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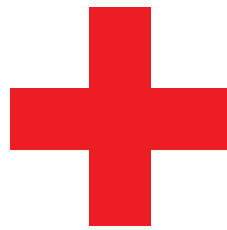
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Inside this edition

FEATURES

Personal cloud to replace the PC by 2014 says Gartner

The reign of the personal computer as the sole corporate access device is coming to a close, and by 2014, the personal cloud will replace the personal computer at the centre of users' digital lives, according to industry analysts Gartner.

Gartner analysts believe the personal cloud will begin a new era that will provide users with a new level of flexibility with the devices they use for daily activities, while leveraging the strengths of each device, ultimately enabling new levels of user satisfaction and productivity. However, it will require enterprises to fundamentally rethink how they deliver applications and services to users.

"Major trends in client computing have shifted the market away from a focus on personal computers to a broader device perspective that includes smartphones, tablets and other consumer devices," said Steve Kleynhans, research vice president at Gartner.

"Emerging cloud services will become the glue that connects the web of devices that users choose to access during the different aspects of their daily life."

The past two years have been a whirlwind in the client computing space, leaving many enterprises asking what comes next and what the environment will look like in five years.

"Many call this era the post-PC era, but it isn't really about being 'after' the PC, but rather about a new style of personal computing that frees individuals to use computing in fundamentally new ways to improve multiple aspects of their work and personal lives," Mr. Kleynhans added.

Perceptive ECM launches Australian cloud

ECM vendor Perceptive Software has added data centres in Europe, Asia, and Australia to its Software as a Service (SaaS) platform which was initially launched in the United States more than five years ago.

The company says that during 2011, 28 percent of new users chose a subscription option.

"CIOs and IT executives need to support business growth through carefully managed cost centres and by tying applications to organisational innovation and competitive advantage.

"Perceptive Software believes process and content automation solutions delivered via the cloud play a key role in driving this transformation," said Lynne Wilson, Vice President of Cloud Solutions, Perceptive Software.

"It's much more than a shift from CapEx to OpEx procurement models; it means ECM and BPM oriented SaaS solutions must be flexible, scalable and deliver value quickly."

Perceptive Software offers a number of cloud deployment models including the ability to fully isolate server and/or storage environments in most locations.

Mornington Peninsula takes on Objective Enterprise Search

Victoria's Mornington Peninsula Shire (MPS) has selected the Objective Enterprise Search solution to provide its 650 users with a single place to search more than 10 million pieces of information stored in multiple repositories.

The Shire expects this to result in more responsive and better quality service to its residents. The search solution follows a 2008 rollout of the Objective ECM system including: a correspondence management system that has daily reports of overdue correspondence, Kofax scanning software with zoned character recognition, and integration with the Shire's key corporate applications (TechnologyOne's Property and Rating system and the Merit CRM).

"We wanted to reduce the amount of time people spend conducting the same search in multiple Shire systems," said Leigh Oldmeadow, Senior Information Planner at MPS.

"Information can be found across a range of systems. Our team members need one place to search for information held in any or all of those systems," he said.

Objective will deploy its browser-based search application to enable MPS team members to conduct a single search, across multiple systems, simultaneously. A single set of optimised results is presented to users showing the most relevant and up-to-date information, regardless of the system in which the information is stored.

"Making sure that the most relevant results are returned at the top of the list is critical in delivering a single view of a topic. Without the ability to customise what information is most relevant, team members may need to review many pages of search results to find what they are looking for.

"By giving our team members a single search interface for all of our systems as well as optimised search results, we will achieve a significant reduction in the amount of time spent looking for information. This will contribute to better quality and more responsive service delivery for our community," said Oldmeadow.

"At the present we are only including "objects", that is, images, Microsoft Office documents etc. in our network drives, not structured data in our corporate applications and databases - these will be considered in the next stage."

There are no current plans to deploy SharePoint, although the council's Web CMS is currently being reviewed. Objective Enterprise Search provides facilities to select search scope and further refine search results by drilling down on resulting metadata.

MPS uses a Business Classification Scheme and Objective adds some metadata as part of the capture process as well as grabbing metadata from the Microsoft Office application. In the case of the integrated corporate applications, the metadata is captured as part of the process of automatically capturing the documents and creating files in Objective.

Version numbering is done automatically by Objective, and the user can choose to leave a document in draft or publish it. Objective Enterprise Search is being deployed at MPS in stages, with new information sources being added over time.

"The Enterprise Search takes into account all native securities at the time of indexing, including both the security in Objective and on the network drives. At this stage ES will not include data from corporate applications," said Mardon

Tony Walls, CEO of Objective Corporation said, "Objective Enterprise Search was specially developed for public sector organisations to solve a substantial challenge that they face - finding all the related and most relevant information that is stored across a number of disparate IT systems. Through the use of Objective Enterprise Search we expect that Mornington Peninsula Shire will set a new best practise benchmark for Australian councils."

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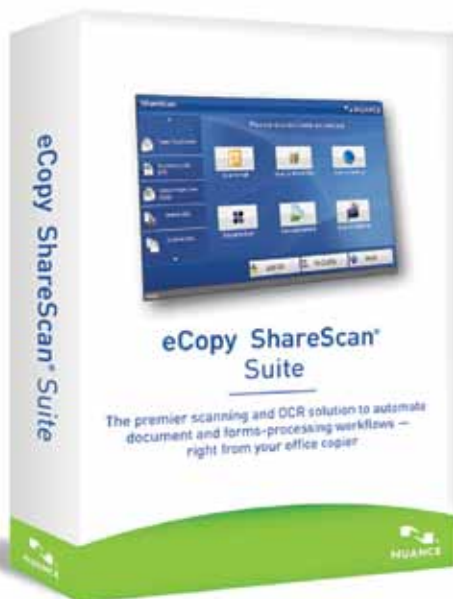
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NUANCE

Slaking a thirst for knowledge

Pam Millist looks at how an iconic brand is using knowledge management to support its core business.

At the recent *VALA - Libraries, Technology and the Future* conference held in Melbourne, one paper that sparked wide interest among delegates was the keynote plenary presentation by Guinness Archivist, Eibhlin Roche. In her presentation, Eibhlin discussed how the collections and assets of the Guinness Archive, Library and Museum are now invaluable assets contributing to and adding value to the organisation. Enhanced use of their collections together with digitisation and clever use of technology has significantly built patron support/buy-in as well as adding value to the brand and boosting revenue.

The Guinness Archive, located in the Guinness Storehouse in Dublin, exists primarily to promote the Guinness brand. It holds 7.5 thousand linear metres of paper records, several thousand items of advertising, including more than 20,000 employee records dating back to the 1880s.

"These records provide an invaluable social record and they are actually very unique in Ireland as an awful lot of our social records were destroyed during 1922 during the Irish Civil War," said Roche.

"This elevates the Guinness Records to national importance because the brewery was the largest employer in Dublin for well over 100 years and the records that we have are so rich and detailed."

There are also thousands of artefacts as well as multimedia materials. With a team of only two archivists and working proactively with other teams within Guinness, the Archive team have a program to create and organise digital content that has contributed significantly to promoting the Guinness brand.

This work has been driven by the business environment in which it operates and its mission which is to support the brand experience of Guinness. Using their knowledge of the collection and focusing on the parts of the collection of most interest, the team have worked on a range of projects to make the key assets of the Guinness Archive and museum available globally.

"Cataloguing and digitisation are at the heart of the service offered by the Guinness Archive." -Archivist Eibhlin Roche.

A key focus has been on the Archive's most used and highly visible collection – its advertising collection in various media: posters, press ads, cinema advertising and digital advertising.

The first press ad for Guinness appeared in 1929.

"Cataloguing and digitisation are at the heart of the service offered by the Guinness Archive," said Roche

The advertising material in the Guinness Archive has been indexed and digitised and is now fully searchable by campaign, type, date, artist, copyright owner, and market.

Working with the global business marketing team to exploit the archives to grow the brand and reputation of Guinness has led to the development of their Smart Library. This online tool was developed by Guinness parent company Diageo. It allows Guinness marketing teams and agencies around the world to browse the full creative archives, and view metadata about copyright and usage.

Based on the digitisation of key iconic marketing items within the Archives together with current advertising collateral, the Smart Library allows partners all over world to access the parent company's brand assets according to their permission rights to the material. New advertising material is added and is immediately available to other markets with copyright owner and usage rights clearly articulated.

Every new piece of Guinness merchandise based on historic artwork uncovered from the archives adds to an annual revenue stream for the company that is already over 80 million pounds sterling.

As well as the measurable financial benefits, other benefits of the Smart Library identified by the marketing team include:
• asset management organised by metadata taxonomy, brands, functions, and geographies
• preservation of intellectual property and usage rights management
• brand consistency and quality
• process efficiency
• sharing of best practice

Guinness is deriving enormous commercial and marketing value from the digitisation and controlled availability of its assets and its unique Irish records. The key "lessons learnt" outlined by Roche are: to have a clearly defined mission statement for your information or knowledge service with a unique selling point that ties it to your organisation, be strategic in prioritising projects, apply key metrics for success and seek collaboration.

The work of Eibhlin Roche and Guinness Archives is an excellent demonstration of the way Knowledge Management is evolving to encompass traditional and new technologies to create E2.0 (Enterprise 2.0).

With a strategic perspective on management of digital assets and working to focus on adding value to an organisation, what might have been seen as a dusty museum and records collection is now a valuable and key asset to Guinness and the parent organisation.

Pam Millist is a Consultant with information management software and consulting firm Maxus Australia. Maxus offers collaboration, productivity, innovation and knowledge sharing solutions to organisations across Australia, in South East Asia, the South Pacific and elsewhere . Contact her at Pam.Millist@maxus.net.au

Report blasts Victorian state record-keeping quagmire

The inability of former wards of the state of Victoria to access their historical records has resulted in an official report to parliament from the state Ombudsman criticising the record-keeping practices at the Victorian Department of Human Services.

However, with over 80 linear kilometres of paper-based records held in archive boxes at internal and external facilities, the department has rejected the Ombudsman's recommendation to digitise its massive store of paper records, claiming the "significant cost" was prohibitive and many records contained "within bound handwritten registers are unsuitable for digitisation."

