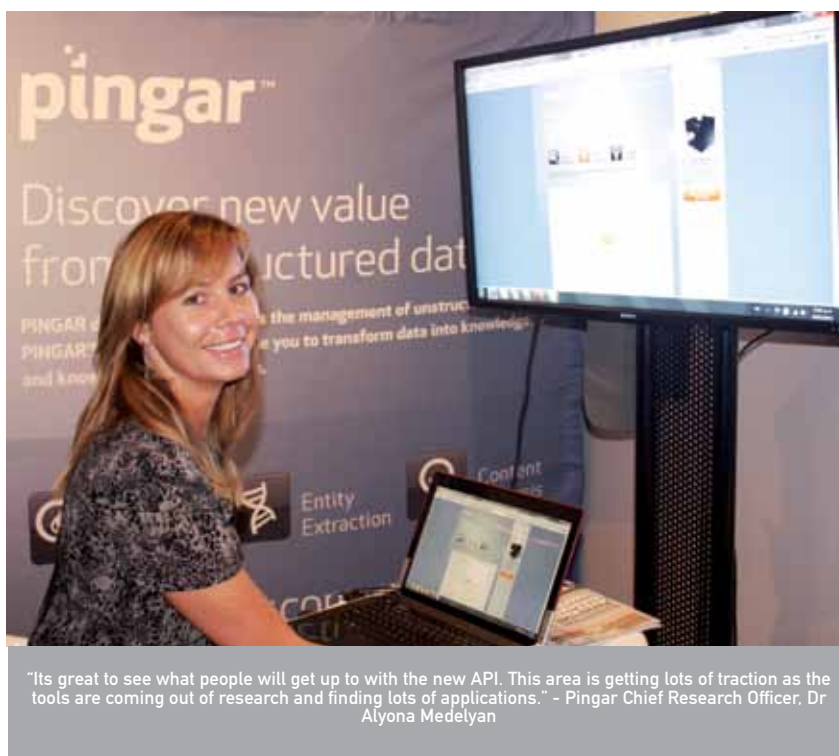
The API can be used to make products that extract useful information from masses of documents – for example quickly and accurately compiling a list of phone numbers from a whole database of unsorted documents, or quickly identifying and removing private personal details from documents that need to be publicly released (for example under the Official Information Act)

Pingar's API will be available free to software developers for a limited "development" period, to enable developers to work with Pingar's tools to build specific solutions for their clients.

Alyona Medelyan says developers will be able to pick and choose between the different software components, so clients will only pay for the features they need and those that offer the greatest benefit to the company. Pingar has a small R&D team of five in New Zealand but is looking to hire C# developers.

The API has three aspects:

- Rapid Discovery, which can be added to existing search engines for rapid query refinement and results assessment;
- Entity Extraction, a suite of tools that turn documents into useful lists of entities including people's names, telephone numbers, credit card numbers and organisations; and
- Content Analysis, which can provide precision keyword extraction and one-click document summarisation and sanitisation.



"It's great to see what people will get up to with the new API. This area is getting lots of traction as the tools are coming out of research and finding lots of applications." - Pingar Chief Research Officer, Dr Alyona Medelyan



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ISES serves up risk management for dairy co-op

Murray Goulburn Cooperative (MGC), the largest dairy cooperative in Australia, has implemented Icon Global Link's ISES tool to manage its food safety plans across all its sites.

ISES is a set of methods for systematically identifying, monitoring and managing risks from the ground up. The flowchart module maps all processes, each risk type to be assessed is described in detail and then each risk type is assessed against each process to identify each critical risk to be managed.

The framework allows for the description of risk monitoring, record keeping, prevention and corrective actions. ISES enables timely responses to day-to-day quality and risk problems, allows pro-active and evidence-based identification of opportunities for process improvement and facilitates a consistent approach to risk assessment and documentation.

MGC was looking for a robust tool that incorporated all risk management functionality into one system across multiple sites; flowcharts, decision trees, Critical Control Point and Hazard Tables, reports and document control and had to have the flexibility to manage different product lines and various risk systems. The business required consistency in approach for practitioners as well as for operators and provide plan visibility throughout the organisation.

The tool needed to reside on a secure SQL server operating over a wide area network with varying speeds, allowing site autonomy and the ability to share data and plans.

MGC has rolled out ISES' Operational Risk Management tool across its seven manufacturing sites and two distribution centres to manage all of the organisation's food safety plans. IGL initially worked with the MGC sites to migrate all plans from a 3x3 to a 5x5 customisable risk assessment matrix (Based on Australian and New Zealand Standard AS/NZ:4360 /ISO22000 /ISO31000). IGL then converted existing plan data from Microsoft Word, Excel and HEAT into ISES via the ISES MConverter module, thus not losing any of the work that had been developed over the years.

The MGC team had a refresher HACCP training course and then a workshop on the latest ISES ORM release. "I wish we could have used this software during our HACCP training course. It would have made it so much clearer to show how things fit together," said Rick Edwards (Corporate Quality Manager).

The MGC team is working through loading their site food safety information and can now benchmark and share plans amongst sites while Head Office now has visibility of all flowcharts, plans and risk registers from anywhere.

"Once we have all of our Food Safety & Quality Plans in ISES we will be in a position to explore other options such as placing our OH&S and Environmental Plans in the system," said John O'Regan (General Manager Quality Assurance).

SA Govt turns to Salmat for Land Information System

Salmat and the South Australian Government have agreed to implement a land information management system within three years, using a platform originally developed in the Northern Territory.

Salmat will manage and host the service for the SA Government.

"The integrated land information system (ILIS) is one of the world's most advanced land information systems. This cutting-edge technology provides a single system for land management, information gathering and the execution of the land transactions for government and the public," said Grant Harrod, Salmat's Chief Executive Officer.

"I am excited that this proven system will deliver greatly enhanced land management functionality for the South Australian



Government while vastly improving the experience for the South Australian public," he said.

Salmat's ILIS, designed for governments and land registries, can be used to identify and register land interest, deliver survey accurate geospatial data, record property usage and allow government guaranteed tenure. The system may be linked to a sophisticated data and image repository that provides satellite and aerial photography, cadastral data, lodgement or dealing images and specific information about services such as utilities and building permits.

The Northern Territory Government Department of Lands and Planning originally developed the Integrated land Information System (ILIS) and recently contracted exclusively with Salmat to commercialise it for sale and use world-wide as a leading edge, web based, Torrens Title Land Information System.

The South Australian project means the Salmat ILIS will be used in three Jurisdictions across Australia (Northern Territory, Australian Capital Territory and South Australia). Salmat and the Northern Territory Government are looking to build on this success with other jurisdictions in Australia and around the world as they seek to upgrade their aging systems to prepare for the new era of electronic conveyancing solutions.

Future is bright with Objective

Australia's Future Fund Management Agency (FFMA) has gone live with Objective's content, collaboration and process management solution.

The Future Fund Management Agency supports the Future Fund Board of Guardians in investing the assets of the Future Fund, the Building Australia Fund, the Education Investment Fund and the Health and Hospitals Fund.

Joe Demian, Head of Information Technology, at the FFMA said: "Objective will enhance the management of our information and improve the leverage of knowledge across the organisation.

"Fast retrieval of documents and records through intelligent search functionality is intended to help enhance process efficiency, improve collaboration and simplify the sharing of information across the organisation.

"These enhanced capabilities are important to us as an organisation that authors and consumes significant amounts of information to support decision making processes".

Tony Walls, CEO, Objective Corporation said: "It's a privilege to be working with FFMA to ensure they achieve ongoing benefits across their organisation from improved enterprise content and workflow management."

Kodak sells microfilm business

Continuing its migration to digital, Eastman Kodak Company has completed the sale of certain assets of its microfilm products and equipment business to Eastman Park Micrographics, Inc.

Eastman Park Micrographics provides products and services related to archival storage, retrieval, restoration and preservation of historical documents and records in county recorder offices throughout the US.

The sale includes agreements for Kodak to continue supplying current microfilms, as well as to provide service and support for microfilm equipment. It also includes Kodak's US data conversion services business, which converts data between analogue and digital formats.

The sale does not include Kodak's Document Imaging business, document scanners, capture software, information capture solutions, and services.

Tony Barbeau, Kodak's General Manager, Document Imaging, said microfilm remains unrivaled for long-term archival storage of vital records.

"Kodak is the longtime leader in this business, and we will continue to supply the same microfilm products, made in the same manufacturing facilities, and to the same high quality standards to which the industry has been accustomed," he said.

"Eastman Park Micrographics is strongly committed to this microfilm business," said William (Sonny) Oates, Chief Executive Officer of Eastman Park Micrographics. "We see excellent prospects for long-term growth. Eastman Park Micrographics is committed to investing in the business to support its further development. We are looking forward to the opportunity to continue providing customers with the high levels of quality and satisfaction established by Kodak."

Kodak has previously communicated that it would be selling non-core assets to generate cash to fund the completion of its transformation to a digital company.

Smartphone forensics

US computer forensics provider Susteen is promising one-click mobile and Smartphone forensics with its new Secure View 3 product.

It promises a better way to create evidence reports by allowing users to bookmark data for fast processing to streamline the investigation process.

Secure View 3 provides for SMS/MMS/E-mail acquisition from smartphones, as well as the ability to extract web browsing social network activity from Facebook, Twitter, and MySpace.

All data types are integrated in the Time Line Analysis tool to offer a snapshot of all activities (SMS, email, call history, web browsing, social networks) by hours, days or months.

Hiroiyuki Maruyama, President and CEO of Susteen, said, "Phones are like computers now – Internet, email, document

creation right at consumers' fingertips wherever they are. There are millions of people using their cell phones as their sole computing device.

"How would an investigator create a report containing all the data from a computer? Not a chance. Ability to subtract the right information is instrumental to creating meaningful evidence reports. This is where Secure View 3 excels in the area of mobile forensics – endows users with comprehensive tools for acquiring, analyzing, processing and reporting mobile phone data."



Canon intros compact MFP

Canon Australia has released its imageRUNNER C1028iF multifunction printer (MFP) aimed at small medium business (SMB) and enterprise workgroups.

With the ability to communicate with Canon's uniFLOW application, the imageRUNNER C1028iF provides a log-in feature for device access control, client billing codes for advanced cost control and universal secure print for security and reducing print waste. The user can search for email addresses and fax numbers via the LDAP server. This enhances device efficiency and productivity as the address book can be centrally managed and easily accessed locally.

For enhanced productivity the device automatically substitutes to paper of an available size if the print job specified paper is not available (A4/Letter only).

A new feature allows users to copy the front and back side of an ID card or Business Card onto a single page.



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After the bird has flown

Just when you thought your ECM strategy was settled, a new social media comes along and changes everything, including the way your company does business. Jill Nehrybecki takes stock of the digital dilemma

After months of discussion your budget is set for your ECM implementation. Happy days. That is, until you turn up for work the next day to find out the whole "content" arena has changed.

Getting a handle on content was much simpler once. Just plan for the required metadata for documentation, decide how far back you will have the paper records scanned in and then book some school kids to come on work placement to do the scanning.

Nowadays the range and variety of social media platforms that Gen Y'ers use to communicate and collaborate is making a mockery of this ordered approach. You can't deny the kids in the office their FaceBook time, especially as these days most don't need time out for a smoking break with the habit dying out.

Thanks to technology flying at us at great speed in the social realm, not understanding it enough to deal with it is becoming the life of the over 35ers struggling to remain in the information management world.

It was easy when we had typewriters, Gestetners and filing cabinets. You just needed a chair with wheels on it to be within arm's reach of all of your documentation and records.

You probably communicated externally over documentation so few times that you can remember every time you licked a stamp.

It got harder when we all had to wait for our secretaries to learn to use a PC and how to program in DOS to communicate externally. It didn't matter though as life was slower and we simply rushed home to play Pacman or tanks on your Atari to wind down after a day in the office. Times have changed haven't they?

Nowadays it's a good idea to buddy up with anyone under 25 in your company and try to follow every tweet, Facebook post and any technology-based conversation.

So if it's on social media is it a record? Historically speaking, a record could only be a document, (or a conversation when it was part of for example a "hand shake deal"). In those no one sued anyone but would visit each other's homes and have a conversation about it to clear the air.

Those "records" grew from being stored in filing cabinets, to computers, to USB and are now likely anywhere an electronic record can be saved to. Then, along came Document Management systems (Windows) and those wonderful shared drives that nicely took care of all of those easy documents and gave the CIO somewhere to read everyone's business.

In about 2001, the arrival of the World Wide Web created another source of "records". A truck load of litigation has proven that your corporate web page can as quickly hang you as sell your product or service. You advertise something on your web site, someone faults you, and you don't have a capture, you're busted. (So if you are not regularly capturing and storing your web pages, I'd start now at

least).

Then those with money that wanted to get ahead of the pack or may have had hassles finding records in those shared drives invested in an ECM solution. This may even have included emails, sound files and video etc.

Today we are doing more and more business by social "interaction". In fact the company Facebook and Twitter pages are now the headache of the record manager.

Now that many of your staff are mobile, those "interactions" can be held between anyone, anywhere, anytime and on any number of new cool technologies. Twitter, Facebook, Yammer, YouTube & LinkedIn are now often part of your marketing and sales strategy and such, have become records to manage (or to be hung by if you don't!).

You may think that you go out and buy an ECM solution that fits you today (or at least when you did the Discovery), then you set it, pay your zillions of dollars and forget it. Your receptionist is a gun on computers and she is in charge of its mods. That is so far from the reality but most learn this the hard way.

The nature of content is changing so rapidly, but there is no chance to sit on the sidelines and watch the revolution pass by. You need to have technology and policy in place around all your business or organisational records, whether they are paper, emails or tweets or whatever comes next. Vigilance must be eternal as you monitor what systems are pumping records into and out of your organisation and keep pace with systems that automate the record-keeping process as much as possible. Each record needs to be stored, approved, and easily found regardless of whether you still have the technology with which it was created on your servers. Your workforce is now more and more mobile so both internal and external sieving is now required but must be automated to allow you to keep up.

ECM solutions on the market now are dealing with the nature of content available today and what we can see just on the horizon. The very nature of content and the way we do business is now so fluid that you must be ready to manage record or content types that are not even a twinkle in their creators' eyes. Does that mean "foresight" is the ultimate challenge for content management in the Twitter era?



Jill Nehrybecki is managing director of Innov8, a specialist consultant in enterprise document management, CAD drawing management and business process.

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	New_York_Skyline	5/11/2009 9:18 AM	
	San_Francisco_Skyline	5/11/2009 9:18 AM	
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Pacific Hydro taps into the power of GIS

The clean energy future starts now with Australia's Pacific Hydro, a global developer and operator of clean energy projects that include solar, geothermal, hydro and wind. With at least \$A1.6B in new initiatives underway across the world, Pacific Hydro has sought to marry the collaborative qualities of SharePoint with its geographic information system (GIS) server to make geospatial data more broadly available in offices in Australia, Chile, and Brazil.

Maja Barnett, GIS Co-ordinator at Pacific Hydro, estimates that over 95% of documents across the organisation have some sort of geospatial reference and has cited this as the reason for developing a system to spatially enable documents stored within SharePoint.

SharePoint 2007 and an ESRI Geographical Information System (GIS) server have been in place at the organisation since 2009, however initially there were no links between the two platforms.

Limitations of a centralised approach to GIS became evident as different departments failed to receive updates to geospatial data, meaning their maps may be out of date.

SharePoint documents could not be searched spatially or by individual asset, and instead multiple documents for an individual asset or geographic location must be searched individually and often within different document libraries.

Also spatial relationships between documents could not be viewed and spatial information stored within documents was unable to be analysed.

A small team of GIS professionals located in both Melbourne and Santiago Chile undertook a project in 2010 to correct this by spatially enabling existing data for analysis.

Rather than have staff rely on maps and plans that must be generated by a small number of dedicated GIS personnel, the company also wanted to open it up to more widespread access.

"We treat our GIS as a centralised repository of information, its not just environmental data there is planning, legal and construction that all feed information into the GIS," said Barnett.

The first objective was to open up GIS data stored within geodatabases and provide a dynamic link to the mapping interface within SharePoint.

Visual Fusion from IDV solutions was selected to link SharePoint and ESRI to enable this. Melbourne-based IT integrated solutions company, Geomatic Technologies (GT), undertook the project to integrate the data sources, which ensures that any updates to the GIS data are now automatically reflected in the mapping interface.

Staff can now view the location of assets, for instance within a wind turbine power generator, and when selecting assets view additional information stored within the geodatabase.

Unlike other Internet mapping solutions, any data updated within the geodatabase is immediately reflected in the mapping interface

"Making spatial data more widely available has allowed individual departments to be better informed and resulted in improved decision-making," said Barnett.

Providing the ability for documents to be "spatially searched" was another objective.

Many documents that are specific to individual assets or a particular geographic location now have a metadata field that links



"We treat our GIS as a centralised repository of information, its not just environmental data there is planning, legal and construction that all feed information into the GIS" - Maja Barnett, GIS Co-ordinator at Pacific Hydro

them to assets stored within the GIS geodatabase. Geospatial data is manually added to documents as they are uploaded to SharePoint

This provides for improved document search functionality as well as better efficiency and workflows.