After receiving a complaint in July 2011 from a former ward of the state who said there were many records held in boxes that had not been formally identified or catalogued, the Victorian Ombudsman undertook a formal investigation.

Wards of the state are children either in the direct care of the state or placed or funded by the state in private institutions. The Ombudsman estimates there may have been at least 130,000 children kept as wards of the state over the past 150 years.

"Despite having had the majority of these records in its archives for over 15 years the department has only indexed and catalogued records relating to 26 of the 150 plus years' worth of records relating to wards and institutions it holds. The majority of these records remain in large part uninspected, unindexed and unscanned," the report found.

"The department is paying nearly $A1 million a year to rent a facility that has been identified as being inadequate to store records, and has been subject to flooding and rat infestation.

> "THE DEPARTMENT IS PAYING NEARLY $A1 MILLION A YEAR TO RENT A FACILITY THAT HAS BEEN IDENTIFIED AS BEING INADEQUATE TO STORE RECORDS, AND HAS BEEN SUBJECT TO FLOODING AND RAT INFESTATION.

"The department's efforts to come to grips with its vast archive of documents have been piecemeal and ultimately unsuccessful.

"My investigation identified one example where a collection that had been in the department's archives since 1990 had only recently been identified as containing numerous references to former wards. This collection of 48 boxes, which was thought to have contained only administration files, had been marked for destruction.

"In just the first six boxes of this collection that have been examined to date, 2,744 references to individual wards and seven documents relating to the alleged abuse of wards have already been identified. Another collection of 100 boxes of records discovered by the department in 2008, thought to relate to former wards and institutions, is yet to be examined due to resourcing issues.

"My investigation identified that there are likely to be other similar collections amongst the large percentage of historical records held by the department that are yet to be properly identified and indexed. All the while former wards searching for these records are likely to have been told that they cannot be found or do not exist."

The department receives around 1,200 requests a year from former wards of the state and adoptees wishing to access records relating to their time in care.

"Requests to the department for access to records are often not met because records are unable to be found. Some of these requests are made in urgent circumstances. An internal departmental report noted that in the three years prior to May 2011 approximately 21 per cent of all searches for records relating to Freedom of Information requests for former ward and adoption records resulted in no documents being located.."

The Ombudsman's investigation also "identified that the department's failure to adequately inspect, audit and index the historical records in its collection is also having an effect on its destruction schedules. A senior staff member of the department's Information & Records Services estimated that approximately 40% of the records currently held in the department's archives are now at an age where they could legally be destroyed. The staff member said however that, as the department did not know what was actually contained within these boxes, these records remained in storage.

"The lack of auditing and indexing of this large collection of records means that valuable storage space is being occupied by records that may be legally destroyed."

The full report is available at www.ombudsman.vic.gov.au.

$200M storage costs drive Australia's digital transition

The Director General of the National Archives of Australia, David Fricker, has launched a digital plan to overcome the Commonwealth government's $200 million annual cost for storing paper records.

The Digital Continuity Plan has been developed by the Archives as a key element of a new whole-of-government policy that will see all Australian Government agencies change to a comprehensive digital information and records management regime. Mr Fricker said in a digital world it was no longer feasible or practical for government agencies to continue to manage and store paper records.

"A survey conducted by Archives in 2010 showed that by 2014 the total volume of electronic records which agencies expect to create will be more than 10.7 million gigabytes - and that's just the new records, not the overall amount of information that needs to be managed. This explosion in information means traditional paper storage of records is simply not an option.

"The benefits of digital records management include savings of millions of dollars in reduced storage costs. There are also substantial cost benefits relating to searching for and retrieving records and legal discovery and freedom of information requests. For the public, the successful transition by agencies to a digital environment as part of more open government will improve transparency and accountability.

"Despite these benefits and although all agencies now work in a digital environment, many continue to convert digital records to paper for storage and management, missing out on business and cost efficiencies."

Fricker aims to announce a timetable for switching over to digital records management within a matter of months.

"We want to set targets to cut over to digital management, but I want to base it on good consultation with federal agencies and then our minister Simon Crean," he said.

"Some agencies are well prepared but others are a long way behind. In the next couple of months we will announce a jointly agreed target date, which has to be in the next five years."

Currently there is no imperative for Commonwealth agencies to manage records digitally.

"The imperative is to make sure records can be maintained in a format that can be accessed for the entire life of the information, there is no imperative to store them on any particular medium, whether on paper, microfilm or a videotape," said Fricker

"Sometime in the next five years we have to draw a line that says from that date all records born digitally must be maintained and archived digitally, we cannot rely on printing them off on paper.

"Like it or not the business of government today is being conducted in electronic format, it's in email it's in the cloud, it's on PCs. We need to have a standard approach across the Commonwealth.

"Printing email is still occurring, and it's occurring for the right reasons. For some agencies that is the only certain method they have to ensure that record can be preserved because they don't have a method to ensure that a digital record can be preserved.

"Twenty years ago we had 5 ¼ inch floppy disks, VisiCalc spreadsheets that nobody could read today. People have traditionally printed on paper because they know whatever the future of technology the paper will be readable, well that's not good enough anymore. We have an explosion of IT infrastructure across the Commonwealth, we are already purchasing the information management systems, and so what I need to introduce the right set of policies over that infrastructure to ensure that the information being created there no longer needs to be printed to be held as a permanent record.

"I'm about saving money, not asking for more money. At the moment across the Commonwealth we spend in excess of $200 million a year storing paper records. That's a fantastic statistic and that's what's going to pay for this."

ActiveDocs sharpens focus

ActiveDocs has unveiled a new version of its flagship document automation solution that focusses on eliminating steps and procedures that required leaving the ActiveDocs interface, such as retrieving content from outside systems or comparing templates in progress with those stored in document repositories.

ActiveDocs Opus is document automation and template management software built on Microsoft technology. It captures and preserves corporate memory and facilitates the assembly and delivery of content through a range of document channels, including hard copy, electronic or presentation format.

Among the refinements is an updated document creation wizard interface with a new appearance and extensive new back-end functionality.

Eclipse users can pull entire documents or parts of them into their working document through the document creation wizard, reformat and modify it, and insert it into the body of a document or as appendices. ActiveDocs Opus Eclipse saves template authors significant time revising and modifying templates with a one-click "run now" function for testing templates directly from the design interface.

From the Content Manager interface, Eclipse designers can now select and compare versions of templates directly using Microsoft Word. That eliminates the extra steps of creating copies of new and existing templates in ActiveDocs Opus and Microsoft Word, and comparing them in Word. Eliminating the extra copies also reduces the chances for errors caused by old and inaccurate versions of templates lurking in the system.

There are new workflow rules for finer control over document handling procedures, such as retention policies; HTML support for creating fully formatted email; a module enabling Microsoft SharePoint users to create documents in Eclipse through their SharePoint interfaces; a refreshed free text editor that simplifies content formatting; and system administration improvements such as end-to-end troubleshooting and a feature for automatically retrieving Windows events logs and turning them into reports.

ReadSoft takes on foxray

ReadSoft has announced the acquisition of privately held foxray AG, a European developer of Business Process Automation platforms that employs 40 staff.

The main foxray product is xbound, a Business Process Automation platform used in high volume document production sites for larger organisations such as banks, insurance companies, government, service centres/bureaus and outsourcing companies. Currently used in Europe and Asia, xbound will be integrated into the ReadSoft Capture technology stack.

Per Åkerberg, President and CEO of ReadSoft, said, "By combining our DOCUMENTS solution with foxray's xbound solution we will have a very strong Capture solution securing us a top position going forward.'

:"ReadSoft's strategies state that ReadSoft shall be well positioned with our offering for BPOs, and that we will be active in the consolidation of our market. The acquisition of Foxray is entirely in line with these strategies and we are acquiring a very strong technology and a highly competent company that will complement and extend ReadSoft's already leading solutions perfectly."

"By combining our DOCUMENTS solution with Foxray's xbound solution we will have a very strong Capture solution securing us a top position going forward.

"We will also be able to offer our existing customers and prospects an even stronger end-to-end solution that contains the full scope of functionality that they need today and in the future."

xbound provides production design, operations and control capabilities beyond what has previously been possible with ReadSoft products.

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Logicalis to deliver Digital Archives for NSW

State Records NSW has awarded IT solutions provider Logicalis a contract to implement a new Digital Archives platform for the state. The ICT platform for the State Records NSW Digital Archive will consist of integrated server, storage and virtualisation technologies.

The Digital Archive system capable of ingesting, preserving and storing digital State archives in the Digital Archive repository will sit on top of this ICT platform. This system is also in design and development stages and is being custom built in-house.

A key component of the infrastructure is the storage platform Isilon. This was chosen by State Records for its scalability and flexibility as well as the inbuilt 'smarts' it offers for file checking and integrity. Isilon has been used extensively in the media and film sector as well as by government organisations such as libraries and registry offices.

Other elements of the Digital Archives are in the design and development stages, including a metadata framework, advice for agencies on records migration and a modular set of tools and functions supporting the management and use of long term digital records.

The Digital Archives project is a three year project run by State Records NSW to implement a whole of government digital archive to accept, preserve and store digital State archives.

Lexmark acquires ISYS Search

Lexmark continues to beef up its information management portfolio, with the purchase of Australia's ISYS Search Software and U.S.–based Nolij Corporation adding to recent acquisitions in the ECM and capture fields, Perceptive Software and Brainware.

Lexmark wants to do more than deliver the scanning onramp to information management with its MFDs. It now offers all the elements to capture, manage, search and process content through ECM and BPM.

ISYS enterprise search solutions are used by 16,000 enterprise organisations worldwide to deliver federated search, text mining, and mobile and embedded search capabilities across a wide range of formats, languages and platforms.

ISYS Document Filters technology is an analytics engine used as a third party add-in by a range of enterprise applications including SAP. Connecting with all the sources of unstructured information that exist in the organisation, Document Filters enables users to parse, extract, analyse, load and display (in high definition) content contained in hundreds of different file types.

Nolij delivers a Web-based document imaging and workflow platform that includes native support for mobile devices and forms processing capabilities. The suite includes Nolij Transfer, a Web-based data integration product that enables automated data matching and upload to student information systems, eliminating data entry and reducing errors associated with manual processes in enrollment services, university development and the business office.

"ISYS's leading search technology adds to our unique set of integrated process and content management offerings, and will give our customers cross-platform visibility to better manage and access the content that supports their business processes," said Scott Coons, Perceptive Software's president and chief executive officer and Lexmark vice president.

RecordPoint wins at A-G's

The Australian Government Attorney-General's Department has selected RecordPoint Software for the provision of a records management system for SharePoint 2010, replacing an existing TRIM solution. The RecordPoint platform will be deployed for over 1700 A-G staff in Canberra along with an email integration solution from Scinaptic OnePlaceMail.

Titus Metadata Security for SharePoint has been selected to enable compliance with AS ISO 15489 (information and documentation – records management) and ISO 16175 (ICA Guidelines and Functional Requirements for Electronic Records Management Systems), as issued and endorsed by the National Archives of Australia (www.naa.gov.au).

According to the tender documents, the AGD has "has established a Microsoft SharePoint environment to support a wide range of business applications, including replatforming the corporate intranet and internet sites and development of selected workflow applications.

"SharePoint has also provided the platform for a learning / demonstration environment, the Virtual Showroom, which has allowed business areas and staff to trial and experiment with team sites, My Sites, a knowledgebase wiki, blogs and other SharePoint capabilities."

Other recent wins for RecordPoint include Queensland utility Wide Bay Water, which provides provides water and wastewater services to the Fraser Coast., and New Zealand higher education institution Massey University.

Kodak receives BLI awards

Buyers Laboratory (BLI), an independent tester of document imaging products, named Kodak's capture portfolio the 2012 "Scanner Line of the Year".

In 2011, BLI conducted extensive tests and evaluations of Kodak's scanner portfolio including the i2400, i2800, i5600 and i5800 scanners.

Each scanner's performance earned "Picks" and BLI's "Highly Recommended" ratings for robust reliability, extensive media handling and integrated workflow automation. The Kodak i5800 Scanner achieved high marks for product design and functionality that focus on customisable user settings and ergonomics. BLI's review highlights Kodak's ability to meet the specific needs of a high-volume, production scanning operator. User-oriented features include a height-adjustable platform, tiltable control panel, custom sound alerts for error conditions, a misfeed release button and customisable scan profiles for frequently used operations.

"BLI's recognition is a strong affirmation of Kodak's continued investment in innovation to deliver the best overall value to customers.

"Some of the capabilities we built into these scanners came from feedback provided to us by customers and partners in Australia and New Zealand." said Francis Yanga, Business Manager, Document Imaging, Australia and New Zealand.

KODAK Capture Pro Software v3.1 received a BLI Winter 2012 "Pick" Award as an "Outstanding Production Scan Solution." Editors' reviews noted the software solution's rich integration capabilities for Microsoft SharePoint Services, such as the ability to import existing settings and definitions directly into Capture Pro Software.

Capture Pro's advanced capabilities are enabled by a wide range of features including indexing, zonal optical character recognition (OCR), batch processing and saved configurations for frequently used job settings. Kodak's software offering also features Kodak's Intelligent Quality Control capability, which automatically identifies challenging scans and allows the user to reprocess the image, even if the hard copy is not available.

"Capture Pro was designed with the scanner user in mind to help drive higher productivity when capturing documents," said Yanga.

Suncorp lets fly with paperless banking

Desks now look clean and uncluttered and a 12m long filing compactus has been sent to the record-keeping graveyard, after a $1.5 million Kofax capture, OCR and workflow solution transformed mortgage processing operations at Australia's leading regional bank, Suncorp.

The financial giant chose to tackle one of its most complex business processes by adopting a digital capture platform in 2011, along with a brand new FileNet ECM rollout and integrated Business Process Management. The application went live in November 2011 to capture information from loan applications and assign it to a paperless FileNet-based workflow.

The digital transition will remove the need for as many as 5000 paper files to be handled by the loan processing team at any one time.

In addition to speeding up mortgage processing for customers, the digitisation program will save Suncorp hundreds of thousands of dollars each year in paper, printers and toners. The green benefits will also be considerable, with an estimated 400-plus trees to be spared the woodsman's axe each year, and the amount of carbon dioxide emitted into the atmosphere reduced by around 80 tonnes.

One of the primary goals for the product was to cut between 20-30% out of the processing time of an average loan application to final approval. Increased performance in turnaround times for loan decisions is a key customer proposition as part of any lending transaction. The new SUN Link system has delivered benefits already, with loan processing times reducing by 10%, with further benefits still to be realised as recognition rates continue to improve.

A faster home loan decision gives consumers confidence and peace of mind that the home loan is approved and their dream home or investment property will now become a reality.

Suncorp Bank Executive Manager Mortgage Services Stuart Nielsen, led the digital D-Day celebrations at the Bank's Brisbane offices when the new all-digital workflow was implemented. To mark the occasion, all staff joined in a paper plane flying competition, helping to fill the 48 large orange bins rolled in for the great paper cleanout.

Before the Kofax solution was deployed, Suncorp Bank's mortgage processing workflow called for three separate versions of every loan file to be dealt with. Loan applications received from branches and mortgage brokers were processed as paper files, after the data was manually entered into the bank's core system, SUN

A sign of the times; the compactus has now been put out to pasture.

Capturing with Kofax

The capture platform employs a full suite of Kofax solutions, including Kofax Capture KTM, VRS and Enterprise Monitor. There are plans to deploy the Kofax Communications Server over the next few months to allow outbound SMS and email to be used to deliver confirmation and acceptance to brokers and internal lenders. KFS Front office server is deployed on Suncorp's MFPs for ad hoc transactions.

"Due to the complex nature of processing mortgages, they are often the hardest to automate, but we chose to tackle them first, putting us in good stead for less complex transactions to follow, such as a deposit for example," said Nielsen.

"In addition to removing paper and improving processing speeds, this system gives us better capabilities around fraud detection and file quality.

"No longer do we have to order files back from a physical storage facility, they are now instantly available online, with a full user audit trail, adding to the security of the transaction. Our fraud and quality assurance teams have faster, more user-friendly access, including remote access, to the loan files, improving our ability to detect irregularities in loan applications and in turn our Quality Assurance."

The project was delivered in a joint collaboration between the business owners in Suncorp Mortgage Services and the Enterprise Applications team from the Suncorp Group's Business Technology division. Working closely in conjunction with Kofax and IBM, the Suncorp team delivered the solution in just over 12 months. The rules that so cleverly rout the workflow were developed in a joint effort from business owners, process specialists and solutions experts who could determine the feasibility of the design. The Kofax capture platform has now spread within Suncorp for HR applications, personal insurance, commercial insurance and accounts payable.

"The goal was to have one file and no paper."

Loan applications and supporting documents are now ingested via fax or as email attachments sent from the branches and brokers. Scanning is done there, where in the case of the Suncorp Bank branches a fleet of over 200 Lexmark multifunction devices are configured with a scan to Kofax button.

The loan application data is either entered manually into the core banking system or transferred via electronic lodgement. There are many supporting documents such as bank and credit card statements, tax returns, income validation. These documents are all imaged and categorised with the help of OCR.

"The mortgage processing platform is the first large scale imaging project undertaken at Suncorp Bank, and has resulted in our imaging system being among the best, if not the best, in the Australian market," said Nielsen.

"One of our goals is to get the level of document recognition up to our target of being 80 per cent automated and we're well on our way to achieving this, despite having only launched the workflow engine a mere six months ago.

"It's really exciting to work with a piece of technology that is so intuitive, providing us scope for further improvements and the ability to teach it new things."

FileNet is used to store the scanned images and manage workflow using its rules engine. Suncorp developers adapted the application and gave it a skin to resemble the Bank's core lending system, so staff can use a seamless application between the core lending system and the Kofax/FileNet platform.

"Users are essentially using the one application despite there being multiple facets. SUNLink is what we call the solution, and Kofax is part of that," said Nielsen.

"Data contained in the loan application is used by the rules engine in FileNet to determine what type of application is being made, the loan amount and the level of complexity, which is then used to allocate the task to the right individual.

"Behind the rules engine is a skills matrix that is used to identify the piece of work, allocate it to the most suitable people in the business for processing. .

"It's a push workflow and much of the intelligence comes out of the elements of the capture..

"It's all very well to extract the information from what is a very complex transaction, but if you don't know how to use that information it's difficult to realise the benefit.

"The integration with FileNet enabled us to use the information that we extract in an intelligent way, something that is crucial with a complex transaction like a mortgage.

"The automated workflow also provides greater flexibility for staff, with the digital platform allowing some the option to work from home while processing until 10pm each night. The mortgage applications can be processed and validated from anywhere in the world."

"Part of the challenge in deploying an automated solution such as this is the fear of getting rid of the physical file. Removing or changing such a long-standing and critical element of a business process can be difficult for any organisation to deal with. That is why we did things like the plane throwing contest; it helps people talk about the change and digest it in a non-confrontational way. It's important to remember that some staff had been assessing physical mortgage files for more than 20 years, so it was a significant change for them to adapt to." - Suncorp Bank Executive Manager Mortgage Services Stuart Nielsen.

Loans. In addition to the file in the core banking system, another electronic "workflow" version was created in the bank's manual tracking system.

This manual tracking system was updated by each processor as the physical loan file, and core system workflow moved from team to team throughout the end-to-end process.

Suncorp Bank's mortgage processing team began exploring alternatives to its manual processes in 2010.

"We were looking at ways to improve our processes and turnaround times for customers, and decided to automate things and work a little smarter," said Nielsen.

"We were sending tens of thousands of files a year to an external storage provider, and the difficulty of retrieving files from off-site, and within our offices, was frustrating."

Initially the aim was just to go paperless; however after talking further with Kofax and IBM the aims were broadened to embrace an all-digital workflow.

"We saw we could use the capabilities of Kofax for OCR; not just to image the file and categorise it, as some of our competitors do, but also to route the file. There's quite a clever workflow engine at the back-end of this platform.