"It also provides a user friendly interface for document searches," said Barnett.

The move to spatially enable data has provided major benefits, for instance being able to analyse occupational health & safety incidents by locations. Events are traditionally recorded in an Excel spreadsheet, and when this is migrated to a SharePoint List the location co-ordinates (Latitude/Longitude) are added to enable this.

The success of the system comes from empowering non-GIS users in the business to access and contribute toward the physical location of assets, documents and incidents.

The Visual Fusion solution deployed by GT on the SharePoint platform has provided the tools to effectively extend the mapping and visualisation of business data without the need for all users to be trained in GIS.

All of Pacific Hydro's operational wind farm projects are currently held in the system, and in the future it is hoped to extend this to include all projects in both development and operation. Another item on the agenda is the addition of reporting tools that can alert to health and safety incidents for instance.

Security attacks hit home

Criminals and hackers looking to steal your company's data or cause mischief are now knocking on the front door, with targeted attacks posing a growing threat to enterprises in 2011, according to a new report from Symantec.

Meanwhile HP has declared 2010 the year of Web vulnerability as attackers continued to focus on current, unpatched vulnerabilities in web applications, social networking sites and Web 2.0 interfaces.

Symantec's latest Internet Security Threat Report highlights increases in both the frequency and sophistication of targeted attacks on enterprises; the continued growth of social networking sites as an attack distribution platform; and a change in attackers' infection tactics, increasingly targeting vulnerabilities in Java to break into traditional computer systems. In addition, the report explores how attackers are exhibiting a notable shift in focus toward mobile devices.

Targeted attacks such as Hydraq and Stuxnet posed a growing threat to enterprises in 2010. To increase the likelihood of successful, undetected infiltration into the enterprise, an increasing number of these targeted attacks leveraged zero-day vulnerabilities to break into computer systems. As one example, Stuxnet alone exploited four different zero-day vulnerabilities to attack its targets.

The report found that attackers overwhelmingly leveraged the news-feed capabilities provided by popular social networking sites to mass-distribute attacks. In a typical scenario, the attacker logs into a compromised social networking account and posts a shortened link to a malicious website in the victim's status area. The social networking site then automatically distributes the link to news feeds of the victim's friends, spreading the link to potentially hundreds or thousands of victims in minutes. In 2010, 65 percent of malicious links in news feeds observed by Symantec used shortened URLs. Of these, 73 percent were clicked 11 times or more, with 33 percent receiving between 11 and 50 clicks.

"WITH SUCH HIGH PROFILE THREATS AS HYDRAQ AND STUXNET LEADING THE WAY, 2010 WAS THE YEAR OF THE TARGETED ATTACK," - CRAIG SCROGGIE, VICE PRESIDENT AND MANAGING DIRECTOR, PACIFIC REGION, SYMANTEC

"The Internet Security Threat report reveals significant changes to the threat landscape in 2010. The volume and sophistication of threat activity increased substantially, with Symantec identifying more than 286 million new threats last year. With such high profile threats as Hydraq and Stuxnet leading the way, 2010 was the year of the targeted attack," said Craig Scroggie, vice president and managing director, Pacific region, Symantec. "With the increased popularity of social media, cybercriminals are now leveraging the popularity of shortened URLs to obtain confidential information. In addition, as more users download and install third-party applications for mobile devices, the possibility of installing malicious applications is also increasing."

In its own 2010 Top Cyber Security Risks Report, HP identified a significant increase in the volume of organized cybercrime targeting data centres and networks, which can lead to financial and data loss. The new report indicates that while the majority of attacks are against known and patched security vulnerabilities, many high-profile attacks use new vulnerabilities before vendors issue fixes.

A key finding in the new report is the dramatic increase of web



exploit toolkits. These "packaged" attack frameworks are traded online, enabling attackers to access enterprise IT systems and steal sensitive data. According to the report, web exploit toolkits are rapidly growing as the weapon of choice by attackers due to ease of use and high success rate.

The report identifies third-party plug-ins to content management systems as a leading cause of web application vulnerabilities. Blog-hosting and online discussion forum applications, such as Wordpress, Joomla and Drupal, are among the most frequently attacked systems.

"We've discovered that rather than investing resources to uncover new exploits, attackers are focused on current, unpatched vulnerabilities in web applications, social networking sites and Web 2.0 interfaces," said Mike Dausin, manager, Advanced Security Intelligence, HP DVLabs.

Despite the serious threat posed to enterprises from accidental and malicious misuse of data, uptake of data loss prevention technology will remain low for the next four years, according to Ovum.

In a new report, the analyst firm states that the data loss prevention (DLP) technology market will reach global revenues of just \$US832 million by 2015, in comparison to other key IT security markets such as network security, which will reach revenues of \$US6.5 billion in 2015.

Andy Kellett, Ovum analyst and author of the report commented: "Both public and private sector organisations have compelling reasons to protect their sensitive data, such as the potential for financial losses and regulatory requirements. DLP solutions are widely available but, despite this, enterprise take-up levels remain relatively low.

"There are some justifiable reasons for this reluctance to take up DLP products; current offerings are often perceived as too complex to deploy and support and also expensive to operate and maintain, while not providing a good enough return on investment. Part of the problem is the unrealistic way these products were originally brought to market.

"However, organisations of all types and sizes must make better provision for protecting the sensitive data that they work with, maintain and store. If this does not happen, we will see regulatory and business implications, causing businesses to fail."

According to the report, organisations that may have been put off investing in DLP technology due to IT budget pressures should take a risk-based prioritisation approach to deployments.

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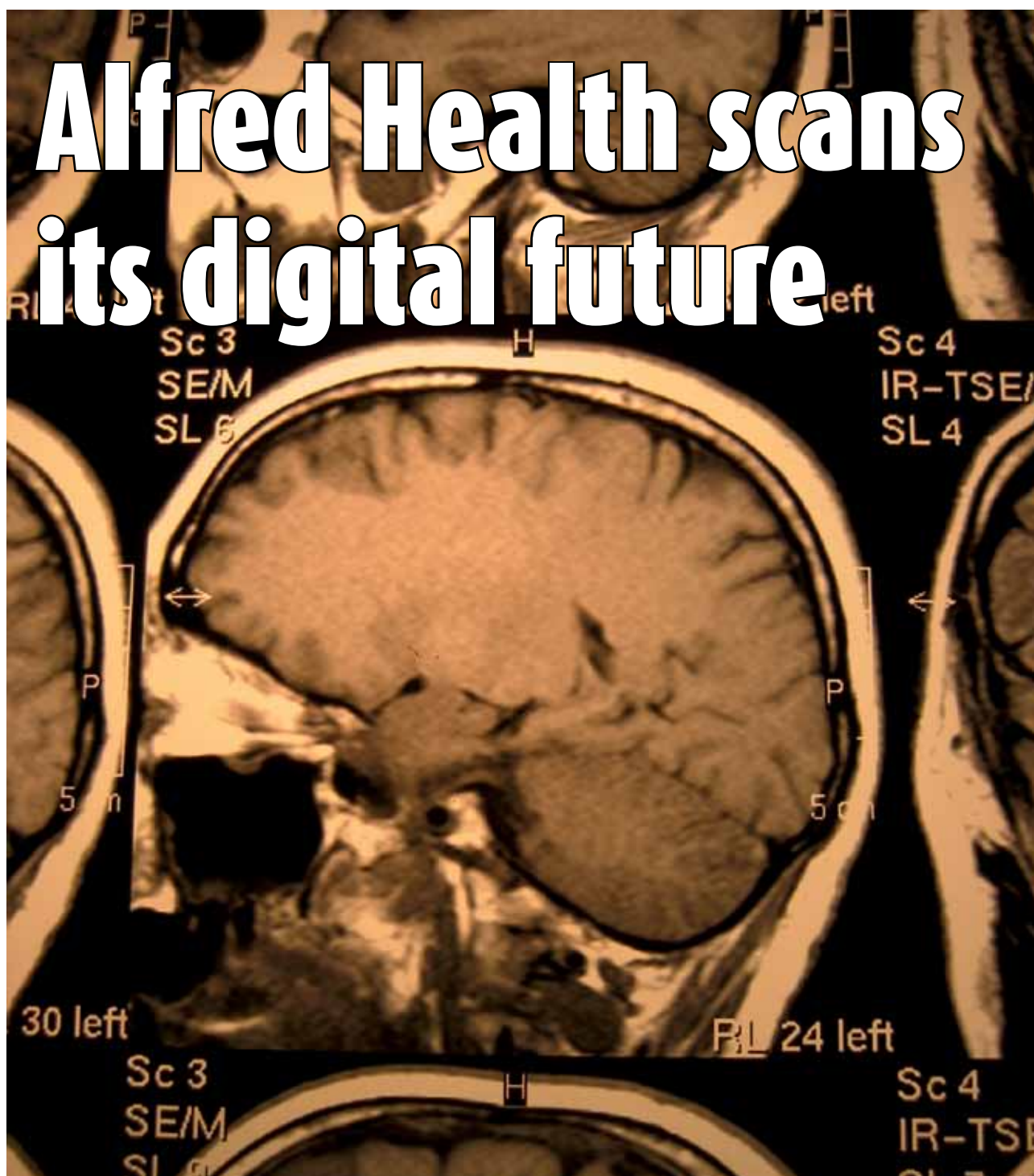
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Victoria's Alfred Health has taken a major step toward the future of Medical Recordkeeping with its implementation of Cerner Provision Document Imaging (CPDI) digital scanning system.

During 2010, Alfred Health became the first Victorian site to adopt the Cerner scanning platform, as part of its quest to provide clinicians with improved access to medical records. It is now handling over 10,000 documents a day via a solution that includes Kofax Ascent Capture 7.5 software and Bowe Bell & Howell/ Kodak scanners.

With a Cerner clinical information system in place since 1999, including online access to pathology and radiology results, the decision was made in 2007 to add a scanned medical record component. A business case was developed and funding was made available by the Victorian Department of Health (formerly DHS) in 2008 through a capital advance/interest free loan. Following a tender process, Cerner Provision Document Imaging (CPDI) was

chosen in 2009. This was followed by a 12 month implementation period.

There were many challenges to be overcome on the way, including the organisation and barcoding of documents, as well as structuring the way these are presented in the clinical viewing portal. Ensuring clinical uptake of the new system was essential, as well as maintaining HIS turnaround times while ensuring quality.

The rollout of medical record scanning commenced at The Alfred in Melbourne in March 2010, followed by Caulfield Hospital in August and Sandringham Hospital in November.

The main driver for implementing a scanned medical record was to enhance clinical access to patient information. This would address issues of delayed delivery of paper medical records to

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Cameron Butler
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Alfred Health is still operating a hybrid model. Some data is input into the Cerner application directly, while many clinicians make handwritten notes on barcoded forms.

clinical areas and missing records both of which adversely affected patient care.

A related aim of the project was to significantly reduce patient safety/organisational risk and enhance patient care by having medical record images available online in a timely manner. The system provides multiple users with simultaneous access for patient care, research, audit and review.

There is no OCR being performed on the scanned images of documents.

Ross Buchanan, Director Health Information Services (HIS) at Alfred Health, said "We tried to get this in the tender but none of the vendors could supply a system that was accurate enough."

One of the main challenges in designing the imaging platform was to ensure that the clinicians had a straightforward job to locate scanned documents once they had been placed online.

"Clinicians like the improved online access and not having to waste time locating the paper medical record," said Buchanan.

"Some have found the transition harder and slower than flicking through the paper record. We saw the project more as a clinical change rather than an IT or HIS project. Even though the project closed in December, we are still working with the clinicians to make navigating the scanned documents easier."

There is WiFi access to the digital patient record in some surgical areas and wards via portable PCs.

All records are able to viewed from within the Cerner PowerChart portal, from where the GE PACS system can also be launched to access medical imaging records.

Before the scanning system went live there was nearly a year spent in planning the rationalising, cataloguing, numbering and barcoding of forms.

Significant input was also provided by clinical staff and the project team to reach

an agreed forms structure and folder display "tree" in the Cerner PowerChart clinical viewing portal (technically known as the Event Set Hierarchy – ESH).

The ESH orders different types of documents by category and displays them in folders in a logical manner for viewing. Clinicians can opt to view or skip past any document. The content of the ESH includes scanned medical record forms, direct entry clinical documents and imported documents.

There was considerable debate around which viewing categories and sub-categories to establish, where individual forms would sit in the record structure, and the benefits of having a detailed structure versus a simpler model. More detail would add to the time taken to navigate and open each folder to locate particular documents, with a simpler structure taking less time to navigate but potentially making it more difficult for clinicians to find what they are looking for.

Alfred Health will not be back-scanning older paper records, so these will still be delivered to clinical areas traditionally to complement scanned documents available in Cerner PowerChart.

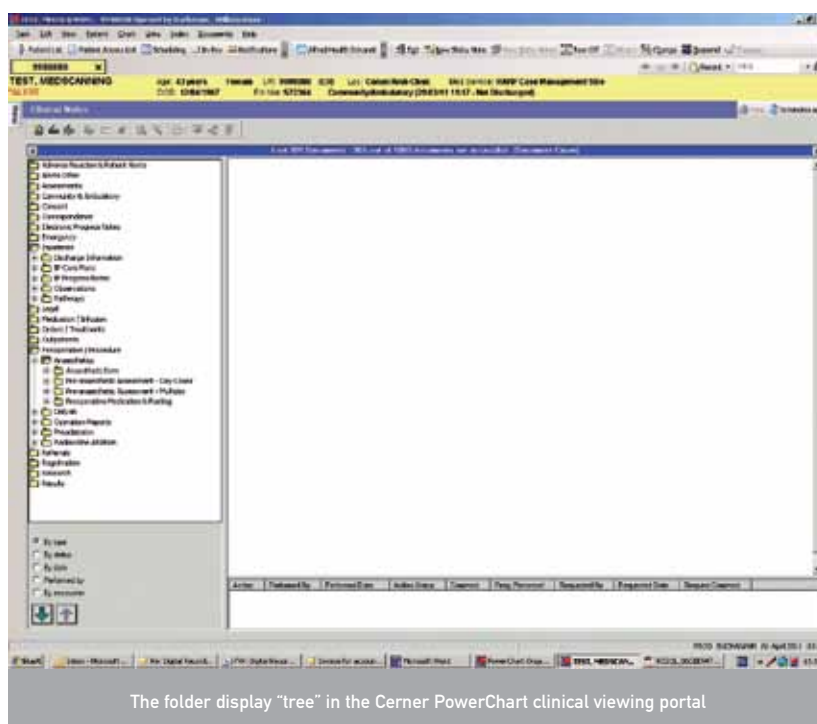
Clerical staffing numbers are expected to reduce over the next 4-5 years as the use of digital records becomes more universal, with the expectation that half the number of staff will be required to deliver a scanned medical record service.

"Staff are happy with the move away from manual paper handling, and find the CPDI and Kofax scanning software easy to use and reliable, as with the Bowe Bell and Howell batch scanners," said Buchanan.

"Having all patient information online has now opened up opportunities for Health Information Manager (HIMs) to undertake clinical coding from home. This has been trialled with a view to developing a formal program, which will help to retain HIMs and clinical coders and assist Alfred Health to manage the coder workforce shortfall.

"The Cerner system has the ability for clinicians to directly enter patient care information. As more of this occurs and we get closer to an electronic health record, the need for scanning will diminish. In the meantime, we are viewing the medical record scanning process as the transition from paper to an EHR."

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The folder display "tree" in the Cerner PowerChart clinical viewing portal

Diagnosis positive for workflow automation

Efficiency is everything for a small town health services provider like Indigo North Health, responsible for cradle to grave care for a population of 2000 in the North East Victorian town of Rutherglen.

A solution from Laserfiche and Ricoh has streamlined the invoice approval process for the not-for-profit organisation that provides a range of services: home-based nursing, residential aged care, children's services, retirement village living and community transport.

Located across three campuses, Indigo North Health operates on a tight budget, balancing the provision of quality services with a streamlined infrastructure.

"We rely heavily on suppliers and contractors," Cameron says. "So it's important for everyone that the flow of information, whether in the form of general correspondence or finance-based documents is incredibly efficient. Unfortunately, this wasn't the case; and with the business having doubled over the past five years, we were in the position of having to identify and implement a more efficient means of managing our documents and files."

In partnership with Copy Print Scan (CPS) Albury, a Ricoh Business Partner, Indigo North Health sought to evaluate the suitability of a Laserfiche and Ricoh MFD (Multi-Function Device) solution. Following an extensive evaluation process, Cameron gained approval from the organisation's board to partner with CPS on the solution's implementation.

Streamlining the accounts payable workflow for invoice distribution and approval has delivered an immediate saving of eight-to-ten hours every fortnight. On that alone, it's a saving that represents a near full return on investment in 12 months.

So where does that saving come from? Firstly, as invoices are received – either electronically or in hard copy – from suppliers and contractors, they are immediately transferred to the organisation's Laserfiche system where they are assigned to a particular cost centre.

At this point, the customised workflow developed by the CPS team kicks in and an email is automatically sent through to the cost centre's manager.

The savings realised up to then are through:

- eliminating the manual distribution of invoices;
- reducing the instances of having to request misplaced invoices from suppliers; and
- removing the need to manage a large number of paper-based accounts payable files.

The Laserfiche-based approval process kicks in once an email is received. Cost centre managers receive an embedded link to the invoice, which, when clicked, displays the invoice on their screen along with the ability to approve or deny the payment, specify an expense code and add notes for the accounts payable team if required.



Whether invoices are scanned in at the MFD or received by fax, the solution automatically scans and translates each word on the document, then updates an integrated index database.

Once closed, the approved or denied invoice is sent immediately through to the accounts payable team who then take the appropriate follow-up action.

"When we need to locate any document, whether it's an invoice, purchase order or anything else that we've filed in the Laserfiche system, it's a simple case of entering a supplier's name or any other search criteria into the search field, and it's there immediately," Cameron says.

"The time this is saving everyone is definitely one of the key reasons the Ricoh solution is being so well accepted and utilised by our organisation."

The solution is now being extended to filing of business correspondence, patient records, and Board documents and meeting minutes.

"We're a relatively small organisation, and even as the CEO I don't have the luxury of a personal assistant," Cameron states. "For my correspondence, one of the admin team uses the Ricoh MFD to scan in everything and drop it into my correspondence folder. From there, I'm able to browse through it all, search for any related documents and file it into my own Laserfiche file folders."

"For the admin team, all that's required is to stack the correspondence into the MFD's document feeder, press a couple of buttons and that's it," Cameron continues. "In a matter of a minute or so, all my daily correspondence is scanned, filed and available on-line."

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AP automation heads north

The Northern Territory Govt is in the final phase of a three year implementation of accounts payable automation to handle 450,000 invoices per year.

The program has its origins in a 2007 review conducted by the NT Government that looked at backoffice activities in relation to corporate services.

The review aimed to gain efficiencies and reduce expenditure in the four areas of accounts payable, accounts receivable, payroll and reporting.

Joseph Babbini, Director Program Office for the Northern Territory Government Australia, said the review recommended automating paperflow and bring the approval process online.

"The NT Government is unique in having a centralised mainframe-based accounting and HR system for all government departments. The finance accounting system is called Masterpiece from Infor," said Mr Babbini.

FILEWISE PROVIDED THE BUSINESS AND WORKFLOW COMPONENT WITH KOFAX PROVIDING THE SCANNING AND CAPTURE.

A tender issued in early 2008 was won by Stellar Asia Pacific utilising the fileWise document management product.

fileWise provided the business and workflow component with Kofax providing the scanning and capture. Two dedicated scanners have been acquired from Canon and another from Epson for centralised scanning of paper invoices.

In the first phase of the AP automation project, all invoices were scanned centrally in Kofax with fileWise workflow limited to the central shared services agency, the Department of Business and Employment. This phase of the project was completed in March 2010. The next phase extended the fileWise workflow to the 26 agencies, so internal staff could approve and process payments. This was achieved by December 2010.

Once the invoice is approved, the data is exported to the mainframe accounting system and a file is sent to Westpac to deliver payment.

The next phase of the project will be focussed on procurement,



The Department of Business Employment (DBE) is a shared service provider to the whole of NT government, comprising 26 separate agencies and around 2500 users.

and enable electronic generation of individual purchase orders to automate payment upon delivery of goods.

Mr Babbini said the agency was pleased with the level of recognition achieved by the Kofax OCR processing, which hovers around 70% for paper invoices.

"It depends on the quality of the hard copy, we quite often receive copies of copies which it can struggle with, however invoices are increasingly being submitted electronically by email and recognition is 100% successful for those.

"Kofax has allowed us to classify invoices to deliver even more accuracy during the OCR process. Once it finds an ABN number it knows who the invoice has come from and thus where to look for information."

"The Electronic Invoice Management System has had a huge impact on our efficiency in accounts payable, reducing the number of processing staff required by two thirds."

The capabilities of the fileWise document management platform, which are not limited to Accounts payable, will see its reach being extended to other areas in the future. DBE has already implemented a workflow for grant applications payments. Also in the works for the future is a vendor portal so suppliers can submit invoices and review their accounts electronically.

Sydney Uni on target with EzeScan

The University of Sydney's Accounts Payable Department is using EzeScan Production Batch Scanning software to automate invoice processing.

The AP Department has to deal with between 8-10,000 invoices a month, and is now able to capture all pre-approved invoices using the EzeScan solution.

Captured data from these invoices, which represent between 20-30% of the total processed, is also output for upload to the University's PeopleSoft finance system.

Around 50% of invoices that arrive at the University of Sydney are still processed manually, another 20% delivered directly through Electronic Data Interchange (EDI), with 20% captured using the EzeScan scanning solution.

Yvonne Pollock, P2P Manager at the University of Sydney, said efficiency gains delivered by the automated processing had enabled the AP Department to handle the 46 % growth in number of invoices over the last 4 years. in real numbers 75775 to 110945 without an

increase to FTE.

EzeScan operators scan and QA the scanned images and validate the captured data. The data is automatically captured by EzeScan's DISCOVERY module.

The EzeScan DISCOVERY module utilises smart template technology to search the scanned & OCR'd document for fixed expressions, saving the operator valuable time doing manual data entry. EzeScan uploads the invoice image to HP TRIM along with captured data seamlessly using EzeScan's native HP TRIM integration.

EzeScan can also instigate HP TRIM workflow actions associated with the invoice approval process and any other HP TRIM record actions.

Captured invoices are contributing to a growing volume of electronic data stored on the University's TRIM platform, alongside student and personnel records.

May Robertson, Records Manager, estimates there are more than 15,000 electronic records being created each week, including email and documents.

AP automation is a critical topic as organisations explore practices that can lead to sustainable competitiveness and help them reduce costs and improve processes. According to Aberdeen Group, an end-to-end solution that incorporates invoice imaging and workflow automation offers up to a 90% reduction of costs. This results in stronger internal controls, and the overall streamlining of the AP invoice review and approval process. Over these pages, IDM highlights a range of Australian organisations that have chosen an Accounts Payable automation solution, which can drastically improve efficiency while reducing the costs associated with processing invoices.

CAAPS payoff for Holiday Parks

Scan Conversion Services has announced the successful deployment of its Complete Automated Accounts Payable System (CAAPS) for Discovery Holiday Parks (DHP), the largest owner-operator of accommodation parks in Australia.

DHP has more than 30 holiday parks in the country's most scenic locations, throughout Western Australia, South Australia, Northern Territory, Queensland, New South Wales, Tasmania and Victoria. CAAPS has helped DHP to reduce administrative staffing requirements by five full time employees (FTEs) and save around half a million dollars in accounts processing.

Before using CAAPS, each of DHP's 30-plus caravan parks received invoices, mostly from small suppliers, and processed them manually, mailing or faxing them back to head office in Adelaide.

CAAPS uses embedded business rules to read and interpret every faxed, scanned and emailed invoice from each park and processes them through the IT system, alerting DHP only when there are exceptions.

"All of this greatly reduces processing time, errors and cost," DHP CEO Grant Wilckens said. "It's only when there's an anomaly that the system alerts us, instead of having to check every invoice manually."

Mr Wilckens said that CAAPS was implemented as part of a complete change process that included an overhaul of IT systems, driven from board level. The system was chosen after recommendations from IT company Advance Business Consulting (ABC), which supports DHP's SAP accounting software.

Scan Conversion Services set up around 30 business rules for different regional managers and different properties, including rules



around capex vs opex and authorisation levels.

"To do this within the parameters of our existing system, SCS designed a lot of new code that is now benefitting everyone so from an R&D perspective there have been good outcomes," Mr Wilckens said. "The design makes it easy to change the rules going forward without having to rewrite the code."

CAAPS has also had a positive impact on the parks managers, who can now access real time information to give feedback to suppliers. Previously, DHP would send Express Post bags full of invoices to Adelaide from around the country for processing by data entry staff.

"We've been able to remove significant amounts of postage, including around 40 Express Post bags a week," Mr Wilckens said. "We now only need two accounts payable clerks where we had seven. We are in a pretty exciting business and we are focused on using industry-leading IT systems."

"CAAPS has given us an efficiency edge – we are definitely running with less overhead and lower cost structure. The saving from a cost perspective would have to be over half a million dollars."

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- Reduce errors and protect your company's credit rating

NSW govt. shared services adopts ReadSoft SAP solution

A NSW government shared services provider has embraced ReadSoft's platform for accounts payable (AP) automation. Hundreds of thousands of invoices per year will be automatically processed by ReadSoft's SAP-certified solution. The deal is valued at \$A433,000 and was signed during the first quarter of 2011.

Aiming to reduce costly manual work and lengthy time spent on processing invoices, the shared services provider sought out a solution to automate accounts payable (AP) processes in an existing SAP system.

ReadSoft's extensive experience was cited as one of the main reasons for the win, as well as its ability to run seamlessly within the SAP system, making it very convenient and easy for existing staff with little downtime for learning.

The ReadSoft accounts payable automation solution will streamline efficiencies by automating the processing of invoices from arrival to payment – including invoice capture, matching, and automated workflow approval processes. The solution also incorporates advanced reporting functions, giving immediate visibility into the accounts payable processes.

"Our solutions are no longer limited to private businesses; in fact, the government sector is leading the way when it comes to implementation of such solutions within a shared services environment," says Jan Andersson, President and CEO, ReadSoft.



"With this positive outlook in the government sector combined with our expertise on the market, we are confident that we will take government services to the next level."

Esfer On Demand enhanced

Esfer has announced a new version of its on Demand invoice processing solution that adds new functionality for the automation of vendor invoices. This new version is capable of processing vendor invoices according to formats and specifics in over 20 countries: invoice layout, paper size, currencies, date formats, tax codes, accounting charts, etc.

Esfer on Demand is capable of recognising and automating vendor invoice content in five languages (English, French, German, Italian and Spanish) as well as formats and data in Argentina, Australia, Belgium, Canada, Germany, Italy, New Zealand, Portugal, Singapore, Spain, the United Kingdom, the United States and other countries.

Vendor invoices are automatically matched with corresponding purchase orders and goods receipts, regardless of the customer's ERP system(s).

"Touchless" mode enables completely automated processing of invoices, void of any manual intervention — from data extraction (vendor name, invoice number, date and amount) to automatic verification and upload into an ERP system.

A new Optical Character Recognition (OCR) engine delivers improved recognition.

Also, the new version of Nuance Capture SDK 16.4 is fully integrated, guaranteeing improved recognition quality for line items and enabling even more invoices to be processed in "touchless" mode.

An enhanced workflow engine has been provided that allows complex workflow design, including the ability to add approvers during the approval process, to send invoices back to the previous step, to reset workflows, etc.

Improved default verification and validation workflow includes the ability to return an invoice to the vendor's accounting department, to block payment, to put an invoice on hold or to request additional information.

During the invoice validation stage, Accounts Payable is alerted to any invoice that resembles one that has already been processed. The system compares values in different fields — vendor name, part number, date and total amount — to prevent double invoice entry and subsequent double payment.

This new version of Esfer on Demand features SAP standard interface integration and a multi-platform connector enabling implementation with any ERP system.

"This new version with a strong focus on AP automation brings the automation capabilities typically reserved to large companies (due to the significant CAPEX investment required) to the mid-sized Australian and New Zealand companies, as well as the local subsidiaries of multinationals," said Christophe DuMonet, Managing Director, Esfer ANZ.

MediusFlow P2P moves on in

Sweden's Medius has established operations in Australia, completing a period of rapid international growth for the paperless workflow specialist.

The new Australian subsidiary is headed up by former ReadSoft employee Robert Bruhn, who is looking to hire technical and sales staff to tackle the local purchase-to-pay (P2P) and invoice automation software market.

Bruhn points out that Medius MediusFlow offers more than just P2P automation as it offers a broad platform for workflow design.

"MediusFlow is able to be configured as an on-premise, outsourced or SaaS solution, or any combination of the above, with

scanning outsourced to a BPO if required," said Bruhn.

"My target for Australia is to grow with the same rate or better than Medius AB. This requires hiring both technical and sales staff rapidly. The required staff must have first-hand knowledge of or certification in PMBOK/BABOK."

Senior staff will be brought in from Sweden to install and configure MediusFlow's first customers in Australia. Medius Australia is also looking for OCR and ERP partners. Readsoft and Microsoft are existing global partners.

MediusFlow offers a web based procure to pay workflow that can be integrated with any OCR system, purchasing system and ERP platform. The platform is sold on a per transaction basis, rather than per user, and the only desktop software required is an Outlook plug-in that allows for invoice authorisation from within the email client.

An iPhone app has been launched and other smartphones are soon to follow, providing the ability to manage workflow on the go.

Medius has out-of-the-box integration with 40 ERP systems and 20 purchasing systems and it is currently in use at over 500 customers globally. Norwegian supermarket giant NorgesGruppen processes more than 4.5 million invoices annually with MediusFlow.

There are five modules in MediusFlow and each can be bought separately:

- MediusFlow - Supplier invoices Authorize - workflow for general expense invoices. The most common flow is a two-step workflow with an approver and an authoriser. The approver codes according to the General Ledger and the Authoriser signs for the dollar value.
- MediusFlow - Supplier invoices Match - workflow for 2 or 3 way matching on line level.
- MediusFlow - Purchase Module - is where purchase orders can be setup for general expense invoices. Complementing the material

management purchasing system the company is able to approve and authorise to get permission rather than forgiveness.

- MediusFlow – Agreements Module - is for scanning contracts and agreements.
- MediusFlow – Generic Workflow Module - can be used to design unique processes such as expense approval and can also be used beyond P2P.

TiS targets local government

ASI Solutions is targeting Australia's local government sector with the TiS eFLOW solution to automate the scanning, processing and approval of accounts payable invoices.

The eFLOW solution was selected due to the high level of recognition it provides and also its flexibility in meeting the Councils' unique business requirements, including corporate compliance assurance regulations.

The solution provides electronic access to invoice images and allows for payment to be approved electronically. eFLOW is integrated with ERP as well as document management to allow large volumes of invoices and contracts to be processed daily.

eFLOW Freedom technology processes semi-structured documents. It "searches" the invoice and finds key fields such as Invoice Number, Date, Line Items, Values etc. This information is captured and exported for approval, without the need to follow one standard templated accounts payable invoice.

Zafer Orhan, ASI and TiS Business Process Consultant, said "The eFLOW platform can be used for other types of document, for instance to automate a whole mailroom, from basic Barcode scanning to sophisticated classification and routing of mail regardless of whether the documents are scanned, faxed or emailed."

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NAB banks on SharePoint smarts

NAB Finance has worked with consultants Pitcher Partners to develop a Proof of Concept (POC) showcasing the business intelligence capabilities of SharePoint 2010.

The new tool was developed to provide over 200 users with the ability to select from one of 10 Self Service Reports. It also provides access to 100,000 documents for Knowledge Management with Search refiners implemented for Companies and Authors.

It allows for the development of many real-time reports versus the previous Power Point BI in place.

"Business intelligence has become a paradox where mining of business information has become mining of business reports," according to John Brand, Vice President, Research at Springboard Research. In order to find the most appropriate data, users must first find the most appropriate report that presents that data. This can be as fruitless as looking for a needle in a haystack.

"Organisations have an explosion of information sources which can be accessed and dynamically produced. Navigating through this vast volume of higher level reports can be just as difficult (and time consuming) as rummaging through low level source data looking for insights."

The NAB POC also utilised SQL Server 2008 R2, and SQL Server Analysis Services to deliver a range of self service reports including a Microsoft Silverlight-based pivot for visual navigation of complex data. A rich interactive banker dashboard was employed as a navigation tool to extract intelligence from a cube serving 200,000,000 rows representing 60GB of data sourced from an Oracle transactional database.



The POC was developed to demonstrate key business and service orientated solutions on the SharePoint 2010 platform using the collaboration features and enterprise search.

Pitcher Partners Consulting began by working with NAB Finance Service & Operations (FS&O) to establish the scope of the POC and understand how head office staff interacted with data.

It also engaged with the NAB Business Intelligence Service Centre (BISC) to understand broader business intelligence issues and the need for an enterprise reporting framework.

Developer support

NAB Business Intelligence Service Centre Development department has approximately 60 developers (40 offshore/20 onshore). Within this department David Byars, Business Architectures and Solutions, National Australia Bank, heads a team working on the Microsoft stack for internal decision support analysis. SharePoint 2007 has been deployed across NAB for a number of years.

"Sometimes SharePoint is delivered without the appropriate controls and you end up with TeamSites popping up across the organisation so that sometimes you cannot find what you need. We came up with the concept that we just want one place for our internal customers to go for Finance," said Byars.

"After being one of the first companies involved in the Microsoft



Customer Immersion programme it became apparent there was a larger enterprise deployment to be considered. There were many exciting new features for example the ability to have multiple people editing an Excel spreadsheet at the one time, and a directory of people with specific expertise. Given the scale of an enterprise wide SharePoint development we decided for a modular approach to implementing a new shop front as our service delivery platform and look to incorporate into the enterprise vision when it becomes available."