At Suncorp Bank, bulky printers and shelves stacked with paper (above) have made way for a more unclutered workspace (below), as the before and after shot shows. "The good thing is that over time, if you build the right solution, everyone begins to realise the benefits. I'm confident that if you asked anyone in Suncorp's Mortgage processing team now if they wanted to go back to a physical file system, you would not receive a favourable response." – Stuart Nielsen, Suncorp.
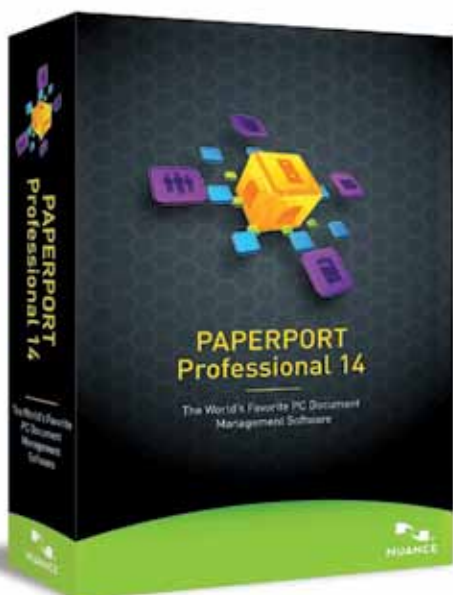
Distributed benefits of capture

Today, organisations are faced with an ever-growing volume of business-critical information generated both internally and externally, according to Garry Stephenson, Director and Principal Consultant at Elementum, an Australian IBM Datacap reseller.

Elementum has implemented a range of enterprise capture solutions for Australian organisations including Iron Mountain, Synchronised Software (SyncSoft), Nissan, Ullrich Aluminium, Henley Properties and Allied Pickfords.

Elementum's heritage is across the broader Information Management realm including Records and Knowledge Management with a specialisation in Document Imaging and Automated Data-Capture.

Allied Pickfords was Elementum's first Datacap client in Australia. Parent Company SIRVA was a reference site for Datacap in the US.

Allied Pickfords has over 40+ sites around Australia where documents are scanned using a Multi-Function Device (MFD). The resulting images are sent via email for centralised capture at the Allied Pickfords Head Office in Dandenong, Victoria, using a custom Taskmaster Application.

The application receives all incoming email and converts attached documents from various formats (PDF, Word, JPEG) into a tiff file format.

Taskmaster auto-classifies by a combination of techniques (Barcode Id. Fingerprint, Key Word/Phrase Search (40% OCR)) then captures and validates key data e.g. Removal ID, Client Surname and location.

After performing a database look-up to validate customers and ascertain a destination for Images, "named" PDF files are then created for each document required. These are then exported to a destination folder within Allied Pickfords' core business system.

"The easiest way to identify a document is barcode, not always available, next easiest is via fingerprints. Fingerprint matching matches inbound structured and semi-structured documents to a library of previously classified images based on the geometric make-up of the documents," said Stephenson.

Banking on Iron Mountain

Elementum has also implemented a new Datacap Capture system for Iron Mountain, on behalf of one of the four major banks that is introducing Automatic Document Classification for Certificates of Title, Mortgages and many other document types associated with buying and selling a property.

"Of 107 Business Lending Documents to be classified, 20 individual document types made up 95.8% of the volume and of 234 Retail Lending Documents to be classified, 20 individual document types made up 87.8% of the volume and 40 made up 95.1%" said Stephenson.

For this nationwide solution, loan documents are imaged in the state of origin and then images are transferred for centralised classification. The classification solution provided by Elementum

The tyranny of distance is well understood in a country with the geographical challenges of Australia. According to Stephenson, distributed (image) capture supported by centralised recognition and data- capture with either centralised or decentralised verification/correction - provides the platform required to meet those challenges.

using IBM Datacap Taskmaster again applies a number of different identification techniques: Barcode Recognition, Fingerprint and Key word/phrase search.

"One of the major challenges in using Key Word/Phrase searching across unstructured documents is uniqueness of the target.

"By analysing your document sets and identifying where the target may be in a specific area then restricting the OCR Capture range to say 30% you are less likely to incorrectly classify documents with the same target phrase used in different context later in a document. Lessening the OCR area also provides productivity improvement," says Stephenson.

The bank has remote access to a Taskmaster based QA function through Taskmaster web via a secure Single Sign On process. This functionality provides for the bank to manually classify unidentifiable documents (sometimes) erroneously forwarded for capture.

For any Auto-classification application, Elementum's Stephenson recommends beginning with a limited set of documents to avoid biting off more than can be managed first up while also delivering faster ROI.

"Experience has shown that whatever the type of documents that are being classified, generally 20% of the document types being scanned can end up making up 95% of the volume. So, rather than setting up thousands of templates or rules to account for every different document type, it's better to concentrate on those that will make up the bulk of the volume. In the end, it can easier to use a human in many instances of low volume document types, rather than setting up countless classification rules.

A recent review of documents undertaken for an organisation within the Health Service industry revealed; "of 1500+ form types currently being processed, 17 made up 27% of the total number imaged," said Stephenson.

"When rolling out this type of Document Classification project it is important to get an understanding of what the makeup is and focus first on the 17 that make up the 27%, and then further analyse and roll-out in a phased approach. It is essential to thoroughly understand your application and desired outcomes and complete a detailed requirements specification before undertaking a proof of concept (pilot) to provide insight into solution. A key point to remember when designing a capture solution is that it is generally 10% technology and 90% process," said Stephenson.

Before you begin ...

- Test suitability of technology against a cross-section of document classes
- Validate and Refine Operational Processes
- Establish Business Rules
- Benchmark Productivity across all key functions
- Validate output file sizes for capacity planning
- Where possible; when piloting, go end-to-end including uploads

Paper-free speeds customer response: AIIM

Imaging industry body AIIM has released new global research that shows significant responsiveness and productivity gains in customer service when paper-based bottlenecks are eliminated from business processes.

Speed of response times are also realised by employees working remotely in the field or home offices when the ability to share and search is improved by using digitised content.

According to Doug Miles, director of market intelligence at AIIM, "The earlier in the process that capture takes place, the better the transparency and availability the content will have. The data is available to the process faster, and paper forms handling is eliminated."

Key findings of the research show:

- Paper is beginning to disappear, with 35 percent of respondents confirmed less paper consumption and photocopying;
- 42 percent of scanning and capture projects achieved a payback period of 12 months or less, while 57 percent of projects achieved payback in 18 months or less;
- Mobile and cloud services for scanning and capture are finding early adopters in the enterprise;
- 38 percent of respondents are equipping employees with portable capture devices when not in the office, including portable scanners, smart phones and tablets;
- 20 percent of the largest organisations are committed to a cloud deployment strategy for capture;
- Scanning and capture can seriously improve customer response times – typically between 2 and 3 times faster, but in many cases 5 and 10 times faster.
- Despite significant benefits realised by paper-free organisations, some poor habits persist:
- 77 percent of invoices that arrive as PDF attachments are printed, while 31percent of fax invoices are printed and then re-scanned;
- 45 percent of documents that are scanned were completely "born digital."
- 32 percent of organisations reported an increase in the level of paper consumption and copying.

This research was underwritten by: ABBYY, EMC, IBM, Kofax, and Swiss Post.

Bedside boost for electronic signatures

A new e-Signature solution for the healthcare industry is being launched by pen & tablet display manufacturer Wacom in tandem with Access, a global provider of electronic forms management, automation and workflow software.

The solution combines a Wacom signature tablet with Access' Intelligent Forms Suite software to integrate electronic handwritten signatures into the healthcare industry's daily workflow.

By bringing e-Signatures to the patient registration and bedside consent processes, Wacom and Access claim their solution reduces the time and cost.

"Collecting traditional, hand-written signatures from patients at registration and bedside requires the use of paper forms, which not only incur high financial, productivity and environmental costs, but delay admission and inhibit information sharing, " said Cody Strate, Sales Director.

"With Wacom and Access's e-Signature solution, healthcare professionals and patients experience a reduction in the time and cost it takes to securely authorise medical appointments, exams and procedures."

Additionally, each one of Wacom's battery-free and cordless signature tablets is able to capture the static and biometric information of individual signatures which Access captures and binds to the document, providing an effective defense against fraud for both patients and healthcare providers. Litigation risk is also reduced with accurate, electronically-stored signatures proving patient consent.

"Through modernising the signature capture process, Wacom and Access' e-Signature solution provides not only a cost-savings to healthcare providers with less of a need to print, scan and store documents, but an increase in the trust and confidence patients feel in their healthcare provider through the streamlined and professional process it offers," says Michael Marcum, Vice President of Vertical Markets for Wacom Technology Services, Corp.

"Improving the process to add unalterable and legally-binding electronic signatures to documents is also a time-savings, which benefits both patients and the healthcare industry."

Yarra Ranges secures e-signing

Melbourne's Yarra Ranges Council has decided to improve procurement efficiency, with the implementation of a digital signature PKI electronic system from Secured Signing.

"Timeframes for signature of Evaluation Reports and Contracts have reduced from 1-2 weeks into a matter of an afternoon," says Sophie Beers, Procurement Officer, Yarra Ranges Council.

Instead of producing multiple hardcopies of the Conflict of Interest Declarations, Evaluation Reports, Contracts, and various letters of correspondence with suppliers, Secured Signing implemented an easy to use, secure electronic solution that eliminated the paper trail and allows the quick online signing of hundreds of pages by numerous parties with no additional software to purchase or download.

"Cost and time saving is literally immeasurable, and has paved the way for us to move wholly into paperless office." Ms Beers said.

Yarra Ranges is Victoria's largest area of any metropolitan Council. There are more than 55 suburbs, townships, small communities and rural areas. Every year the Council processed significant number of procurement documents that often requires multiple signatures from staff within and external parties.

"The move to electronic format was first discussed at the Local Government Sustainability Working Group by Graham Miller at Yarra City Council, and we all recognised the potential environmental benefits of reducing printing volumes," Ms. Beers explained. "Compliance with Australia VIC Electronic Transactions Act 2000, low associated expenses, local presence and customers, a successful trial period, and realisation of additional advantages, has all contributed to the Council's decision to adopt Secured Signing's digital signature service."