Rita Arrigo, Principal Consultant with Pitcher Partners Consulting, said, "This is a BISC initiative with a view to expanding enterprise-wide and a way of making this financial information easier to access across NAB. We really focused on knowledge management and providing a service centre, with FAST search bringing the whole thing together."

"NAB Business Intelligence really wanted to reposition themselves as a service delivery organisation."

"THIS IS A ... WAY OF MAKING THIS
FINANCIAL INFORMATION EASIER TO ACCESS
ACROSS NAB." - RITA ARRIGO, PRINCIPAL
CONSULTANT WITH PITCHER PARTNERS
CONSULTING

The scope of the reporting job is underlined by the number of staff inside NAB, approximately 40,000 worldwide sourced from the NAB 2010 Profit Announcement.

"This POC has been developed to make it easier to provide access to financial information across NAB, including access to BI applications, a support page, dashboards, and KPI scorecards," said Byars. "It also provides the tools for power users to go in and generate new reports and distribute these to our large employee base."

The Knowledge Management Repository includes forums, wikis, a corporate taxonomy for the document library and provides for Set-up of Document Libraries.

"FAST search was implemented for 100,000 documents with

entity extraction which made excellent use of metadata” said Shyam Narayan, Solution Architect at Pitcher Partners Consulting

Through better information, the NAB Business Intelligence Service Centre (BISC) believes it can improve customer relationships and enhance decision making to dramatically affect profitability. The comprehensive search capability and the use of visual tools in the proof of concept (POC) will improve the ability to find both structured and unstructured data.

Part of the POC has now been deployed into the NAB development environment so that users can experiment and use the key features to establish the value for the next phase.

This included features such as a Silverlight Pivot to make it easier for NAB Finance internal clients to find the 200 reports available. These are categorised into daily, weekly, quarterly, monthly etc with a colour coded design. As this is launched, and user feedback is gathered, the insights gained will allow the careful planning of next steps.

According to John Brand, “In order to allow users to find the information they require more efficiently and effectively, organisations are now seeking new ways to manage, not only business data, but the reports and outputs that that data generates. A more holistic view, that incorporates all forms of business data, whether numeric or textual, will be a key differentiator for high performing knowledge-driven organisations in the future.”

Internet Explorer turns 9

Internet Explorer 9 has been officially released by Microsoft, promising faster, more visually compelling web experiences and applications with its HTML5 capability.

Microsoft has introduced Tracking Protection in Internet Explorer 9, which promises to put people in control of what data they are sharing as they move around the Web. IE9 also includes a Download Manager with integrated SmartScreen malware protection.

Improved support for HTML5 and CSS3, as well as JavaScript performance 10x faster than IE8, win praise from ECM developer KnowledgeOne Corporation.

Chief Software Engineer Kevin Donahue is looking forward to IE9's increased level of graphics and video support, as well as the ability to pin commonly-used web sites to the task bar in Windows 7.

“It means we can start planning to develop more sophisticated UIs in future releases now that the major browsers are providing support for HTML5 and CSS3.

“With the ability to create much richer user interfaces and the nice “pin to task bar” feature of Windows 7, you will probably see government and enterprise users move away from windows fat applications and start to implement more web based applications, especially if there is nothing to install.”

According to analysts Ovum, “Internet Explorer 9 (IE9) will excite web developers and ‘prosumers’ as they explore the new HTML5 capabilities of the Web’s most commonly used browser (Internet Explorer 6, 7 and 8 account for around 80% of the business browser market), but we consider it to be a non-event for the vast majority of corporate IT managers and their users.”

“This is largely because IE9 does not run on Windows XP – the operating system running on 67% of corporate desktops.”

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John Marcato, CIO, Third Wave IT

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OPEX sorts out document mess

OPEX Corporation has declared an end to the problem of handling "messy" documents – non-standard items including receipts, small forms and business cards – with its latest mixed document capture platform, the DS2200.

It will handle "messy" as well as thin and damaged documents and odd sizes, in the same batch and at the same time as the uniform, "clean" documents typically associated with traditional high-speed scanners. This results in significantly less document handling and preparation time per batch.

OPEX credits the introduction of a new document feeder, unique drop feed and packet feed technologies along with an edge-aligned auto feed capability, for the DS2200's versatility.

"OPEX introduced a revolution in scanning back in 2003 with our unique 'drop feed' technology. It proved to be a more efficient way to capture images of real world documents because it greatly reduces, and in many cases eliminates, the 'doc prep' steps that add no value to the overall process", said Mark Stevens, President and CEO of OPEX.

"With the DS2200 we now extend this revolution beyond our traditional markets of out-of-envelope remittance and payment processing to the out-of-folder document capture world, including medical records, backfile conversions, and service bureau scanning. With the DS2200, we can save you money in your image capture operation and provide an excellent return on your investment."

Featuring OPEX's CertainScan Capture Software for real-time in-line document identification and recognition, the DS2200 can identify page types and outsort envelopes, checks or patch code sheets while providing transaction integrity and real-time quality control.

The DS2200 also allows you to scan multi-stream, perform in-line recognition of barcodes, optical character recognition (OCR), optical mark-sense recognition (OMR) and magnetic ink character recognition (MICR). When CertainScan is equipped with optional Kofax VRS technology, a variety of additional optimizations can be performed in-line including content-based rotation, background smoothing, and more.



Other features include fast quad-core PC controller and software-based envelope detection, and an optional integrated workstation.

FileBound delivers in the cloud

FileBound Australia has launched FileBound On-Demand in Australia, a cloud-based document management and workflow solution. It offers advanced search and retrieval, user customisable workflow, electronic forms and full API accessibility. Joining the existing On-Site and Network Appliance based versions, the On-Demand service is the third delivery method for FileBound Solutions in Australia.

"FileBound Australia has worked hard in the last few months to deliver a cost effective, fully featured, hosted Document Management and Workflows solution that has no capital expenditure requirement" said Lee Bourke, CEO of FileBound Australia.

"This service will allow organisations who previously could not afford to enjoy the benefits of these types of solutions to do so. This is very much in-line with FileBound Australia's vision of bringing Document Management and Automated Workflow to the masses".

The FileBound On-Demand service is hosted in Australia and is distributed through a network of Value Added Resellers.

Procuring the service is as simple as paying a small setup fee and monthly usage charges based on the number of documents stored.

Free capture tool for SharePoint

Digitech Systems has made available a free tool to enable simple upload of electronic files into a SharePoint system. PaperVision SharePoint Tools allows businesses to send files from Windows Explorer and print documents from any Window application into a SharePoint implementation.

Once uploaded, the files are available to all of the sites and communities that the SharePoint implementation serves.

A free copy of PaperVision SharePoint Tools is available at www.digitechsystems.com/sharepointtools.

GApps to SharePoint

SharePoint Migration Manager for Google Apps is a new offering from Metalogix that allows existing Google Apps and Docs customers to migrate their data to SharePoint 2010 or SharePoint Online. It promises full fidelity content migration from Google Sites and Docs to SharePoint 2010, including metadata, versions and permissions.

Analysis tools provide an overview of all Google Apps content with automatic conversion of Google Docs to Microsoft Office documents during migration.

PDF reports from spreadsheets

AxiomCoders has launched an application called PDF Generator which can be used to generate reports in PDF format from invoices, price lists and worksheets in MySQL, MSSQL, Excel, etc.

PDF Generator creates reports in PDF format directly from MSSQL or MySQL databases, csv, txt files or from manually entered data. PDF Report generator also creates reports from command-line and as such can be scheduled to run at specific times when report creation is required.

It comes with more than 60 predefined reports that are ready to be used (invoices, price lists, etc.). PDF Generator uses templates designed in PDF Template Editor which is included in installation and gives freedom to design reports. It supports images in bmp, jpg, png formats, and gives designers freedom to put gradients and define the look of reports in the more user friendly way.

A fully functional 15 days trial is available for download.

PDF Converter does the splits

SmartSoft has updated its Smart PDF Converter with a new feature to enable users to split PDF documents into page ranges or single pages.

Smart PDF Converter can convert PDF documents into editable formats such as DOC, JPEG, HTML, TIFF, EXCEL and more. The Pro version enables the conversion of files back to PDF format. It also performs optical character recognition on scanned images of text in PDF format, transforming them into fully-editable and searchable digital text.

A new tab has been added to the application's interface which offers the following options:

- Split PDF. This feature enables users to split PDF documents into page ranges or single pages.
- Merge PDF. Users can now merge several documents or parts of documents into a single PDF file.
- Extract PDF. This option allows the extraction of pages from a PDF document into another PDF.

EMC Captiva learns on the fly

EMC has introduced a new Auto Learning capability to the latest version of its Captiva capture solution, allowing for automated classification and extraction of important business information from documents as they are being rapidly scanned.

The Production Auto Learning feature accelerates the capture processes for invoices, loan documents, policy claims, and many other document types. EMC claims to have jumped ahead of competitive solutions that often rely on project administrators to create templates up front or human operators to perform time-consuming extra steps during validation in order to indicate documents properties.

By automating template creation, EMC says Captiva can shorten project setup from days or weeks to a matter of hours, reducing

Redax 5.0 simplifies redaction

Version 5 of the Redax plug-in for Adobe Acrobat on Windows has been launched, promising major enhancements in both document markup and redaction. First released in 1997, Redax 1.0 was designed to meet the needs of US government agencies with Freedom of Information Act (FOIA) and Privacy Act (PA) obligations as well as law firms, corporations and other agencies with an obligation or desire to protect sensitive information contained in otherwise distributable documents.

Redax completely redacts (removes) text and graphics from the PDF page. Hacking the file cannot reveal properly redacted information. Redax locates and marks documents for redaction automatically by using lists of words and phrases. Users can also place redactions manually, drawing boxes to mark sections of PDF pages for redaction.

Version 5 adds the following new capabilities:

- Expanded Pattern Search - a new pattern-search engine includes patterns to find credit card numbers, dates, email addresses, postal codes in 12 countries, Social Security Numbers (SSN), telephone numbers and URLs.
 - Support for Regular Expressions - create your own patterns, and find almost any standardized text.
 - New Redaction Engine - handles many 'broken' PDF files.
 - Improved Performance - adds Redax boxes using 'Find Using List' up to 30 times faster.
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configuration time up to 90%. EMC has also run tests to show a single Captiva server can now process more than 10 million images per day. Captiva now features new customisation and integration options that simplify deployment using drag-and-drop processes.

Free PDF to image conversion

A new freeware tool converts PDF documents to a range of image formats for OCR or other uses.

PDFJPG.com has launched PDF To JPG, windows freeware that converts documents in PDF format to five image formats: JPG, TIF, BMP, PNG, and GIF. The utility is claimed to be 160% faster than all the other PDF converters.

It supports batch mode for processing multiple PDF documents into images at a single time and does not require Adobe Acrobat or other third-party software.

The DPI (Dots per inch) setting can be specified for the converted image and it is promised to be spyware and adware free.

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Knowledge takes root at Gilbert + Tobin Lawyers

Headquartered in Sydney, Gilbert + Tobin Lawyers is a corporate law firm of some 200 lawyers. It began its KM journey in 1999 when it specialised in technology law. Its initial KM approach was to provide what it believed was superior service to its clients through rapid access to both the company's documents and information, and to its own experience and interpretation of that information.

By Keith Power

With its lawyers initially able to share experiences informally and simply by sitting around a table discussing what they were doing, this became more difficult as the firm grew: a systemised approach to knowledge sharing was needed.

Gilbert + Tobin also faced the classic predicament of time and budget constraints. These of course were not the only constraints to knowledge sharing. Lawyers want to be seen as experts, if not 'the expert' in their field and consequently tend to jealously guard what they know. In most practices they also have to bill a certain number of hours each week or year and the more they bill the more they earn. So with competition for their time intense, there is little enthusiasm or any incentive to take time out from working on a client file, for example, to share thoughts and experiences on unrelated matters.

Gilbert + Tobin consequently decided to focus initially on its existing documents such as advices the firm writes for clients, agreements, tender documents and seminar presentations. It wanted to be able to reuse these and have access to other people's efforts rather than constantly reinvent the wheel and rolled out what was then the Imanage (now Autonomy FileSite) document management system.

Its initial investment in KM, in particular Imanage was in the order of AU\$400,000. According to Gilbert + Tobin's then IT manager Mike Solomons, this was the most the firm had ever spent on an IT system and for a firm of its size at that time was significant. However, while initially hard to justify, within a few months of the new system going live almost everyone felt that it had paid for itself in its ability to mine lawyers' experiences and was in fact overdue.

Even the firm's chief financial officer Michael Boot conceded that the system was seen as a necessity for the firm to compete. By being able to reuse documents and practitioners' experiences in new work, Boot saw the opportunity to gain a sustainable competitive advantage through passing on some of the savings realised to clients or even charging a premium for a product or service on the basis of the resulting superior quality.

In more recent times Gilbert + Tobin had planned a 'big bang' approach to KM designed to manage and solve everything in one hit. This was soon recognised as being too ambitious as well as expensive. So the firm revisited its existing systems to see what it could use as a knowledge capture tool.

Sea change

"We put a lot of work into trying to modify our document management system to see if that worked. That wasn't very successful either and in 2006 we ended up having quite a sea change in the way we thought about KM.

"We started to think much more strategically and started focusing on key topics we needed to manage and exactly how we wanted to manage them. We had come to terms with the fact that we had limited resources compared to the larger law firms," explains Jane Hogan, head of knowledge, Gilbert + Tobin Lawyers.

The firm consequently built its own simple knowledge capture

tool using Adobe, that it named Digest, as a quick way to provide lawyers with pertinent information on key topics. At the same time it built a Microsoft Word-based tool to give them access to legal precedents.

Then in early 2010 it rolled out a new tool, FRANK (for realising, advocating and networking our knowledge), built on Microsoft SharePoint as a single point from which the firm's lawyers can source information. It has also integrated FRANK to some extent with FileSite.

GILBERT + TOBIN HAD PLANNED A 'BIG BANG' APPROACH TO KM DESIGNED TO MANAGE AND SOLVE EVERYTHING IN ONE HIT. THIS WAS SOON RECOGNISED AS BEING TOO AMBITIOUS AS WELL AS EXPENSIVE.

According to Hogan, the firm had a long internal discussion on its technology direction and strategy for KM that even included the perennial build versus buy debate. Eventually it was decided it was more efficient to adhere to a standard suite of technologies and rely on an external skill set than to retain a large internal IT team.

"We chose SharePoint not necessarily because its capabilities are the best we could find but because it fits with where we want to be in terms of our technology stack. Like many organisations we went through a stage of configuring tools a lot and now we're trying to configure things only to the extent that we really need to and otherwise try to manage using what is out of the box," Hogan says.

As a result of refreshing the content and presenting it in a new way, usage of FRANK has significantly increased over its predecessor, Hogan is pleased to say, with lawyers contributing to the system through peer cells in which they work collaboratively on the content. This way, she says, they can make the appropriate value judgment



about how much to rely on it. However, although Gilbert + Tobin's KM journey has been going for a long time in one form or another, Hogan admits that the knowledge culture is not yet bedded down within the organisation even if it has shifted considerably in the right direction. As in other law firms, she admits there have been problems getting people to participate and to contribute their information more broadly and there are still pockets of individuals who are hard to motivate. However, she says Gilbert + Tobin has steered clear of any carrot or stick approach.

"The approach we've taken has been very facilitative and focused on working out how to make knowledge sharing as easy as possible for the lawyers; and how to make them see the benefits for themselves.

"Lawyers are often very individualistic but by gradually building their confidence they became more comfortable with disclosing their hard earned knowledge. The next stage involved getting lawyers to describe their knowledge to others through learning and development programmes. By arranging for a particular department to present on pertinent topics to a programme, we really get the benefits of knowledge sharing."

Yet Hogan adds that there is no panacea or single activity that has effected the change in mindset. What has worked very well for one group has been less successful for others. So her strategy for each group is different and she advocates not being afraid to experiment and fail. Gilbert + Tobin has also invested much time and energy in educating junior lawyers coming through the firm, arming them with a knowledge sharing mindset and this is now paying dividends as they become more senior.

Key benefits

According to Hogan, the key benefit of Gilbert + Tobin's KM programme is that it enables lawyers to produce higher quality work far more efficiently. While this is hard to put a dollar figure on in terms of returns, the programme remains a big investment to maintain not least because the firm's peer cells comprise very senior lawyers. Some also contend that the challenges in maintaining a KM system and culture within an organisation are greater than implementing such a programme in the first place. However, Hogan believes this varies depending on the part of the system or programme.

"Making sure your written content is current is something you have to work at. But I think the cultural aspects obtain a momentum of their own. For the last two years just getting things done has become much easier for us because we have chipped away on a lot of fronts in implementing cultural change in a way people didn't even realise. We have moved from having problems with trying to compel people to use our system and availing themselves of our professional support lawyers to demand being too high at times," she says.