This shift changed the way Yarra Ranges Council conducts its procurement processes. It enables electronic circulation of Conflict of Interest Declaration to Evaluation Panel members prior to the initial evaluation meeting. Each member is now able to review the tender documents in a timely manner, reducing costs and time associated with chasing up hard copies from each member across various Council offices.

"While the electronic signing practice enhances the workflow of documents, it provides a higher level of security than the hard copy execution," explains Mike Eyal, CEO of Secured Signing.

"Our user-based PKI digital signature technology supplies each user with a unique signing key (Digital ID) that is accessible only to that user. The signed document is then sealed, and any changes made invalidate the signatures. In addition, the system automatically and instantly produces a report tracking the movement of the document as it is signed by each individual."

SharePoint goes social in APAC

Newsgator has announced its first clients in the APAC region for its Social Sites add-on to SharePoint, including Allens Arthur Robinson, Bank of New Zealand; Coca Cola Amatil (NZ); the Government of Singapore Investment Corporation and Australian property group Stockland.

"Asia-Pacific businesses want to capitalise on their momentum by implementing deep social collaboration functionality across their organisations with security, scalability and governance that addresses enterprise needs," said Cuneyt Uysal, who oversees business development for NewsGator in the Asia-Pacific region.

"They're looking for solutions that integrate seamlessly with Microsoft's knowledge management and collaboration technologies. This is exactly what Social Sites 2010 offers."

NewsGator Social Sites delivers social computing capabilities to platforms including SharePoint, Azure, Windows Phone 7, Office 365 and Dynamics. These social capabilities include microblogging, rich activity streams, multi-platform mobile access, social profiles, integrated news feeds, expertise discovery, badging/recognition, ideation, community collaboration and video streaming.

Victoria all atwitter about social media records

Can I delete a tweet or permanently scrub a post to my Facebook Wall? Victorian government employees are being advised to contact their records management staff before sending their latest social media interactions to the recycle bin. A new publication exploring the "Recordkeeping Implications of Social Media" has been published by the Public Record Office Victoria, as it sets out to develop an official policy on the topic.

When does social media utterance become something that a government must keep a record of?

PROV offers a broad definition of makes a social media post something that must be kept a public record, from "a comment on a blog post, or a reply to a tweet."

Just clicking that you "Like" a FaceBoook post could potentially come under this umbrella, according to PROV. While PROV notes that new technologies are expected to eventually offer better solutions, "Currently printing screenshots to .pdf and registering the resulting document in an Electronic Document and Record Management System (EDRMS) to record the necessary metadata is the most accessible and expedient method of creating social media records.

"If an EDRMS is not available, printing to file with the above metadata attached is an alternative.

"New technologies to capture social media records may be developed in the future. Any automated process for capturing social media records must be able to store the metadata required to contextualise the message appropriately. The metadata must communicate the relationship between the record, the context that the social media was used in (e.g. a statement or a reply), and any other related documents that help make the social media usage understandable. "

The Issues Paper has been posted online at www.prov.vic.gov.au

Workshare delivers SharePoint Outlook integration

Workshare promises faster access to SharePoint documents from Microsoft Office and Outlook with the latest release of its Point product.

Workshare Point integrates with SharePoint and Office to allow users to easily:

* drag and drop email attachments into SharePoint;
* preview email messages stored in SharePoint from Outlook;
* file emails on Send with one click;
* select multiple emails to file or delete; and
* track and manage incoming email more efficiently with suggestive filing.

Workshare says Point is now 24% faster when searching a SharePoint document library, even when it contains thousands of documents. The time it takes to open a document located on SharePoint has also been reduced by up to 45%. Saving documents directly into SharePoint is also much faster with up to 35% in performance improvements.

In addition to SharePoint 2010, Workshare Point also works with Microsoft SharePoint Foundation 2010 and supports users that want to connect to a SharePoint Online as part of Microsoft's cloud-based Office 365 offering. Workshare Point can access SharePoint Online to provide smaller organisations or departments a way to access secure cloud-based collaboration from their familiar work environment.

Objective wins $A5M Customs ECM deal

Objective has taken centre-stage at the Australian Customs and Border Protection Service, winning a $5M contract to roll out its ECM 8 content management platform to more than 5000 users over the next 12 months.

In 2007 Customs announced $A4.1 million deal with LogicaCMG to implement OpenText's LiveLink ECM-eDocs software, however Objective will now be the only platform going forward. Customs completed a major project to centralise its physical record-keeping in a single Canberra location in 2011, where records from eight separate state archives now sit in a facility with 19 kilometres of shelving. Customs has also implemented email archiving for the first time in 2011.

Objective CEO Tony Walls said the ECM 8 deployment at Customs would become the department's single source of truth, after a "big job" of importing content from fileshares and existing repositories.

The National Archives of Australia has launched its Digital Continuity plan, seeking to drive Commonwealth agencies to undertake the transition from paper and other physical formats to digital formats.

"This sits firmly at the heart of what Customs wants to achieve in obtaining compliance with the NAA's plan going forward," said Walls.

The three-year agreement with Objective is worth approximately AU$5 million initially, with the option to extend the contract up to a total of nine years. Walls believes the vision that Objective has for the public sector is behind its gain in government market share over the past 18 months.

Customs and Border Protection creates a vast amount of information and records on a daily basis and "needs to talk to many other agencies, such as Defence, the Australian Federal Police and the Australian Government Solicitor," said Walls

"Many of these agencies are also Objective customers. Part of our vision for connecting government is to assist how those agencies talk to each other."

One of the features of Objective ECM 8 that helped the Customs win, according to Walls, is the new lightweight browser-based Objective Executive client that also runs on mobile devices.

"It offers all the ECM horsepower at the backend but requires zero training for the everyday user who just needs to search, read and contribute content, so it will help Customs get user adoption."

Under the agreement, Customs and Border Protection will also implement the Objective Discover search platform. This will allow users to conduct Internet-style searches, and then further refine the search by applying filters for categories, content type or many other criteria based on the metadata and content of their search results.

Infragistics acquires mobile SharePoint app

Infragistics, a company traditionally specialising in user interface development, has acquired a platform that extends Sharepoint apps seamlessly to the iPad, iPhone and other non-Windows mobile platforms. It has acquired the South American developers of SharePlus, which is available on iPad, iPhone, Android, and BlackBerry devices. Graham Dean has recently been appointed Sales Director- APAC and is now based in Australia.

"Global enterprises are deploying tablets and other mobile devices throughout their workforce in rapidly increasing numbers," said Dean Guida, CEO of Infragistics. "SharePlus addresses a gap in the market by providing an exquisite experience for users of SharePoint on those devices."

"SharePlus addresses several challenges for global enterprises," adds Guida. "Strong authentication and centralised deployment ensure that corporate data remains secure. The intuitive user interface dramatically improves upon the mobile browser SharePoint experience. The simple configuration eliminates IT resource drain, as time spent configuring devices and training users is minimal."

SharePlus Lite, a free version, enables business users to navigate corporate information while on the road, view e-mail, calendars, IM, video conferencing and shared documents by connecting to Office 365. SharePlus Pro ($US19.95) adds features such as read and write to shared documents on SharePoint, auto-sync of offline documents when a connected environment is restored, Passcode Lock, WiFi sharing and management of local files.

SharePlus Enterprise provides added security such as multi-factor authentication and remote swipe to keep company intelligence private. The configuration broadcast enables enterprise IT to configure application settings once and push to all corresponding devices, freeing up IT resources for other efficiency-enhancing projects. With customisable options, enterprises can augment or trim features, including application rebranding to company specifications. Premium support is offered with SharePlus Enterprise.

"Intelligence is going mobile and the environment for mobile SharePoint is in its infancy. SharePlus is essential for enterprises that use SharePoint as their main collaboration tool and use mobile technology for business productivity," concluded Guida.

Does the future lie in the cloud?

A kaleidoscope of options has sprung up for "cloud" document management, where confusing terminology and disputed definitions abound. To help come to grips with the subject, IDM asked a range of EDRMS solutions providers and consultants to indicate which way is up.

Cloud document management promises the world. Get all the document organisation and retrieval features you need, without the burden of owning and managing the hardware and software associated with application-based solutions.

Cloud services have burst onto the marketplace with products suited to just about any DM need, from individual users handling their personal files to huge multinational organisations seeking compliance with document retention and discovery regulations.

But are you talking about a private cloud or public cloud? Is this solution a hosted EDRMS or SaaS DM?

What are the differences between hosted SharePoint and Office 365?

Can I make do with the DM that comes integrated with my erp platform?

Should you look at managing every document digitally or just look at specific business activities such as accounts payable? What about the new hosted options here from Esker, ReadSoft and Basware?

Want to do away with the headache of installing, maintaining and supporting your DM platform completely? In that case you'll want to talk to a business process outsourcer (BPO) such as a

Computershare or Decipha. While your organisation may not have the volumes to make financial sense to use the heavy duty solutions the big BPOs offer, there are a range of different offerings available from other solutions providers.

So is the cloud the answer for document management, or is it just a document repository minus the management element? Will it provide the universal access and ease of use that will turn ordinary users from shirkers in eager adopters? Or will it become just another tangled web like the worldwide web (too much information but not enough context)?

Most IT managers find that their users demand more than the basics. They want version control, document sharing, revision mark-up, and advanced collaboration tools, such as discussion threads, whiteboards, and group editing.

They also want secure remote access from anywhere, and not just via computers, either: smartphones, netbooks, and tablet computers must be full participants. Corporate management has its requirements as well: reliable backup and resilient business continuity, so that a localised outage doesn't leave information workers idle. And both groups never want to be told that storage has filled up.

Trevor Dykstra, Director of Australian EDRMS solutions provider infoXpert, said "Regardless of new technology, whether it is an EDRMS installed locally, or moving to a cloud solution, employees will always try and work outside the system to suits their individual needs- i.e. they will try and find a "work around" like Dropbox if they feel the system doesn't suit their needs. Technology doesn't solve the issue, although it can help minimise the issue of people working outside the EDRMS if it is easy to use and intuitive.