Like all law firms Gilbert + Tobin has information barriers in place to preserve clients' confidentiality and to prevent conflicts of interest arising between its lawyers working for different clients. However, the firm has avoided incorporating anything in its KM system of a secure nature due to the professional ethics involved, the risk associated and the significant reputational damage it could cause by inappropriately publishing something.

Other factors to which Hogan attributes the programme's success to date include:

- Being very targeted in what the firm was doing, having a clear picture of what its goal was and finding simple ways of working towards that goal;
- Viewing it as a long term program. rather than a project about KM; and
- Having the right support in the leadership roles. In Gilbert + Tobin's case this meant having very active knowledge partners in each practice group.

This article was originally published in Delivering Successful KM Projects: A Best-Practice Guide, by Keith Power, Ark Group Australia.



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The next generation of legal document management

SharePoint is shaking up the competitive world of legal document management as MacroView founder Noel Williams explains.

Whether you are large multinational developing a bespoke solution or a looking for a commercial off the shelf (COTS) system, the market for legal document management (DM) solutions is evolving rapidly. For several years law firms have maintained a watching brief on the SharePoint phenomenon – not surprising given the central role that document management plays in their operations and the significant costs associated with traditional DM systems. Now, with the availability of SharePoint 2010, the indications are that this has progressed to real action on replacing traditional DM systems with SharePoint-based solutions.

A leading example of this increased commitment to DM on SharePoint comes from Clifford Chance – a global law firm headquartered in London and a member of the 'Magic Circle' of leading UK law firms. With over 6,000 staff and \$A1.9B in revenue, Clifford Chance is one of the 10 largest law firms in the world. Clifford Chance has announced that their next generation of document management will be on SharePoint.

"SharePoint Server 2010 gives us tighter control over our global document management and distribution, which is absolutely mission-critical for our business....

We selected SharePoint Server 2010 because it provides the most straightforward and cost-effective path to creating a globally shared, matter-centric workspace for our staff and clients," said Mark Boggis, Director of Enterprise Architecture, Clifford Chance.

The new SharePoint DM solution will replace an existing Open Text/Hummingbird system and will take advantage of SharePoint's capabilities around centrally-managed taxonomies and content types.

The objective is a truly global DM system, which will enable staff from Clifford Chance offices around the world to collaborate on matter documents using a common firm-wide taxonomy. This will be a significant advance on the previous Hummingbird approach, which required separate DM stores in each office.

Microsoft is working closely with Clifford Chance to ensure that this implementation proceeds smoothly. A case study of the implementation that has been published recently by Microsoft notes that content in the new SharePoint document store will be available for both viewing and editing by Clifford Chance users on their mobile devices.

It also refers to providing a user interface that presents documents stored in SharePoint alongside related emails that have been archived using File As You Go, an in-house-developed email archiving solution.

This commitment to SharePoint by one of the largest law firms in the world serves to confirm that SharePoint 2010 has addressed a key concern held by many observers – which is whether SharePoint could cope effectively with the document volumes that tend to occur in law firms and even in larger legal departments.

Commercially-available SharePoint DM

Not every law firm has the IT resources of a Clifford Chance. A growing number of commercial solutions are available that place SharePoint at the heart of a law firm's document management without custom development.

Australia's MacroView has been deploying SharePoint-based DM solutions at law firms in Europe, the UK and US since 2009.

In 2009, MacroView Document Management Framework

(DMF) was selected by UK-based multinational Linklaters, another UK 'Magic Circle' firm, to meet the document management needs of its Eastern European offices. These offices were being spun off into a separate entity called Kinstellar. As part of implementing the new MacroView DMF solution, some four million documents versions and associated metadata were migrated from the Linklaters Documentum system to SharePoint 2007. Today some 250 Kinstellar staff in four office locations (Budapest, Bucharest, Bratislava and Prague) are successfully using MacroView DMF on SharePoint to manage their emails and documents.

MacroView DMF has also been implemented by Winckworth Sherwood – a law firm based in the City of London. The firm's growing volume and variety of electronic document types including email, drawings, plans and PDF files are now stored in SharePoint.

A feature of the solution that is proving popular with Winckworth Sherwood users is the tight and intuitive integration into Outlook that is provided by MacroView DMF.

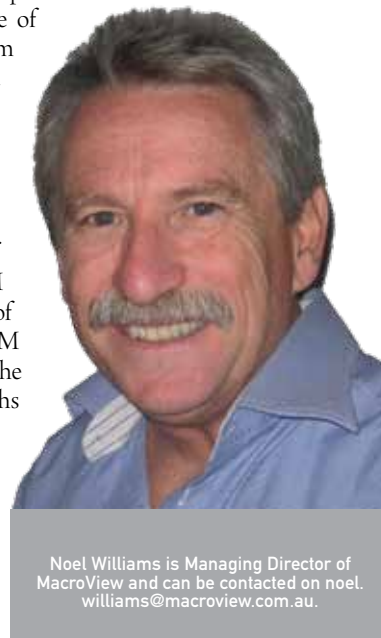
This enables drag-and-drop saving of emails and attachments as well as files from the file system. While working in Outlook and in other parts of Microsoft Office, Winckworth Sherwood users can now quickly find and retrieve documents, thanks to a customised interface to SharePoint search facilities that is also provided by MacroView DMF.

Christel Aguila, Head of IT at Winckworth Sherwood, comments: "Using a SharePoint-based DMS has already started to reduce IT management and annual maintenance costs; had we selected an alternative legal-sector DMS product those costs would have been much higher." The new solution was deployed to the Private Client Department in mid-2010 and a company-wide rollout commenced in January 2011.

Starting in mid 2010 US law firm Poyner Spruill has been using MacroView DMF on a production basis. Over 200 Poyner Spruill staff in four offices across North Carolina use MacroView DMF to manage their emails and documents in SharePoint. Poyner Spruill migrated a large volume of existing documents from their legacy DocsOpen system to SharePoint 2007.

New Entrants

Further evidence of the growing acceptance of SharePoint as a legal DM platform is the number of new SharePoint-based DM systems coming onto the market. The last six months has seen three new offerings – Excalibur from UK systems integrator Sword ECM, DMS4Legal from Netherlands-based Epona and 'Workshare Point'



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from Workshare. Excalibur was originally developed in-house by Lewis Silkin, a London-based law firm. Lewis Silkin was looking to replace their OpenText DMS system. Jan Durant, Lewis Silkin IT Director explains:

"What we've done is put a 'legal skin' on top of the SharePoint system to make Microsoft's system useable for lawyers. We believe this is the way things are going to go and that Microsoft will eventually become dominant in the legal market."

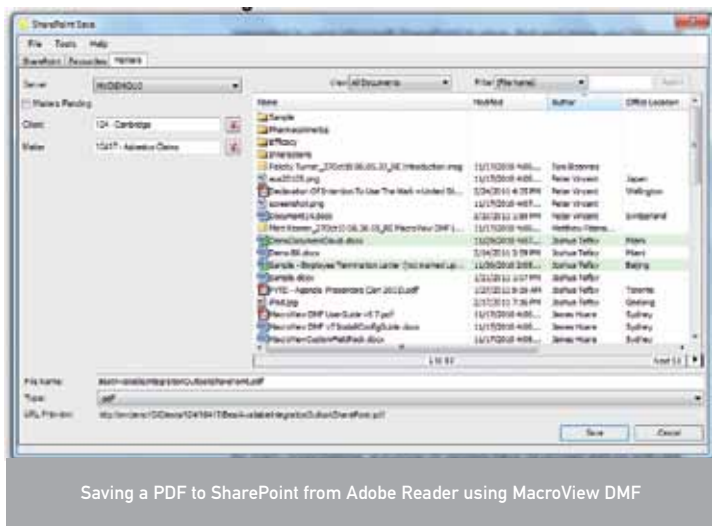
Before developing DMS4Legal, Epona specialised in the implementation of Autonomy FileSite.

Workshare has long been active in the legal market as a vendor of document comparison and metadata removal tools. With their new 'Workshare Point' product they are looking to take advantage of the rapidly growing interest in using SharePoint as a DM platform.

Tight Integration with Office

The ability to interact with the document store while working in Microsoft Office is a distinctive requirement of a legal document management system. This reflects the nature of legal document work – which sees users spend much of their time in Word and increasingly in Outlook.

In addition to providing the ability for Outlook users to file incoming and outgoing emails, MacroView DMF allows them to initiate a wide range of document management tasks. These range from searching for and opening Word documents through to working with PDF attachments. MacroView DMF adds



Saving a PDF to SharePoint from Adobe Reader using MacroView DMF

customisations to Word, Excel and PowerPoint so that users have a consistent experience when managing documents in SharePoint.

Sword Excalibur also features integration with Microsoft Office. Users working in Word, Excel and PowerPoint 2007 can use a search pane to access documents stored in SharePoint. While in Outlook 2007 they can upload documents and new versions of documents received by email. Workshare Point enables users to retrieve documents from SharePoint and file Documents and emails to Microsoft SharePoint without leaving Microsoft Office.

A document management requirement that is rapidly increasing in importance for many users – including those in legal – is to be able to save and profile PDFs directly from Adobe Reader or Adobe Acrobat. The driver for this demand is the increased availability of smart copiers and multi-function devices, which send scanned images as PDFs – often as attachments to email messages.

MacroView DMF adds Save to SharePoint customisations to Adobe Reader and Acrobat which make the experience of saving (or re-saving) a PDF to a SharePoint document store from these products consistent with saving from Office.

Enabling users to view the document store organised as a hierarchy of Clients and Matters for those Clients is a key requirement for a legal document management solution. In a traditional DM system



this organisational effect is achieved by searching based on Client and Matter metadata, whereas SharePoint blends this search capability with a hierarchy of storage 'containers' – sites, document libraries and their folders.

MacroView DMF supports client-matter-centric operation on the SharePoint platform. The user has a choice of ways in which they can access documents along Client / Matter lines – including an intuitive tree-view display, search by metadata and also by simply picking a Matter from lists that are populated by direct retrieval from the firm's practice management or case management system. Once MacroView DMF has been implemented, creating new Clients and Matters in that system will automatically provision corresponding storage areas in the SharePoint document store.

Another classic Legal DM requirement is the ability to number documents uniquely across the document store and to display the resulting Document IDs, current version number and other reference details in the footers of Word, Excel and PowerPoint documents. SharePoint 2010 comes with a built-in mechanism to generate unique Document IDs. Add-on software like the MacroView DMF Professional Legal Pack adds value by extending this Document ID generation (e.g. so to number documents across the whole SharePoint document store, rather than just within each Site Collection). It is also able to handle the automatic update of footers in Word, Excel and PowerPoint documents as they are saved to and opened from SharePoint.

Document Comparison

A standard legal DM task is to compare two documents – or two versions of a document – to highlight changes that have been made in the course of drafting and / or by lawyers acting for another party in the matter. To some extent this requirement is satisfied by the Review, Compare and Combine functionality that is built into Microsoft Word.

More sophisticated document comparison is supported by a range of specialist third-party products – including Workshare Compare, ChangePro from Litera and compareDocs from DocsCorp. A feature of all these products is integration with document management systems to facilitate the retrieval of documents and versions of documents to be compared and the storage back of comparison report files.

Support by these document comparison products for retrieving from and saving to SharePoint document stores is yet another indication that SharePoint has become a feasible platform for Legal document management. Workshare Point is a good example of this integration. Another is the way DocsCorp has integrated with MacroView DMF for retrieving and saving to SharePoint.

Noel Williams is the Managing Director of MacroView, a Sydney-based Microsoft Gold Partner specialising in solutions based on Microsoft SharePoint and Microsoft Office. MacroView develops and markets a range of add-ons for document management and document preparation (see www.macroview.com.au)

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

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

The DMF tree-view enables intuitive viewing and navigation of a SharePoint document store, so that managing documents in SharePoint is as easy and familiar as using Windows Explorer. MacroView DMF streamlines saving PDFs to SharePoint from Adobe Reader or Acrobat and is designed to provide good performance even when working with very large SharePoint document stores.



Much ado about metadata

Metadata is critical to many areas of information management. Without careful management of metadata, searching a library of documents becomes the equivalent of looking for the proverbial needle in a haystack.

Imagine what it would be like if you had to hunt through 3000 pages of documents and/or emails without any metadata to help you sort between them. This was the situation facing a plaintiff in a recent US Court case, after the defendant's legal team ignored an FOI production protocol request.

Their actions earning a stinging rebuke from Federal Court Judge Shira Scheindlin, who then imposed her own ediscovery-style production protocol.

The importance of the "National Day Laborer decision", as it is now known, extends beyond the borders of the US and has many implications for the form in which ediscovery is given as well as "discoverability" of metadata.

The case involved eight "day labourers" (casual workers) who alleged they were the victims of racial profiling and anti-immigrant sentiment after being picked up by a police officer posing as a contractor offering work in 2006. After the men entered the officer's van, they were driven a few blocks and turned over to US Immigration and Customs Enforcement (ICE) agents.

So what was all the fuss about metadata? Following an FOI request to the US Immigration and Customs Enforcement Agency, 3000 pages had been handed over with countless more to follow.

The scanned documents were provided as five PDF files, but the problem was the production protocol requested by the plaintiff's lawyers was completely ignored. The result was that the judge found that the format in which the documents were produced was both 'unusable' and 'significantly degraded' in terms of efficient review by the plaintiffs. For a hard copy comparison, imagine dealing with a large bundle, of say 10 boxes of documents. These

have been collated in a series of folders with an index complete with volume, document and even page numbering. However when they are handed over to you, the index is withheld and the documents are indiscriminately merged together so that you can't tell where one ends and the next one starts.

In short, you have a mess. Just like any other mess, it will take both time and money in order to clean it up before you actually start reviewing.

Given that the documents were previously organised very well, you would probably expect that the documents should have been handed over to you in a way which was "reasonably usable".



David McGrath, a Sydney-based solicitor with extensive industry experience, looks at a significant international judgement relating to metadata and ediscovery.

Load Files

By producing static images indiscriminately merged together without a "load file" the "Day Laborer" defendants had effectively "dumped" the documents on the plaintiff. Justice Schira Scheindlin, who ruled "it is by now well accepted that when a collection of static images are produced, load files must also be produced in order to make the production searchable and therefore reasonably usable."

Courts respect "native" formats

There are a number of recent Australian cases that provide that documents delivered as part of discovery must be produced in their native format. In *Drilling & Grouting Services Pty Ltd v Carpentaria Gold Pty Ltd* (2010), the respondent sought additional discovery from the applicant, including any document capable of being provided as a print-out from an electronic file to be also "provided by delivery of an electronic copy of that file in native format," and made this claim with regard to Federal Court Practice Note CM6.

The applicant counterclaimed that discovery of the relevant documentation in native format would necessarily lead to the discovery of an entire database which included information not relevant to the proceedings and to which the respondent was therefore not entitled access to. With respect to various financial reports, however, the court provided that:

"The respondents are entitled to see the documents in their electronic form and, again, if they exist, they should be provided in native format."

The court also acknowledged that documents in their electronic format had the potential to be not only useful in the pre-trial process, but also at the trial itself.

Similarly, *Automotive Dealer Administration Services Pty Ltd v Kulik & Ors* (2010) concerned the alleged improper use of customer information by the defendant while he was in the employ of the plaintiff company, such that a customer database was taken or accessed by the defendant to establish a new company.

In the discovery process, the defendant's data-base (the "ADS database") was requested for further inspection by a computer forensics expert for the purpose of providing expert opinion with respect to when the data in the ADS database came to be included in it.

It was also stated that the forensics expert would inspect the database to establish whether the data was obtained from the plaintiff's customer database or from other sources, an issue which was critical to the proceedings. The forensics expert also required access to the server on which the database was located as well as to other computers networked into the same server, in furtherance of establishing when the information was entered into the database.

The defendants sought to restrict additional access to the database based on the reasoning that an agreement regarding its initial inspection

Continued on page 38)

The load file, as its name suggests, contains the data which enables the documents to be uploaded into electronic document review software (e.g. Ringtail, Relativity etc). These technologies utilise a database (and text search indexes) to reference their electronic documents. The load file is just providing the database with the information it needs to reference the documents.

This requirement is specifically addressed by the Advanced Document Management Protocol (ADMP) in Australia's Federal Court Practice Note CM6. This states the load file information should be provided in a "prearranged or standardised format"

THE IMPORTANCE OF THE "NATIONAL DAY LABORER DECISION", AS IT IS NOW KNOWN, EXTENDS BEYOND THE BORDERS OF THE US.

The load file or its equivalent is not only crucial to making proper ediscovery, it is also critical to ensuring that technology delivers efficient document management throughout litigation. The initial processing of documents into a document review system comes at a significant cost. One of the benefits of electronic exchange is that processed documents are transferred to other parties thereby saving additional processing costs.

In the United States, in the absence of a specified production format, the responding party may choose whether to produce documents in either the form in which it is "ordinarily maintained" or in a "reasonably usable form".

Producing ESI content in a "reasonably usable form" does not mean that it can be converted from the form in which it is ordinarily maintained to a different form that "makes it more difficult or burdensome for the requesting party to use the information efficiently". The biggest error that is still being made by lawyers working in Australian ediscovery today is failing to demand the equivalent of a load file defined under a proper electronic exchange protocol.

Metadata

An important aspect of the "Day Laborer" case concerned the extent to which metadata should have been provided in that load file. Metadata is either native, for documents that begin their life digitally in a computer program, or created when a physical document is scanned. An email is a good example of useful metadata in a native format document. Its metadata includes from, to, cc, subject, date sent and attachments. A loose file, say a word document, would have metadata including filename, path, file type, file created date and last modified date.

This metadata presents real benefits both in terms of searching for documents (all email between person x and y during November, 2007) as well as for forensic evidentiary purposes (the file created and file last modified dates occur months after the date on the letter suggesting that it was fabricated post event).

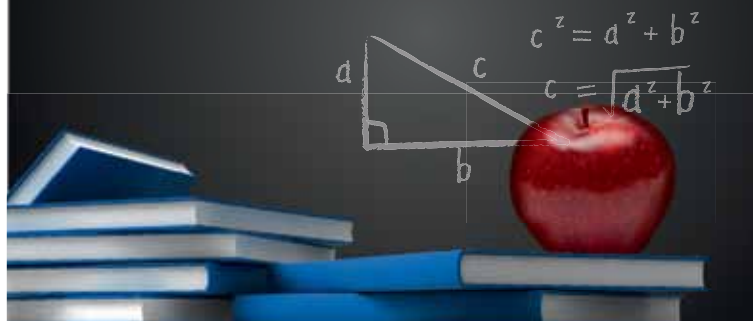
A native electronic document converted to an electronic image does not retain its metadata. Accordingly, it is extracted and retained in a separate file (just like a load file). The original native file is also retained.

Justice Scheindlin set out a list of metadata fields which she believed to be the minimum for any production of a significant collection of ESI. The specific categories that were required to be contained in load files to accompany any future production of ESI are as follows:

1. Identifier (a unique production identifier for the document);
2. File Name;
3. Custodian;
4. Source Device;
5. Source Path;
6. Production Path;
7. Modified Date;

Continued on page 38)

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Much ado about metadata

from previous page

8. Modified Time; and
9. Time Offset Value.

In addition, Judge Scheindlin indicated that the following additional metadata fields should be produced with the production of any emails:

1. To;
2. From;
3. Cc;
4. Bcc;
5. Date Sent;
6. Time Sent;
7. Subject;
8. Date Received;
9. Time Received; and
10. Attachments.

Finally, Judge Scheindlin indicated that productions of paper records also should include the following data:

1. Bates_begin (Page_start);
2. Bates_end (Page_end);
3. Attach_begin; and
4. Attach_end.

Although these fields reflect US ediscovery standards, the list still sets a useful precedent for other courts and legal teams around the world. Some believe it will become the starting point for all conversations about the fields that must be included in future US cases.

Fortunately, in Australia, we already have a starting point for

these discussions. This is the Federal Court Practice Note CM6. Its twin document management protocols include directions and suggestions for everything from the document format (searchable image files) to where page number labels will be placed on documents. There are at least 17 fields for core information with a further 11 suggestions for extras. This makes it easier for parties to arrive at an exchange protocol suitable to their requirements.

Those who want more metadata will have to justify their request however. In a 2006 Federal Court case (*Jarra Creek Central Packing Shed Pty Ltd v Amcor Limited*) Justice Brian Tamberlin held that embedded electronic information in relevant documents was discoverable, he also said that the normal discovery process had to be observed. He ruled that discovery should only be ordered where it is necessary. In that case, the application for discovery of an additional nine fields of meta data (the equivio or de-duplication fields) in addition to the 14 already agreed in the protocol was found not to be necessary (at least not at that point in time) and was denied.

This is not to say that it can't be done. Each case needs to be considered on its merits and there is a growing list of cases in Australia now where parties have been obliged to go outside the usual discovery requirements to ensure that the other party receives the information in a form it can use.

There would be few judges capable of wading so deeply into the area of digital metadata as US Federal District Court Judge Shira Scheindlin. Her actions in calling the defendant to account over a wholly inadequate electronic discovery effort will prove to be an important step in the development of more acceptable practices in the electronic exchange area.

It gives lawyers a clear precedent and guide as to what constitutes acceptable and unacceptable electronic production. The more that lawyers understand what is required, the easier it will be for everybody.

Courts respect "native" formats

should be considered final and binding as well as and for the additional reason that the plaintiff's request constituted a "fishing" exercise.

Justice Mukhtar rejected both arguments by the defendant and granted the application for the database to be inspected by the computer forensics expert, along with the server and networked computers. In discussing the discoverability of the database, the judgment describes the database as being both a "document" and "property" for the purpose of its inspection.

The judge further stated that, "it appears to me that the nature of the investigative exercise is such that it now does require the involvement of a computer expert to look into or "interrogate" the database and the server and the network computers to truly make the most of the discovery process."

Recent cases in both Australia and the US remind us how e-discovery is becoming an ever more critical element in pre-trial discovery. These decisions demonstrate that we can increasingly expect the mere production of "paper-based" files in an image format to be insufficient for the purposes of full discovery.

Text-searchability is becoming an important function for legal professionals faced with large volumes of documentation to be inspected both prior to and during trial, and at a minimum, therefore, the provision of searchable electronic documents is critical. This trend is clearly reflected in the Federal Court Practice Note on the subject, and was a key argument in favour of the production of metadata in both the US "Day Laborer"

judgement and the 2006 Jarra Creek Central Packing Shed case.

What is also clear is the necessity for parties to establish a sufficient electronic document exchange protocol in advance of discovery. Metadata, and by default therefore also documents in native electronic format, have the potential to be of incalculable importance to parties engaged in litigation, and a clear and detailed electronic document exchange protocol not only ensures that parties obtain the information that they need from the outset, but also assists legal processes in becoming more efficient by helping to prevent the kind of discovery-related disputes that evidently have the potential to arise.

The migration to 'paperless' record-keeping in all contexts, whether for business, government or individuals, will continue to awaken complex issues regarding the completeness of documentation and the provision of metadata in discovery.

How this will affect the responsibilities of third party information technology service providers in the legal realm is yet to be fully fleshed out. What we can be certain of, however, is that as technology encroaches upon and becomes an ever important part of legal processes, so too will legal processes need to be a consideration of people and businesses providing technology solutions to others.

[Allison Stanfield co-founded e.law Australia (now e.law International) in 1999 as an independent legal/IT Consulting organisation. Allison holds Bachelor of Laws (Hons) and Master of Laws degrees from QUT and she is currently undertaking her PhD in the authentication of electronic evidence.]

DocsCorp spreads discovery net

DocsCorp is delivering the ability to search for hidden image-based content in document management systems via a new Content Crawler OCR module for its pdfDocs product line. Autonomy iManage and Opentext eDOCS are the first two DM platforms that can be "crawled" to detect image-based documents, which are then automatically OCR'd to make them text-searchable.

Documents that arrive by fax, scanner or as email attachments can bypass the OCR processing that would make them text-searchable. Once in the DMS, these documents become completely "invisible" to the search engines.

"Businesses have made considerable investments in document management and search technologies, but it is estimated that 10-20% of documents in a DMS are non-searchable. This figure represents a significant risk to any business. Its reputation and financial well-being could be impacted simply by failing to produce a specific document on demand," says David Woolstencroft, DocsCorp President Marketing, Sales and Strategy.

pdfDocs Content Crawler provides a framework for searching an entire DMS database or a subset of documents based on specific DMS queries. The

Content Crawler OCR module identifies non-searchable content in image files, PDF files and even looks inside attachments to emails. The files are converted to text-searchable PDFs using DocsCorp's OCR technology and saved back into the DMS. Content Crawler can search and convert backlogs of legacy documents as well as actively monitoring newly-profiled documents.

Woolstencroft adds "if you don't know the extent of the problem, or you are not sure if you have a problem, DocsCorp invites you to use Content Crawler (trial version mode) to provide an audit report of your DMS documents."

DocsCorp will also market the product for litigation support where firms are analysing electronic discovery bundles but do not know if all of the documents in the bundle are searchable. Many firms have invested heavily in search technology and complex litigation support systems but if the documents these systems are pointed at do not contain searchable text their effectiveness is reduced.

The current release integrates with Autonomy iManage 8.2 or higher and Opentext eDOCS DM 5.1.05 or higher. Further DMS and Content Repository integrations will follow.

Nuix boosts Notes ediscovery

Nuix has delivered enhancements to its electronic discovery and investigation technology for Lotus Notes, promising a 300 per cent speed increase. The company says most ediscovery solutions were designed primarily for Microsoft formats and PST files, meaning many typical extraction processes regularly fall over or fail to comprehensively extract all the data and metadata that is stored in both Lotus Notes email and non-email applications. Many typical Notes organisations have complex architectures that leverage Notes' encryption, making the whole eDiscovery process expensive, slow and prone to errors and problems.

These newly implemented upgrades, which have been released with Nuix version 3.2, provide improvements including:

- Easier, faster and more robust processing of NSF data types;
- Data extraction via DXL (IBM's preferred method of data extraction for Notes) across both email and other Notes databases;
- Support for decrypting Notes using User ID and password pairs;
- Double byte Unicode compliance;
- Maintained rich text format of the original Lotus email during export; and
- Over 300 per cent speed improvements: Nuix has benchmarked its Lotus Notes processing to deliver 100GB of NSFs in 2 hours and 55 minutes on a single medium size server - with full metadata and text extraction, which is about 640,000 emails and attachment per hour.

ISYS powers Equivio ediscovery

Equivio has selected ISYS Document Filters from ISYS Search Software to provide text extraction capabilities for its suite of data redundancy solutions.

Equivio provides data analysis solutions for electronic discovery. One step in supplying these capabilities is the ability to extract text from hundreds of different file formats and types.

"For corporations or law firms engaged in e-discovery, the ability to rapidly access and analyse data is key," said Amir Milo, CEO, Equivio.

"Backed by an outstanding track record, ISYS Document Filters provides us with the industry-grade text extract capability we need to support an out-of-the-box solution for even the largest organisations. Moreover, ISYS's strong R&D organisation provides the future-proofing our customers require."

Iris Data expands China ediscovery services

Litigation support specialist Iris Data Services has moved to a new eDiscovery and computer forensics production facility in Nanjing, China, offering document review and online hosting.

"Our expanded operation in mainland China gives Asian-Pacific law firms and corporate legal departments a powerful local discovery resource," said Damon Goduto, Iris' Vice President of Sales. "And this new facility will continue to provide our worldwide customers more capacity and faster turn around times on their projects."

Clearwell adds legal hold module

Clearwell Systems has launched a new module in its E-Discovery Platform to manage the legal hold process. It enables a scalable, repeatable workflow that lets legal teams create, manage and track all legal hold notices in one place, and satisfy the duty to preserve from anticipation to completion of litigation.

Hold notices can be quickly created and sent to relevant custodians and system administrators via email. Different notices can be sent to custodians and system administrators, streamlining the notification process. Notices can be sent immediately or scheduled for delivery.

Hold notices can be saved as templates in the Notice Library for reuse, enabling administrators to achieve greater consistency and efficiency across the legal hold process.

Reminder email notices can be scheduled for delivery to non-responsive custodians, eliminating the need for manual follow-up.

"Increasingly, corporations are seeking to replace their manual, spreadsheet-based legal hold processes with an automated and repeatable solution in order to reduce the risk of sanctions," said Kamal Shah, vice president of products and marketing for Clearwell Systems.

"With Clearwell Legal Hold now available as a module of the Clearwell E-Discovery Platform, legal teams can easily create, manage and track data preservation mandates through a scalable and defensible solution. The Clearwell E-Discovery Platform thus not only minimises the risk of e-discovery sanctions, but also provides enterprises with a single, end-to-end solution to manage all phases of e-discovery."

Scaling storage for SharePoint

As SharePoint usage grows, many organisations are learning there are challenges to planning an effective storage platform for their SharePoint environment.

By Garth Luke

One of the main issues to face when planning a SharePoint storage architecture involves deciding whether to store content within the SharePoint SQL database or have it point to an external data store.

This decision will have major implications for the cost and performance of your SharePoint platform.

While SQL is an efficient database technology, its use as SharePoint's backend can pose unique challenges for organisations that are looking to centralise terabytes worth of legacy data. SQL is a relatively expensive storage media compared to file- and cloud-based storage, and SQL's performance can also be compromised when burdened with unstructured, non-relational data.

Microsoft built the SQL database as a transactional database. SQL database storage needs high IOPS (input/output operations per second) performance and low latency. This requires Tier 1 storage hardware which can cost up to 10 times that of other storage options.

SQL SERVER IS THE ENGINE THAT POWERS
THE SHAREPOINT PLATFORM. IF IT IS
OVERBURDENED WITH UNSTRUCTURED
DATA IT IS NOT NATIVELY EQUIPPED
TO EFFICIENTLY HANDLE, IT CAN HAVE
POTENTIALLY DISASTROUS CONSEQUENCES
AT THE PRECISE TIME YOUR BUSINESS NEEDS
THE PLATFORM MOST.

If you want to get an idea of how that works in practice, try opening up a new file in Microsoft Excel, then putting 100 5MB files into separate cells in the spreadsheet. Performance will take a big hit, just as will happen to a SharePoint installation if you fill up the SQL database with thousands of large files.

Any file stored in the SharePoint database is referred to as a BLOB (Binary Large Object). The BLOB can be a word document, PDF, email or audio or video file, stored in the database with its associated metadata.

There is actually no need to store BLOBs in the SharePoint database as they do not participate in query operations, so moving them to an external data store will not affect to speed of queries or information retrieval.

Microsoft helped address this issue by providing an External BLOB Store (EBS) Provider with Microsoft Office SharePoint Server (MOSS) 2007 SP2, which enabled organisations to extend SharePoint storage to other media. The EBS provider can take ownership of BLOBs and move them off to cheaper, more efficient file-based storage while leaving a token or stub in the SQL Server, so SharePoint can retrieve the object if necessary. One problem, though, is that EBS isn't granular – only deployable at the farm-level.

Consequently, administrators had to deploy the EBS solution on every SharePoint web front end server. It also required deep knowledge of scripting and coding in order to successfully deploy the provider.



SharePoint Server 2010 has improved upon this with the support of the Remote Blob Storage (RBS) API, a SQL-based API. More flexible than EBS, RBS enables storage of all content in a Site Collection on the file system (with metadata retained in the SQL content database). However, it also requires significant coding in order to utilize the RBS effectively.

Whether an organisation decides to do custom coding or looks to a third-party provider, it is imperative it utilises Microsoft's EBS and RBS APIs. Keep in mind that the SQL Server is the engine that powers the SharePoint platform. If it is overburdened with unstructured data it is not natively equipped to efficiently handle, it can have potentially disastrous consequences at the precise time your business needs the platform most.

To avoid having your SharePoint SQL database grow too large and unwieldy, it pays to limit overall content DB size and split content DBs if they get "too big." You also don't want to have a vast repository of content in your main SharePoint database that is not being regularly accessed.

It can help to set content limits for MySites, for instance 10GB, with an alert given when they exceed 8GB.

In our experience it is advisable to place any file that is larger than 256KB outside of the SQL database.

There are limits to the size of a database able to be addressed by SharePoint natively, Microsoft recommends 90GB for SharePoint 2007 and 200GB for SharePoint 2010.

We have seen examples in Australia of organisations that have over 1TB.

AvePoint's DocAve Storage Optimization suite offers a comprehensive solution for the offloading of BLOBs from SQL Server including the free tool DocAve Extender for SharePoint

To ensure seamless access to any network or cloud file-share content directly through SharePoint – without the need for migration – organisations can utilise DocAve Connector for SharePoint, enabling the migration-free SharePoint presentation, management, and streaming of legacy content.

Garth Luke is Vice President of Sales at Avepoint.

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A4 MFD boasts A3 smarts



Fuji Xerox has unveiled a new A4 multifunction device (MFD), the ApeosPort-IV C4430, offering software functionality that was previously only available on the company's A3 MFDs.

The MFD boasts 45 ppm output speeds in both colour and black and white with a 7-inch colour screen displaying the same user interface as other ApeosPort IV products.

In addition to Fuji Xerox's standard management tools for reporting, security, and audit trail, an open architecture technology allows for the connection of integration into document routing and workflow, as well as content management systems.

Organic engineers suite refresh

The Cadac Organice SharePoint-based engineering document management solution has had a makeover, with the promise of performance improvements for bulk operations on documents.

Cadac Organice Explorer is a smart client for Microsoft SharePoint and enhances SharePoint with functionality for engineering document management.

Release 2010 R2 delivers new functionality for import, check in or out, and metadata changes. In addition, search capabilities are extended with a new "Find" function allowing users to execute a full text search in the document grid of a SharePoint library, highlighting the keywords in the search results.

Cadac Organice Transmit is a solution for transmittal management in SharePoint. In release 2010 R2 the transmittal definition wizard is extended with a preview and users are able to define the document libraries to include in the package query.