"The only way to get all staff using the EDRMS is the get a 100% staff "buy -in". This could be by a) make them stakeholders in the corporate information with awareness of the "big picture" and/or b) mandate an enterprise policy where all employees are aware of both their responsibilities and the benefits that it will have to them if all their information is captured correctly.

"In the end of the day if comes down to people power: employees understanding their responsibilities regarding information capture and organisations understanding their responsibilities by providing a EDRMS system that their staff can easily use that enhances their work and is not a barrier to working efficiently."

David Eade, Product Manager and Technology Evangelist for Australia's Objective Corporation, believes there are currently some specific challenges in the government area around confidence in cloud technology.

"This is in a number of areas, from risk management to control of information, sovereignty of that information and things like security, audit-ability, accountability and visibility," said Eade.

"Ultimately, content management in the cloud comes down to classification for most CIOs. For some sets of information that government holds, it might not matter if it's held off-site in a cloud-based system, for example publicly available information like train timetables. Other data still needs to be stored behind a firewall and it's a matter of classification to determine what could go to the cloud and what shouldn't. However, it's important to recognise that creating yet more silos of information is never a good idea."

"WITHOUT A DECENT ECM OR EDRMS STRATEGY IT'S DIFFICULT TO SAY WHAT CAN BE SHARED IN THE CLOUD AND WHAT CAN'T."

"This is where a hybrid architecture, combining on-premise EDRMS with cloud based applications becomes interesting."

Objective has 200-odd customers in UK and around the world using its Objective Online cloud-based products for Collaborative Document Creation and Online Engagement, and is introducing a new cloud-based information sharing platform called "Objective Connect" to enable agencies to securely share information with other agencies or other organisations in the government ecosystem.

"We are seeing a number of the agencies where staff are using Web-based file sharing tools like Dropbox and Box.net but often CIOs and Information Managers have no visibility of what's being shared outside of their organisations using these tools. They understand the business value of sharing externally using cloud-based technology but they still have to manage the risk associated with it in line with their EDRMS strategy, that's where Objective Connect comes in," said Eade.

"Often we hear that the cloud is the answer to all problems known to mankind but the reality is that the cloud enables new and innovative solutions. It is these solutions to real business challenges that we should be focussed on, not the technology itself.

"For example, the cloud has provided a fabulous transport mechanism which means we can now easily share info between agencies, but underpinning it is the need to have an on-premise system that lets me know what I can share and what I can't and providing visibility of who is sharing what with who."

All of Objective's EDRMS customers are on-premise.

"We are not seeing too many government CIOs seeking to move all information in their organisation to the cloud. We are, however, seeing them seek real solutions to pressing business problems that are enabled by the cloud and

that's almost always within the context of a hybrid architecture."

Leon O'Reilly, Fuji Xerox Australia's Office Innovation Manager, wonders if the marketing hype has got ahead of delivery.

"Have the rules and practices and governance caught up?

"We have seen strong uptake in areas such as Salesforce CRM, but Office in the cloud seems to be a reluctance. People are worried about their data, there is still fear of off-shoring and emotional ties to business data.

Fuji Xerox Australia offers a full spectrum of document management solutions, from simple scan to email or SharePoint up to a SaaS ECM platform

"The cloud conversation is growing," said O'Reilly.

"More and more clients are educated about asking the question, however one of the stumbling blocks to massive cloud adoption is that it is folly to consider that all of your internal business systems can suddenly be replaced in the cloud.

"At the big end of town it's generally a virtual private cloud so it's all self-contained.

"For the SMEs, a lot of people are still buying on-premise solutions. There are some fast-growing cloud services specifically designed for tasks such as AP automation. Niche cloud solutions seem to be getting some traction as opposed to putting my whole business in the cloud.

"Around 30-40% of our clients are having these conversations and about 20% end up doing something with the cloud for specific business processes, while the other 80% are adopting on-premise solutions to

"It's ironic that cloud computing is a little 'back-to-the-future' insofar as many years ago we moved away from central data processing service providers to in-house client-server systems. Now we're moving it out to service providers again."- Joy Sillar, Sillar Systems Administration.

streamline existing processes."

Robert Fraser, Director of IT consultants Trinogy Systems, said, " One side of me has a view that 'cloud' computing (2000's version of what I knew as computer bureau back in the 80s) is just a cynical exercise by software vendors to get more revenue by charging sites

APPLICATION INTEGRATION IN THE 'CLOUD' WORLD AS A TOPIC LITTLE DISCUSSED BUT OF MAJOR IMPORTANCE

for software that they could 'own' with a perpetual licence, to an annual income stream that lasts for years.

"The winners are ultimately the software vendors, end-users see little change or benefit.

"One thing many people fail to recognise, is that almost all firms have heavily modified versions of Microsoft Word (templates, VBA code etc) for style sheets, time recording and so on, and any cloud based version of Word (Office 365) is a long way from providing this in a cloud environment. Until Microsoft decide how to not affect their revenue stream for Office, nothing will be available to help law

Pain-free invoice automation

Traditional invoice processing software vendors ReadSoft, Basware and Esker are looking to tap into demand for cloud solutions from small and medium enterprise with newly announced offerings being rolled out across the globe.

ReadSoft Online is a new web based offering on the Microsoft Azure cloud platform hosted in Europe that digitally processes invoices delivered as email attachments, or scanned and emailed.

Requiring no upfront processing hardware or software, the Web application extracts data from invoices and transfers it to an erp system or financial application. The image is retained in cloud storage and able to be viewed by a browser.

Linda Ameur, Partner Manager at ReadSoft Australia, said that ReadSoft Online would initially target applications in accounts payable automation.

"We are also looking at other applications in the future to automate other processes such as sales orders," said Ameur.

ReadSoft Online will offer fixed rate or usage-based pricing depending on the volume of invoices being processed.

"ReadSoft Online is very very young but we already have 100 customers running this worldwide,"said Björn

Karlsson, Managing Director of ReadSoft Online

"Millions of companies still do this manually. Why do they do that? Because invoice automation is associated with large IT projects, solving the problems involves large cost, this is one of the big hurdles

"Modern users are also putting new demands on solutions. They want to be able to work from anywhere not just from the office.

"They want systems to be responsive. We do that by creating elastic systems that need to scale out as the volumes increase."

"We chose Windows Azure because of capabilities and the tools that come with it, also Microsoft has a very aggressive roadmap that really future proofs our strategic decision, and strong SLAs."

For those companies considering offloading all finance ERP to the Cloud, ReadSoft is positioning its Online platform as a self contained low risk, low cost onramp.

Meanwhile, Basware has announced the launch of Alusta, a cloud-based platform for business-to-business transaction collaboration that is delivered as a service with built-in process templates.

Esker released a cloud document processing solution for both invoices (AP) and customer orders (Sales Order Processing) in early 2011, integrated with SAP which means no need to set up data replication between the Cloud environment and the SAP system.

Cloud arrives for TechnologyOne

TechnologyOne has announced it is ready to offer its enterprise applications and content management solutions completely hosted in the cloud.

"We are going to make enterprise software incredibly simple," said founder and executive chairman Adrian Di Marco.

"Today our customers can access our enterprise suite on the Cloud and enjoy reduced operating costs and enormous scalability delivered for one flat annual fee."

"TechnologyOne Cloud will be available anywhere, on any device – all our customers need is Internet access.

"The savings are too compelling to pass up, especially in the wake of the GFC, so there is no turning back," Mr Di Marco said.

In addition to its suite of enterprise apps configured for vertical markets in government, financial services, health and utilities, TechnologyOne will offer its Enterprise Content Management (ECM) solution within the cloud platform.

This supports integration with on-premise scanning services such as TechnologyOne's ScanWatcher solution for document capture, scanning and workflow.

Australia's Outback Imaging has recently announced integration of its EzeScan scanning software with the TechnologyOne platform, and is also ready for "scan to cloud" cloud deployments.

"Our integration uses Web Services to communicate with ECM Server it is already cloud enabled," said Managing Director Mike Kirkby.

"So EzeScan supports Cloud based scanning into ECM right now.".

TechnologyOne Cloud promises a simplified cloud experience with 80 per cent of the functions available in three clicks or less, and the company intends to eventually deliver its enterprise software as simple apps via an online store.

"This will transform the relationship with our customers and our products, marking the end of software releases, which will be replaced by continual updates driven by customer feedback," Di Marco said.

firms in particular move to a cloud solution.

"Another key 'bug point' of mine with cloud computing is application level integration, e.g. how do I in a cloud world where all my applications/content is hosted, deliver integration between applications so users don't have to hop from one browser screen to another.

"If I run my apps internally, and I want to share data between my billing (practice management system) with say my document system, I can do this because I can get direct access to the database, install triggers etc or easily import/export data between my core apps.

"How do I do this in the cloud? Web2.0/web services may offer this, but then I am possibly moving loads of data between different cloud locations and then what about security, who will do this, who will maintain it, what if I am not allowed by the cloud provider to enable this?

"I see the subject of application integration in the 'cloud' world as a topic little discussed but of major importance."

Siller Systems Administration is a consultancy that works with primarily with government clients.

Principal consultant Joy Siller has observed a push from some IT managers to pursue cloud computing.

"It's seen as particularly beneficial for managing their ever-growing digital storage requirements. Of course the business information/records managers are concerned about the cloud, perhaps with good reason. The rigours of protecting information from security breaches (including potential non-compliance with Privacy laws) are possibly more-ingrained in information/records managers than some IT managers.
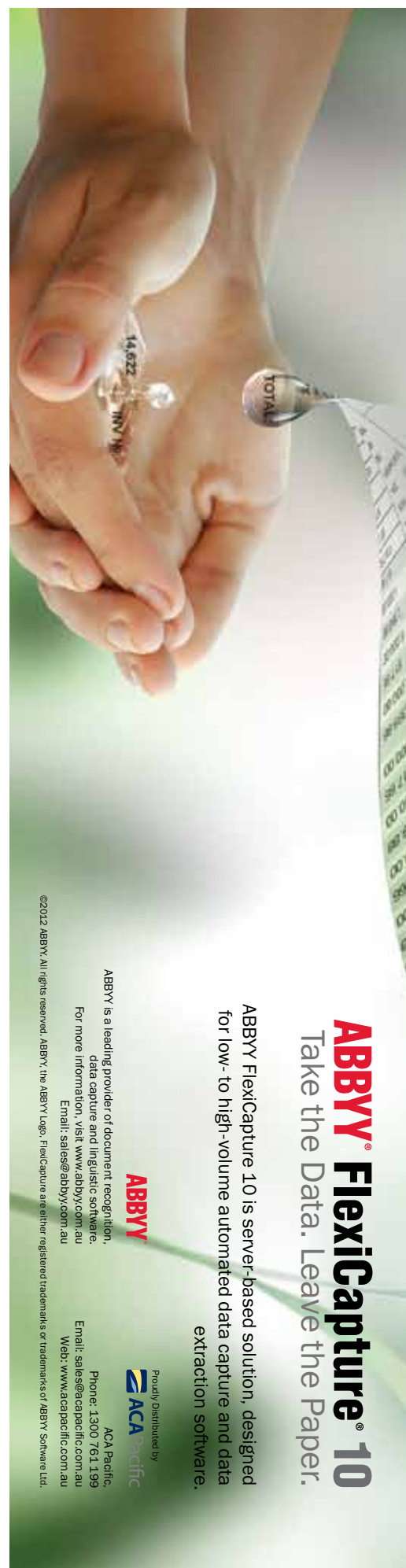
"Public-facing cloud options are out of the question because there are too many instances of such breaches. From a government client perspective, they are probably more inclined to trust a cloud service that is (Australian) government run with all the necessary controls and safeguards.

"Cloud computing is being promoted heavily in our field as one of the next great business enablers, and as a result there are a number of service providers and possible fly-by-nighters emerging. Some writers have suggested that accrediting providers may provide some peace of mind but I would see this as questionable (accreditation in other areas of information management does not necessarily mean reliability!)

"Cloud computing can't be stopped (nor should it be) and the issues that have been associated since the concept began (including cross-border data privacy and protection problems) are not being obviously resolved. It presents yet another technology-driven challenge for organisations.

(Continued Over)

"It's ironic that cloud computing is a little 'back-to-the-future' insofar as many years ago we moved away from central data processing service providers to in-house client-server systems. Now we're moving it out to service providers again."

SharePoint consultancy company Seers encountered some issues when using the cloud BPOS services as an EDRMS.

Stephen Maclean, Joint Managing Director at Seers, said, "We did some consulting work for a large start-up government entity. Their decision was to use BPOS as an EDRMS solution for storing documents and enabling internet/external users to access these documents.

"However they realised that there was an issue where the data centre was located since it was political and also against the regulation. So there was a quick decision to move all these internal documents into an on-premise SharePoint platform and enable an extranet access for users.

"However migrating from the cloud to on-premise was a nightmare. The first issue was that all audit details on records such as versioning, modified by and dates were lost.

"Office 365 is a great solution and we are noticing a great uptake of businesses with less than 50 users are starting to adopt this platform.

"The advantages of using SharePoint on line is the ability to move all your documents off your server and hard-drives and work in the cloud. The enterprise search feature has a great index for you to filter and sort your results since it generates this dynamically.

"The only catch is that Microsoft solutions can appear so easy to use which all people in the business unit tend to adopt and take ownership of their site in SharePoint online.

"And in a few months you notice that if no proper governance has been put in place it can end up a mess and cause issues such as too many subfolders, long URLs, and lack of information structure.

"So the recommendation is a solution architect to plan and design the Information Architecture and manage user permissions before users get their hands on the platform to ensure a solid organic growth of content."

Nigel Carruthers-Taylor, a Principal at Canberra-based EDRMS consultancy iCognition, believes cloud has the potential to really change the landscape of EDRMS as we know it.

"There are good cost savings to be achieved and it removes the headaches of managing your own application in house, as well as providing 'EDRMS anywhere' and on any device. However, there are still policy, provenance, technology and transition challenges that need to be overcome," he said.

"On the policy and provenance side it is important that

"... there are still policy, provenance, technology and transition challenges that need to be overcome." Consultant Nigel Carruthers-Taylor

organisations assess that the solution selected can guarantee the authenticity, accuracy and reliability of the records.

"Some of the solutions I see being offered don't necessarily claim to be ISO or US DoD compliant, but you have to look carefully under the covers to find this out. System selection needs to be as careful as you would for an in-house system, and the selection of solutions underpinned by worlds best practice systems is key.

"The issue of provenance gets bigger if your information is stored in jurisdictions that do not guarantee you the same protection for information as your own, and the issue of the US Patriot Act or similar laws of the country where the information is stored needs to be assessed.

PLAN AND DESIGN THE INFORMATION ARCHITECTURE AND MANAGE USER PERMISSIONS BEFORE USERS GET THEIR HANDS ON THE PLATFORM

"On the technology side of things there are a number of headaches; how will your cloud solution integrate and capture digital records from the point of creation, which is usually in the organisation's private domain?

"How will records created from desktop apps and line of business systems that are not in the cloud be captured? There are technological answers, but they usually involve desktop download and installations, or server based integrations that the organisation may not be comfortable with.

"Finally, the big one: transition. You can't just turn off your existing systems and jump straight to the cloud, particularly if a large volume of documents and emails are involved. How will the organisation migrate their existing records and documents into the cloud solution?

"How will users now access them? There must be a planned and managed transition strategy. The cost and difficulty of this transition has put a number of organisations off."

Lee Bourke, Chief Executive Officer, FileBound Australia, loves the fact that document management in the cloud makes DM and workflow automation available to the SME market.

"Historically only the large enterprise could afford advanced DM and workflow tools.

"The one issue Australia faces with cloud is that your cloud infrastructure is only as reliable as your telco. How many people are truly happy with the performance of their telco and can our telcos deal with numerous documents (not data) being sent down the pipes.

"NBN will hopefully assist with this although given the large growth in mobility I'd like to see a much faster roll-out of 4G and other high speed wireless services."

Read the fine print ...

Cloud computing has become all the rage amongst businesses, writes e.law founder Allison Stanfield and with good reason. Cloud computing provides a cost effective way to store data.

No more re-leasing equipment every three years, no more spending money on version upgrades to software and less spent on IT professionals. However, the benefits of cloud computing must be considered in light of some of the potential risks. Cloud vendors can provide space on servers so cheaply because they are able load balance clients' data across their various server farms. However, what many users do not realise is that cloud vendors may store data in other countries, thereby creating jurisdictional issues for those needing access to the information.

Another issue is that users may unwittingly sign away their right to even own their data; by clicking "I agree" without reading the fine print in the cloud vendor's contract may sign away ownership to the vendor. Indeed, the vendor may not even be obliged to provide stringent security around the data.

If a user no longer "owns" their data and if data is stored in another country, then there may be problems with discovery, since arguably the data is no longer in the user's custody, possession or control. Further, if data is in another country, it may be subject to seizure by that country's regulatory authorities or the police, and if you do not own the data, you may not have a right to be informed of the data's seizure.

The best way for image and data managers to protect against these risks is to carefully read the contract provided by the cloud vendor before entering into it. Some points to negotiate would include:

• ensure data stays local, this way if the organisation is involved in litigation, it will not be faced with jurisdictional issues;

• having ownership continue to remain with the organisation; the cloud vendor is hosting the data but should never actually "own" it;

• being able to recover your data whenever you ask for it; if "ownership" of the data remains with the user, then by rights you should be able to get it back whenever you need it and the cloud vendor should be obliged to delete the information from its servers after it is handed back;

• ensuring the right to your data should apply to the cloud vendor; and

• having a clause in the contract covering the event of the cloud vendor's insolvency ie that such an event triggers a right for you to terminate the contract and get have your data returned immediately.

At present, cloud vending appears to be somewhat unregulated, in that there are yet to be standards developed for the way in which cloud vendors should be obliged to provide security and privacy around data stored on their servers. No doubt this is due to the fact that cloud computing has taken off at a vast rate and has left little time for regulators to catch their breath, let alone keep up. Having said that, some entities are starting to address the issue and APRA (Australian Prudential Regulator Authority) requires notification of any transfer of data offshore by financial services institutions.

Some government departments have a blanket prohibition on the transfer of data offshore and in the recently released Exposure Draft on the Privacy Act (Cth), if enacted, will introduce vicarious liability so that if a business holding personal information discloses information to a cloud provider, it may be vicariously liable for any misuse of that personal information by the offshore entity. Therefore, until standards and policies are in place to protect data, it pays to be vigilant about where data is kept. Unfortunately, offshore storage of data remains outside of our legal system and any recourse would need to occur in the country where the data is kept, where the laws may be completely different to ours and enforcement rights we might expect in Australia simply will not be available. The enormous benefits of storing information in the cloud do not need to be outweighed by the risks, if those risks are addressed up front. There may be a little more time and cost involved in covering these bases, but it will be worth it in the long run.

Architecting the social workplace

Capturing the tacit knowledge generated in designing a building requires many threads, from the inspiration, to initial sketches, renders, construction drawings, all the way through to the client occupying the finished structure.

Felicity McNish, Knowledge Manager at global studio Woods Bagot is evolving a multifaceted strategy to develop the firm's SharePoint intranet as the hub of a platform inspired by designer's and architect's evolving use of social media.

Initially founded in Adelaide in the 1860s, the company now has a strong global presence with 14 locations across Asia, Australia, Europe, the Middle East and North America.

Knowledge Management (KM) aims to provide a framework to allow Woods Bagot to foster, develop, and capitalise on creativity and invention, its most valuable asset. The global nature of its business, the explosion of social technologies, and the challenges of an increasingly mobile work force demand that KM continually evolve.

An architect matures by learning what, why, and how during the design process. Sharing this with other staff inspires innovation and prevents repeating mistakes and standardises working methods.

While it would be ideal to have architects at the tail end of a project write out in detail every inspiration that influenced them in the design process , from the reasoning behind a specific facade or orientation, the regulation in designing a sustainable building, to the journey with the client. The practicalities are that they are time poor and already working on their next project.