Further, transmittal tasks now include a date for the completion

of the task by the recipient and a date for processing the response by the document controller.

The full Cadac Organice Product Suite, includes Cadac Organice Workbox 2010 R2 (a solution for workflow management in SharePoint), Cadac Organice Publish 2011 (a solution for publishing and converting SharePoint documents), Cadac Organice Scan 2011 (a solution for scanning and indexing documents into SharePoint), and the Cadac Organice server solutions, such as the Site Provisioning Tool and Document Numbering Tool, now supports SharePoint 2010 (Server and Foundation) and Microsoft Office 2010 (32-bits).

www.organice.com.au Tel: (02) 9004 7927

Contex captures wide format

Contex has announced a new wide format scanning solution for the electronic document/content management market that features EMC Captiva ISIS drivers. Users can eliminate workflow processing bottlenecks in scanning large format drawings, charts, maps, or other over-sized documents directly into EDM or ECM software and electronic capture software with this industry-standard interface.

Contex's new solutions make it possible to manage large format documents within the same workflow process as letter- or legal-size documents, while achieving high-quality scans with document-specific presets.

"As public and private industry sectors require digitisation of records - for disaster prevention, green practices, and storage expense reduction - it is important to maintain a consistent workflow process regardless of the document size. Contex's EDM/ECM solutions make this possible by eliminating the challenges of processing documents larger than A3 or B-size in a business process workflow," comments Brian Honeycutt, Product Manager of Contex A/S.

"By bringing a large format scanning solution in-house, users can continue to use the familiar interface from their EDM/ECM or capture solution when scanning large formats - thus keeping the process consistent - while delivering the right quality the first time."

The 32GB mobile phone

Lexar has launched a new 32GB Class 10 high-speed mobile microSDHC card for mobile phones.

It delivers a minimum sustained write speed of 10MB per second and a read speed up to 20MB per second, for quick transfer of data between mobile phone and computer.

The card also includes pre-loaded software to allow users to manage their stored images and videos, sync content with their PC or Mac, and share them on the most popular social websites.

The 32GB Lexar microSDHC card is \$AU126.50.

AvePoint offers free migration to SharePoint 2010

AvePoint is offering free licenses to migrate 100 gigabytes (GB) of data from legacy content repositories to SharePoint Server 2010 with its DocAve Migrator to new customers worldwide.

DocAve Migrator provides a fully mapped and flexibly schedulable migration to SharePoint Server 2010 from prior SharePoint releases as well as 14 additional legacy content repositories.

It also transforms existing metadata into SharePoint 2010 Managed Metadata, ensuring compliance with pre-established taxonomy and governance policies;

Incremental migration is offered for platform co-existence between different versions of SharePoint, in order to minimise the business impact of migrating to SharePoint 2010;

DocAve Pre-Migration Scanner provides flexibly schedulable migration plans to run at times best for the business, and detailed logging of migration jobs for post-migration reporting.

Fujitsu fi-6800 front & centre



A new production-level scanner from Fujitsu, the fi-6800, promises to boost automation, productivity and efficiency throughout the entire scanning process. Its small footprint (30x46x5cm) also allows it take its places as a scanner in front-office environments.

The Fujitsu fi-6800 (A\$19,990 ex. GST) offers scanning speeds of 130 ppm/260 ipm at 200 or 300 dpi (colour, grayscale or monochrome) and quiet operation for use in the front-office environment.

Its paper-feed mechanism is evolved from the company's top-of-the-line Fujitsu fi-5950 scanner, offering advanced paper and multi-feed protection functions.

An Intelligent Multi-Feed Function (iMFF) allows for instant detection of a multi-feed or multilayer document, such as taped-on receipts or sticky notes added to a document. This function transports the document that has caused the alert to the exit path of the scanner, and presents the physical document as well as the scanned front and back images to the user so they can decide whether rescanning is required.

For uninterrupted processing of document batches, an Automatic Image Quality Checker (aIQC) virtually marks images with potential missing data, such as folded corners, and those that might show multi-feed incidences, allowing the user to then check through these earmarked images and either validate or re-scan to the same position in the image order.

The fi-6800 can be adapted to preferred processes and preferences. Scanner status and settings are presented and changed on an easy to navigate LCD panel, which can be programmed in seven different languages.

The fi-6800 comes factory-equipped with Kofax VRS 4.5 Professional with enhanced bar code recognition, ScandAll PRO 1.8 with Connect to Microsoft SharePoint to enable document sharing and collaboration, Adobe Acrobat 9.0 Standard, and TWAIN and ISIS drivers.

For more sophisticated capture requirements, the fi-6800 integrates into Enterprise Content Management and Document Management solutions.

In addition to the Kofax VRS Professional software included with the new scanner, the fi-6800 comes equipped with the Kofax VRS 4.5 Color Graphics Adapter (CGA) board, providing image processing functionality and performance.

The new ultra-bright LED lamp technology incorporated into the fi-6800 design helps significantly decrease its power consumption, and the scanner uses less than 4W while in sleep mode.

Upon power-on, the scanner is ready to start operating within seconds, making it ideal when small batches of documents need to be scanned at frequent intervals throughout the day, while also keeping demands on energy as low as possible. Additionally, the start-up time from sleep mode to scan is less than six seconds.

Accellion introduces enterprise secure collaboration

Accellion has is expanding beyond enterprise secure file transfer to enable enterprise secure collaboration. Secure Collaboration and Mobile Apps, provide the ability to quickly create secure workspaces for internal and external project teams to collaborate and share files.

"Accellion Secure Collaboration builds on our Enterprise Managed File Transfer solution and is architected specifically for secure enterprise deployments spanning virtual and public, private and hybrid cloud environments," said Yorgen Edholm, president and CEO of Accellion.

"The solution combines all the best of our secure file transfer offering with easy-to-use secure collaboration functionality that improves business productivity while reducing the risk of enterprise data breaches."

Accellion Secure Collaboration expands on Accellion Managed File Transfer with the introduction of the Accellion Secure Workspace, a new collaboration tool. Accellion Secure Workspaces allow people to search, review, set expiration dates, comment on files, track file versioning and subscribe to automated notifications of workspace activity.

Enterprise users can share project files, images, presentations, spreadsheets, financial documents, product specifications, and any file or folder up to 100Gb in size, quickly, easily and securely with both internal and external stakeholders.

EZCM spells one-button Outlook archiving

ACOM has launched the EZCM Outlook Plug-in, an Outlook add-on that automatically indexes and stores email messages and attachments in their native formats.

By clicking on the "EZCM" button from within Outlook, users can automatically save the email message and its attachments into EZContentManager, based on the document type selected.

ACOM's EZCM Outlook Plug-in exports email messages and their associated attachments directly to the web-based EZContentManager application, without any further user interaction.

"Storing messages and attachments in their native formats ensures the integrity of our clients' data," says Angela Doolittle, Channels Product Manager.

Emails can be retrieved and displayed with all attachments in the standard Outlook window. This provides a familiar interface that essentially eliminates the need for training. By keeping all attachments permanently linked to their original messages, EZCM Outlook Plug-in promises a clear audit trail for management.

PDF creation for .NET apps

e-iceblue, a provider of components for .NET applications and Microsoft Visual Studio, has announced that it will soon launch Spire.PDF, its PDF creation component for .NET applications.

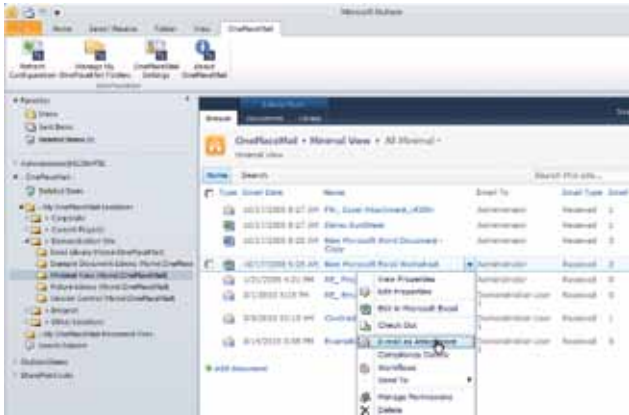
e-iceblue already provides XLS, DOC and Office components for integration with .NET applications.

Spire.PDF for .NET is a PDF creation component that enables the .NET applications to read, write and manipulate the PDF documents without any need for Adobe Acrobat.

Spire.PDF is built in C# and it does not require any external libraries. It can be either deployed on the server-side (e.g., via ASP.NET) or used with Windows Forms applications. The newly created PDF document will either be saved to the disk or streamed to the client browser or Windows Forms.

Spire.PDF for .NET also offers additional functions such as embedding fonts, drawing shapes, loading images to PDF and importing data to PDF.

OnePlaceMail 5 serves up SharePoint on the desktop



Scinaptic has announced the launch of Release 5 of its OnePlaceMail solution to provide integration between Outlook/Office and SharePoint.

OnePlaceMail Release 5 enables SharePoint Libraries and folder locations to be pushed out to desktop applications such as Microsoft Outlook. OnePlaceMail provides a Web Service in SharePoint to enable the systematic creation and easy deployment of SharePoint filing locations to desktop applications.

The personalised locations for each user can be driven by business rules and information available in SharePoint, Active Directory or other external systems.

OnePlaceMail Release 5 builds on previous versions and lets users:

- Drag and drop existing emails, email attachments or send and file emails directly to SharePoint;
- Classify content according to the SharePoint Terms and Taxonomy store. Using a full type-ahead capability from desktop applications for streamlined classification of information;
- View the existing SharePoint items within the selected SharePoint location (library/folder);
- Copy metadata from an existing item in SharePoint to streamline data entry, with email attributes being captured automatically.

Intelledox 7 leverages ECM ties

Intelledox is promising speedier and better managed document generation with version 7 of its Enterprise platform, by working closely with existing ECM and SharePoint deployments.

ECM systems are now being leveraged to add dynamically captured metadata for enhanced indexing, versioning, storage and retrieval of documents.

Intelledox Enterprise V7 includes new features to enhance document quality, reduce document creation costs and improve user productivity.

Users now have the ability to create charts and add barcodes to generated documents, compare changes in document fragment versions, set content items to expire and set project effective dates.

Questions can be added to data collection wizards, appropriate content can be searched for or new content added for approval in a pre-defined library, documents can be uploaded and projects can be scheduled similar to Microsoft Outlook.

"Today's enterprises deploy ECM to seek control of growing document volumes and to more effectively manage the document lifecycle," said Phillip Williamson, CEO of Intelledox.

"However, enterprises inevitably find that these systems alone don't address the ubiquitous problem of content chaos, which begins with uncontrolled document creation. Failing to manage document generation processes, and to centrally control the content used in generation significantly reduces the effectiveness of ECM systems.

"By implementing Intelledox, governments and enterprises can vastly improve both document quality and document management efficiency, while simultaneously reducing management and generation costs and eliminating compliance risks."

With Intelledox, business process owners can manage templates, content, and business rules. This eliminates their dependency on IT, ensuring high levels of responsiveness and self-determination to deliver document and content updates in real time.

ECM app for Microsoft Phone 7

enprovia has unveiled a Microsoft Phone 7 client app, giving users direct access to their processes and documents while being mobile. The application enables users to search and navigate through data located on their Enterprise Content Management Systems (ECM) or Document Management Systems (DMS).

The users can further add comments, annotations, voice recordings and images to existing documents, create new documents while e.g. in meetings, share documents with others and subscribe to changes and be alerted when modifications are done to folders or documents in real-time.

This app targets those Phone 7 users who need to keep their workflow efficient and make decisions even when out-of-office, needing frequent or permanent access to their enterprise documents and processes. It is available both through Microsoft's app hub as well as directly from enprovia.

The app provides access to Microsoft SharePoint content as well as to content stored in basically any ECM and DMS systems on the market, including those supporting the ECM industry standard CMIS or providing WebDAV APIs. It uses the enprovia Mobile Enabler infrastructure to rapidly integrate in medium and large-scale enterprise installations.

"We see a huge potential for Microsoft Phone 7 deployments in the enterprises of tomorrow having leading vendors like Nokia backing it" says Bo Stahlbrandt, CEO of enprovia.

"We are convinced that mobile access to your core knowledgebase and processes will prove to be a key strategic item for more corporations over time and here Microsoft's technology will play an important role, with increasing market share. We are putting our bets on their technology and are providing secure, mobile and fast access to enterprise core systems today. Our Mobile Enabler solution allows software vendors and system integrators to move faster, integrate enterprise solutions in mobile scenarios easier than their competitors", concludes Stahlbrandt.

OpenText adds Governance & Archiving for SharePoint 2010

OpenText has unveiled Application Governance & Archiving for Microsoft SharePoint 2010, a new offering that provides integrated end-to-end management of SharePoint 2010 sites and documents across an entire enterprise.

Using this solution, enterprises can take control over SharePoint sites to enforce broader compliance and archiving policies and lower ongoing administration and storage costs. It also helps to improve user productivity by opening access to all enterprise content from within SharePoint, ultimately increasing the value of content by giving corporations a robust, well-managed long-term corporate memory.

"Much of enterprise content management comes down to walking a fine line between corporate policy and user productivity," said Brian Donaldson, Vice President, Microsoft Solutions and Ecosystem, Open Text.

"With our Application Governance and Archiving solution, we're making it much easier for customers to determine the ideal SharePoint user experience while keeping the peace of mind that comes from knowing they have a central retention and records management and long-term archival system in place."

Application Governance & Archiving consolidates the

functionality in Open Text CLM Services for Microsoft SharePoint and OpenText Case Management Framework for Microsoft SharePoint and adds new site management capabilities.

From a web-based site management console, administrators can manage SharePoint success metrics, collect metadata about sites, control approval processes and manage new site deployments using simple scripts.

Other capabilities in the solution include:

- Rule based archiving that requires no user interaction to archive content, while still giving users transparent access to archived content. It also provides the ability to archive and restore complete SharePoint sites and SharePoint administrators can manage the full lifecycle of SharePoint sites beyond just site creation;
- Support for new business application development on SharePoint using a records management infrastructure, open interfaces and reusable components;
- Storage services for SharePoint that help to reduce the size of SharePoint databases and unload BLOBs from SQL Server;
- Support for managing physical records in SharePoint;
- Integration with OpenText Extended ECM for SAP, allowing SharePoint users to access SAP Business Objects within SharePoint;
- Integration with OpenText ECM Suite 2010 Shared Services that gives SharePoint users access to content from across the enterprise.

Laptop security microchip

US company Xelltec wants to give users of laptops and handhold devices the ability to remotely track and protect them with its new security microchip.

The patent-pending Xelltec Integrated Security System (XISSYS) microchip is an "embedded security" solution, designed to allow users to easily disable a stolen laptop, smart phone, or other mobile device.

"When a laptop or smartphone is stolen, the thief can easily gain access to sensitive data, including telephone numbers, bank account numbers, emails, text messages, passwords, privileged company information, and much more," explained Ken Willard, CEO. "However, any mobile device with our microchip can be immediately and completely disabled, preventing a potentially devastating security breach."

The microchip can wipe out data, or it can physically destroy the mobile device so that it is completely inoperable. And if the user needs the data that is on the mobile device, then the data can be copied remotely from the device to a server, before the data is destroyed.

"When the backup process is finished, a new process can be initiated inside the main boards which generates a high frequency voltage that zaps all of the hardware parts of device and destroys the device, so neither the device parts are usable any more. It is a powerful anti-theft deterrent," Willard said.

The microchip also acts as a tracking device, enabling the owner to find the physical location of their stolen laptop or smartphone.

Xelltec is planning to form strategic alliances and corporate partnerships with popular main board and computer manufacturing companies in the United States and internationally.

Ninefold reveals public cloud

Australian hosting company Ninefold has launched a public cloud storage service as a free public beta. In the same manner as Amazon's AWS S3 storage, a self-service account can be setup in minutes with a credit card, for data storage in the cloud for multiple applications and purposes. Ninefold promises 9.2 cents per GB/month - which includes free support.

Peter James, Managing Director of Ninefold said, "A reliable, fast and highly scalable cloud storage infrastructure is now essential for many businesses to keep up with the exponential data growth expected within the next ten years. However, there has not been a true Australian alternative to Amazon AWS S3 until now."

"This kind of cloud storage differs from the SAN-based compute

Mindjet helps navigate through SharePoint data explosion

Mindjet has launched two new products that enhance the use of Microsoft's SharePoint application. MindManager Explorer for SharePoint delivers an easier way to organise, navigate, view and act on the avalanche of information that is often uploaded to the SharePoint platform. MindManager Mapshare allows SharePoint users to share their maps throughout an organisation, without the need for a native client.

Abe Smith, Mindjet Regional Vice President, Americas and Asia Pacific, said, "Our two new applications have been created to effectively leverage SharePoint and optimise its capabilities."

"MindManager Explorer for SharePoint squarely addresses the pain of navigating through volumes of data resulting from the growing use of SharePoint throughout Australia, while Mapshare allows SharePoint users to collaborate better via shared maps across teams and departments."

Cameron Ackbury, Mindjet General Manager Asia Pacific and Japan, said, "Advanced integration with Microsoft Office (Word, Excel, and PowerPoint), Outlook and Project is now complemented by SharePoint integration. Now all Mindjet solutions seamlessly integrate with these popular Microsoft Office products so that Australian users can be both more efficient and productive in their business efforts."

Abe Smith, Mindjet Regional Vice President, Americas and Asia Pacific, said: "We are increasing our investment and resources in Australia as growth in the country is integral to our success in the Asia Pacific region. We are pleased to announce that we have added seasoned professionals Cameron Ackbury in General Manager Asia Pacific and Japan, and Conor O'Gorman as Channel Manager." Conor will head the country's channel efforts based out of Sydney.

storage already offered by other providers in the same way an external hard drive differs from your computer's C drive. It is pure, simple storage, without paying for additional resources you don't need."

Ninefold's customers have open access to the cloud storage API. This enables existing third party-developed applications to leverage the Ninefold cloud storage service API to add new storage locations or features.

An example is the new NinefoldFox extension for Mozilla Firefox which integrates Ninefold services seamlessly into the web browser, allowing easy upload and download of files to your storage with a couple of clicks.

Ninefold's new cloud storage feature is available in a free open period public beta until March 31st.

PDF tools for the Mac

Enlosoft has released of two PDF tools for Mac users that want to reuse or edit PDF documents with no Adobe applications installed.

PDF to Text for Mac helps Mac users to extract text from PDF files and retains layouts, fonts and formatting. It keeps the original page layout when converting Adobe PDF to text on Mac, and supports viewing PDF files on mobile devices and smartphones.

Enlosoft PDF to SWF for Mac is designed to help Mac users to convert PDF documents to SWF formats for viewing on the Web or intranet. It supports batch and partial conversion and Mac users are able to convert PDF to SWF flash video formats while maintaining layouts, images, links, texts and formatting of the original PDF files.

Both tools cost \$US29 and a free trial is available for download.

ShadowProtect gains Headstart on VMWare backup & restore

StorageCraft has announced the launch of the latest versions of the company's disk-based backup and disaster recovery software ShadowProtect 4.1 and ImageManager/ImageManager Enterprise 4.1. They introduce compatibility with VMWare ESX, ESXi and VirtualBox 4.0.2 and 4.0.4 environments.

ShadowProtect ImageManager Enterprise's HeadStart Restore technology feature is now compatible with VMWare ESX and VMWare ESXi, providing realtime business continuity and/or realtime migration for servers, applications, databases and data.

HeadStart Restore enables an organisation to pre-stage an automated physical or virtual system/server/database recovery to a VMware or Hyper V virtual machine a few minutes instead of hours or days.

Gavin Matthews, Chief Information Officer of Seccom Global, a StorageCraft partner in Australia, said: "HeadStart Restore and the inbuilt replication technology in ShadowProtect ImageManager Enterprise enable us to deliver truly enterprise offsite, remote server recovery through our SecureDR service, as an affordable, reliable and robust cloud-based disaster recovery solution to our customers and partners."

Instead of waiting for a disaster before starting a traditional lengthy server restore process, ShadowProtect HeadStart Restore starts the recovery process in the background and in real-time moves the operating system, data and database to the target virtual VMware or Hyper-V system while the systems are healthy and operational.

StorageCraft vice president, Asia Pacific, Greg Wyman, said: "Virtualisation has changed fundamentally the way companies host and provision servers. A key challenge for many companies is how to perform physical to virtual migrations without impacting users or the business. Quite simply, how do you migrate a database or server that has a large - for example a 1+ Terabyte of data / database to a virtual or even worse, to a new (totally different hardware) physical server?"

"With traditional technologies, the server needs to be downed and put offline (all users logged off), whilst the data and/or database is migrated which is very disruptive to the business. Compare that to being able to in Real-Time migrate the Operating System, the database and data and complete the migration to VMware, Hyper-V or any other physical server in as little as three minutes of downtime to the users during the actual cutover process. That makes migrations a seamless and painless exercise that can be conducted during business hours without disturbing users and business practices."

HeadStart Restore pricing starts at \$A351 (ex GST).

VirtualBoot Real-Time Disaster Recovery technology now supports Oracle's VirtualBox 4.0.2 and 4.0.4. VirtualBoot technology allows any ShadowProtect backup to be booted "near instantly" as a virtual machine in a matter of just a few minutes, no matter how large original server.

The 4.1 upgrades are available as a free upgrade for Version 4 license holders. Users of ShadowProtect 3.x and 2.x who have a valid maintenance contract may obtain an upgrade for free. Users without a maintenance contract are eligible to purchase an upgrade.

Semantic solution to search

RiverGlass has launched Release 3.0 of its Semantic Text Analyzer (STAn), promising a solution to the perennial problem of wading through pages of irrelevant search results.

The company claims search solutions based on traditional statistical natural language processing (NLP) approaches have fundamental limitations. These limitations come down to an inability to understand the meaning of what is being said or written -- a particularly vexing problem when it comes to differentiating the multiple meanings words commonly have.

Doug Marquis, Vice-President of Product Development at RiverGlass observes: "The addition of ontological semantics takes our text analysis capabilities to a totally new level, allowing us to bring to market the first true semantic, meaning-based approach to search and text analytics. There is no other vendor offering these capabilities today."

STAn 3.0 is the result of a multi-year R&D effort of leading computational linguists and contains a foundation of language-independent, universal concepts to which language- and application-dependent dictionaries can be tightly coupled in order to address specific application areas of interest within a business or market such as legal/eDiscovery, pharmaceutical, financial services or health care.

"The introduction of the semantic ontology developed by RiverGlass is an exciting opportunity for customers and partners to build applications that bring a focused meaning not previously possible to the massive volume and variety of data that business users face every day," stated Kirk Dauksavage, RiverGlass' CEO.

"It is all about finding and understanding what content is actually of interest to someone -- and we are now positioned to do that better than anyone else given our semantic technology," concluded Dauksavage.

Asset partners target government & utilities

TechnologyOne has formed a partnership with Assetic to jointly develop and sell an asset management software solution. The integrated solution will target local government and utilities providers with a solution to manage, maintain, upgrade, report on and plan for long-term infrastructure such as roads, water, sewerage and buildings.

TechnologyOne already works with more than 300 councils, energy and water providers, ports and airports in Australia, New Zealand and the UK, while Assetic software is installed in more than 80 sites in Australia and overseas.

The new solution being developed by the partnership integrates TechnologyOne Enterprise Asset Management (EAM) and Assetic Strategic Asset Management (SAM).

TechnologyOne EAM enables customers to manage the operations and maintenance of infrastructure and assets, while Assetic SAM uses nationally benchmarked algorithms and modelling for long-term financial analysis, forecasting and community service planning.

TechnologyOne General Manager - EAM, Peter Suchting said the new solution was more than the sum of its parts.

"The two products do not compete with each other, but work together to form an end to end solution - part of the objective of formalising the agreement is to clarify this to the market," Mr Suchting said.

"We share many customers with Assetic and have been talking about a strategic partnership for some time - the two products complement each other to offer a complete asset management solution."

Assetic Director - Client Services, Ashay Prabhu, said the agreement would deliver something that had not been achieved before when customers needed it most.

"The timing could not have been better for the two firms to partner, with the mandating of Asset Management Plans now imminent under the National Asset Management Framework," Mr Prabhu said.

"It provides a whole-of-organisation, seamless point of control so customers can create 25 year financial plans, deliver compliant asset accounting, five year capex programs and service delivery trade-off options.

"We expect demand in local government, utilities, housing and aged care will grow as an ageing population and increasing taxation burden places even more pressure on government bodies to do more with less, and need to carefully plan for how they will fund existing and future assets."

Visioneer adds cordless scanner



Visioneer has unveiled a cordless mobile scanner that functions without a computer, cables, or drivers and scans directly to an SD card or USB memory drive.

The Visioneer Mobility is a small (5x 7x 30cm) colour scanner that includes a 2GB SD memory card, rechargeable battery and carrying case. No computer or power connection is required to scan. Users simply press the power button, insert SD or USB memory, press the selector button to choose document type and insert a document or photo. Mobility can scan directly to smart phones including Android, Windows and BlackBerry.

Visioneer Mobility instantly digitises documents, photos, plastic ID cards and more into one of three file formats: colour PDF, black and white PDF or colour JPEG. Scanned items can be saved to an SD memory card or a USB flash drive.

After scanning items, users can simply eject the removable memory and insert it into any computer with a SD or USB slot, whether Windows, Mac, or Linux. Visioneer Mobility is recognised as a storage device when attached to a computer, so the scanned files can also be easily copied to the hard drive with an included cable.

Alternately, a smart phone can be attached to the scanner via the USB port and scanned images will be saved to the phone's storage media. Scanned images can then be shared by the phone's email or any document share or social media service.

Mobility can also scan documents and wirelessly transfer the scanned JPG files with an optional Eye-Fi card (not included) inserted into your scanner. Eye-Fi is an SDHC memory card that has built-in Wi-Fi. It stores the images on your card and uses your wireless network to effortlessly transfer these images to your computer and over 25 online destinations such as Evernote, Picasa, Facebook, Shutterfly, and MobileMe.

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Cadac Organice introduces Workbox 2010 R3

Cadac Organice, developer of a SharePoint based engineering document management solution, has introduced Cadac Organice Workbox 2010 R3. This new release includes new features and functionalities for advanced workflow management in Microsoft SharePoint.

Cadac Organice Workbox is a software solution for workflow management in Microsoft SharePoint. It supports project-driven engineering industries in automating their business processes with productive SharePoint workflows.

Release 2010 R3 of Cadac Organice Workbox offers several new features and functionalities, such as decisions, workflow launching parameters, for-each-item loop, expanded lookup filters and additional reporting capabilities.

New features and functionalities in release 2010 R3 include:

- Decisions allow automatic redirection of one action to another depending on conditions and permissions, without the need for user intervention.
- Workflow launching parameters allow presetting the value of workflow variables when launching the workflow. The for-each-item loop is an activity that makes it possible to execute a set of activities on each item in a list matching certain conditions.
- Further lookup filters have been extended with additional options and reporting has been extended with the possibility to export workflow data to SQL Reporting Services, Microsoft Excel or other reporting tools to create and run all kinds of custom reports.

Cadac Organice Workbox 2010 R3 is compatible with Microsoft SharePoint 2010 Foundation and Server.

LogMeIn Ignition lights up

Apple iOS device owners can use their iPad 2, iPad, iPhone and iPod touch to view, transfer and save files from their PCs and Macs with the newest update to LogMeIn Ignition, the third-party iPad app.

The newest version adds file functions to Ignition's remote control capabilities. It is claimed to be the first iOS app to combine remote control with file management.

"Just as the iPad changed mobile computing, LogMeIn Ignition has opened up new possibilities for how people can use their iOS devices for business purposes," said Andrew Burton, LogMeIn's vice president, Access & Management.

"The addition of file access to remote control makes Ignition a more powerful business app than any standalone remote access product."

With the introduction of file viewing and management, iOS device owners can now choose to remotely control a computer desktop or directly access a computer's file systems – or multiple computers' file systems —using a single app.

The new LogMeIn Ignition for iPhone/iPad also introduces the ability to wake a sleeping computer from an iPad, iPhone or iPod touch using Wake-On-LAN.

iPad 2 users will also benefit from increased speed and performance, with LogMeIn Ignition tuned to allow for multitasking and the simultaneous usage of remote control and file transfers.

People & Business

Axceler is seeking to raise the profile of its SharePoint administration and migration software in Australia and New Zealand, announcing a series of initiatives at the Australia SharePoint Conference. Along with the opening of a new office in Sydney, Axceler announced the appointment of a new Channel Sales Manager for the Asia Pacific region.

Axceler's ControlPoint, the company's SharePoint administration software, helps enterprises simplify, optimise and secure their large and complex SharePoint environments, which increasingly span international borders.

"We've found two compelling sources of market opportunity that led us to make this move: SharePoint market potential in the Australia and New Zealand region, and the rising number of multinational organisations with extensive, global SharePoint deployments," said Michael Alden, President and CEO, Axceler. "Enterprises across many industries are deploying SharePoint as a strategic and increasingly global platform. We're seeing overwhelming demand for SharePoint add-on products, particularly in the area of SharePoint governance. This year we expect our growth to further increase as more and more organisations make SharePoint a bigger part of their IT strategy."

Vijay Raghvani, who will be based in the new Sydney office, is the new Channel Sales Manager for the Asia Pacific region. Raghvani will focus on developing the Asia Pacific channel for Axceler products starting with Australia and New Zealand. The company's new Australian office is located at 100 Walker St, North Sydney, NSW 2059.

FileBound Australia has announced the appointment of **Steven Chenery** as its Director of Professional Services. Steve has come from a background of IT Start-ups, Innovation Development, Digital Technology incl. SAAS, Customer Delivery and Sales Force Support, and recently left the SEMA Group where he led their Digital Technology group.

"FileBound Australia is delighted that Steven has joined its leadership team" said Lee Bourke, CEO of FileBound. "Steve's track record of delivering great outcomes for clients will be of great benefit to our resellers and clients alike".

Steve's initial focus is to help FileBound Australia deliver on a growing demand for its Professional Services. Steve's strong skills in developing "Cloud-based" technology products will be used to fine tune and launch the new FileBound On-Demand product early in 2011.

Kodak is expanding its global reseller agreement with **ibml** to bring its intelligent scanning and document capture solutions to Australia and southeast Asia. Under the new agreement, the reseller and service and support network will serve customers in Kodak's Asia Pacific Region (APR), which includes China, Australia, and countries in Asia and the Pacific Rim. Kodak will distribute ibml through a different reseller channel to its own scanners and capture software.

ibml document capture solutions include ImageTrac Inline Document Scanners - designed for vertical applications in financial services, insurance, healthcare, mailrooms, service bureaus and government that require inline data capture - along with ibml's SoftTrac and DOCNETICS Capture and Management Software packages.

The SoftTrac Capture Suite is aimed at shared services, centralised mailroom and enterprise scanning environments that utilise a rules- and actions-based approach to minimise downstream exceptions. SoftTrac Capture Suite is also suited for mid to high-volume scanning operations.

National Film and Sound Archive (NFSA) veteran **Dave McGrouther** is joining Australia's **DAMsmart**, the audiovisual digitisation agency, to head up their Film Services Division. Dave is a leading film preservation expert with 14 years at the NFSA, most recently in an executive role as Film Curator, with extensive knowledge of archiving, preservation, conservation and repair techniques for all film formats.

Dave's appointment further strengthens DAMsmart's specialist audiovisual digitisation and preservation services. DAMsmart provides a hosted Digital Asset Management (DAM) solution to assist in the management of digitised collections.

EVENT DIARY

Mobile Technologies: Information on the Move. Third International m-libraries Conference

May 11-13 2011, Brisbane Convention and Exhibition Centre

The conference will explore and share work carried out in libraries around the world to deliver services and resources to users 'on the move', via a growing plethora of mobile and handheld devices.

www.usq.edu.au/m-libraries

IIM National Conference 2011

"Managing Information Today and Tomorrow"

May 16-18, 2011, Rydges Lakeside Canberra, ACT

"Managing Information Today and Tomorrow" is a traditional conference organised by the IIM in Canberra, which provides a forum for practitioners and solution providers to get together to discuss various aspects of information management.

The 2011 National Conference will explore various tactical and operational aspects of information governance. It will provide an opportunity to discuss the challenges of compliance, interoperability, collaboration and continuous evolution of Information Management discipline. It will include informative presentations, case studies and workshops, which will examine various approaches to challenges organisations face today and expect for tomorrow.

The IIM National Conference 2011 will be organised as a key event of the Information Awareness Month (IAM) 2011.

<http://www.iim.org.au>

MDM & Data Governance Asia Pacific 2011

May 24-26, 2011, Hilton Sydney

The summit programme is structured for companies at all stages of MDM initiatives – whether kick-starting a shared services or service-oriented architecture to support universal customer views, or developing a comprehensive business strategy to share master data across all channels and partners in a 21st century information supply chain.

Over 2 days of Keynotes, Case Studies and Exhibitions from the leading solution providers, with a further 3rd day of best-practice workshop presentations, you will learn from world-renowned MDM experts and local early adopters.

<http://enterpriseiq.com.au>

AusCERT2011 IT Security Conference

May 15-18, 2011, Gold Coast, RACV Royal Pines

Australian Computer Emergency Response Team are hosting AusCERT2011, the 10th annual AusCERT Information Security Conference.

This is an international conference that will focus on IT security; for CFOs, CIOs, CTOs and technical staff from government agencies, universities and industry. You will learn about the latest IT security issues from a business and technical perspective. The theme for AusCERT2011 is 'overexposed' which is a reflection of the increasing exposure to information security risks that people, business and society face.

<http://conference.auscert.org.au/conf2011/>

KM Australia - Asia Pacific Congress 2011

July 18-21, 2011, Crystal Palace Luna Park, Sydney

This year's event will address a range of crucial issues associated with getting a group of people to work together on how to solve common problems, effectively retain existing knowledge and enhance learning and innovation.

www.kmaustralia.com

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