How much better to capture the notes that an architect adds to a snapshot taken on an iPad, and locate them in a public, searchable repository with all the conversations relating to the project, drawings, CAD files, contracts and final images of the built work.

"Put simply, Woods Bagot's Design Intelligence Portal acts as s central site for capturing knowledge from anywhere in the world, at anytime. With the ability to capture and share design intelligence across the globe, Woods Bagot is reflective a new level of united authorship, through the sharing of combined knowledge and talent at the forefront," said McNish.

On a less 'formal scale,' the rising stars of the social media world are Posterous and Pinterest. These Web 2.0 sites are particularly suited to sharing of images and are becoming increasingly popular with the creative workforce at Woods Bagot.

"We are giving people the opportunity to trial a range of different web based platforms to share information," said McNish.

"Our challenge is to manage the knowledge that is being captured within the mixture of social platforms that people are using.

"I want to be able to replicate the same functionality in the enterprise to provide things like ID management, content management, and security.

"But we can't get in the way of employees wanting to use the tools, we are trying to manage the growth in this area the best way we can, and integrate it into our SharePoint platform."

Some of the options that Woods Bagot is considering include enterprise tools such NewsGator and Jive. McNish is excited about news that Share15 (the next generation of SharePoint) includes social wrapping, beefed up MySites capability and looks more like a FaceBook environment.

"We want to be able to foster innovation and gather that internally. If it's on Yammer or Posterous then that type of content is not being picked up on an enterprise search. Any tacit knowledge they are putting out on a web platform, we want to ensure it becomes part of enterprise knowledge.

"But it needs to be easy. Staff want to be able to take a photo on a mobile or iPad, upload with speed to the enterprise network where it only take a couple of tags, so it drops into the right area."
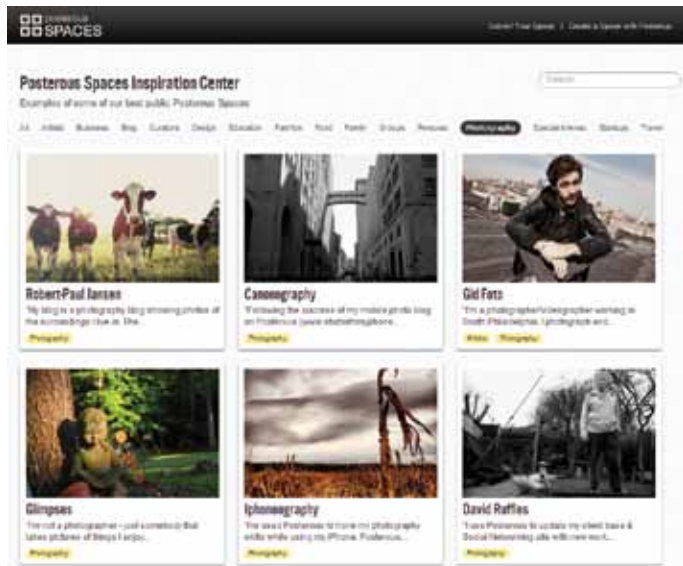
Woods Bagot presently has a mixture of SharePoint 2007 and 2010 platforms deployed, with Microsoft CRM utilised for sales pipeline management along with BST Enterprise for financial information. All three platforms are integrated via a SharePoint platform incorporated within the Woods Bagot intranet.

The SharePoint intranet is the repository of all data on completed projects. During the life of a project, images, drawings and CAD files are stored in a traditional file and folder structure, their huge size does not make it practical to use SharePoint for day to day interaction.

Depending on the project, a range of collaboration platforms are used to interact with clients and other architectural/ engineering forms. Aconex is most common for large projects, but in some instances YouSendIt is used for bulk sharing.

YouSendIt has replaced the use of ftp although the firm is exploring a way to provide external access to its intranet to expose its design intelligence portals to clients.

"We want to be able to foster innovation and gather that internally. If it's on Yammer or Posterous then that type of content is not being picked up on an enterprise search. Woods Bagot Knowledge Manager Felicity McNish

There are also parallel sharing initiatives underway at Woods Bagot:

- ROCK (retention of critical knowledge). A knowledge harvesting program to capture project design intelligence. The initiative supports our new project portals which were launched late in 2011.

- Leadership Knowledge Development program: a bespoke educational program for executive leadership focusing on knowledge tools and behaviours, aiming to offer enhanced micro-blogging capabilities.

Some of the key knowledge management challenges include:

- Managing size of files, particularly for 3D drawings and rendered images;

- Cost and management of network speed and bandwidth across 14 geographic locations for real time access to files and systems;

- Evolving systems to keep pace with and emulate social interface experiences; and

- Supporting the cultural change and desire to share intelligence

In addition, mobile devices are allowing Woods Bagot staff to interact with their content anywhere across the globe.

"Our users want an experience that makes it easy to engage in simple, quick conversations within project teams, streams, sectors, and groups using social media paradigms. These experiences are to be via multiple access points, for example, the ability to read/post while at desk, at home, from a phone or mobile device and to be able to do this, for example whilst walking around the city e.g. taking a picture of a building façade," said McNish.
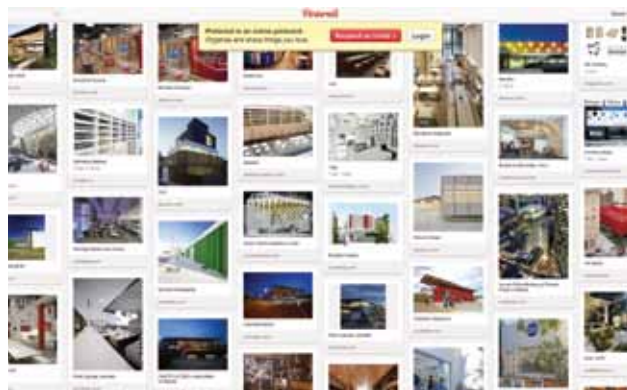
"We are challenged by a next generation global studio vision where our staff are free to use any tool they wish to collaborate, yet with a requirement that relevant content is dropped into the enterprise knowledgebase automatically. This brings the challenge of information governance and staff understanding the importance and value of sharing knowledge within the business. "

Woods Bagot is dealing with growing use of mobile platforms by ensuring enterprise applications have a mobile interface, issuing guidelines around managing mobile knowledge into the information management policy, and exploring the option of a Woods Bagot iPad/tablet app.

Woods Bagot is presenting one of the industry case studies at the annual KM Australia conference, being held in Sydney from July 24-26, 2012. http://www.kmaustralia.com/

There is still room for more traditional hands-on collaboration at Woods Bagot, as demonstrated in this photo of staff located at the company's Beijing studio.

Office 365 puts Icebreaker in the intranet fast lane

Office 365 is providing New Zealand's Icebreaker clothing company with a global intranet in the Microsoft cloud to support its continued worldwide expansion.

Icebreaker began developing merino underwear and is now a global phenomenon, with more than 3,000 stores across 43 countries.

The clothing, manufactured from wool sourced exclusively from New Zealand Merino sheep, is sold at Icebreaker stores across the globe. Its second New York store just opened in the Meatpacking District on Manhattan's West Side.

With Icebreaker's success has come rapid international growth and internal systems have not always kept up. More than 320 staff at eight offices around the world have been struggling with just shared drives, email and a whole lot of Skype.

Brooke Riley, Intranet & Social Media Manager at Icebreaker, was tasked with the job of developing a better platform for managing communication between the Wellington Head Office, eight global offices and retail locations worldwide.

"The culture was fragmented due to geography and the limited ability to share company news and success," said Riley.

The decision was made to develop an intranet in SharePoint 2010, in order to integrate with existing Microsoft platforms, provide a single sign on and deliver a flexible and scalable solution.

Once that decision was made, the next choice was whether to

The Icebreaker brand now extends from underwear to all kinds of outdoor sports, skiing and snowboarding; running, cycling and mountain biking.

deploy in-house or in the cloud. Microsoft Office 365 won the day, for a number of reasons.

First was the speed with which the Icebreaker intranet would be able to deploy. The project commenced in October 2011 with a deadline of April 2012 to deliver a functional intranet.

"The cloud was the best option for us," said Riley, who came to the job after developing and managing the company Web site for the past five years..

"SharePoint Online provides the familiar collaboration, publishing, document management and search features we need. But we do not have to buy, deploy or manage any SharePoint severs.

"We didn't want to put in a lot of new infrastructure – so on premise wasn't right for us (cost, set up time).

"We wanted the limited functionality of the cloud version. Having a smaller subset of features made the project manageable and easier to get moving."

New Zealand SharePoint specialists Knowledge Cue partnered with design agency DNA to pitch against two other competitors for the job of implementing the solution for Icebreaker.

"They impressed us with their presentations and understanding of our brand and what we were after in a partner," said Riley.

"DNA and KnowledgeCue were a standout for what we wanted, most importantly we felt confident that we could have a long lasting, open and trusting relationship with them."

An Intranet content template was developed after consulting with content owners at Icebreaker locations across the globe.

Workshops with key people around the organisation helped establish the company's navigational structure.

"We've never had an intranet before so had to create, gather and find a lot of the information we needed to share," said Riley.

"It was a challenge delivering a solution for the business that catered for the different user groups needs and within a budget so we could continue to develop the intranet as an ongoing project, i.e. Retail needs collaboration, and Brand Marketing need to track Work in Process (WIPs).

"Before we started I looked around at examples of other intranets but they were all government departments or large corporates, and not anything we could really relate to."

Knowledge Cue Director – Strategy and Innovation Mark Orange said the project required tight

The Icebreaker intranet home page includes company news and announcements. Quicklinks and a People Directory. A specialised calendar based on the product marketing schedule for four seasons (two each for the northern and southern hemispheres) was built from out of the box SharePoint components.

"The cloud was the best option for us." – Brooke Riley, Intranet & Social Media Manager at Icebreaker

timeframes and required the development of an inspiring look and feel to allow the brand values to come through.

As a firm with offices in the North America, Icebreaker was able to open an Office 365 account in the US. This provided an advantage as connections speeds and performance are higher than from Singapore, where the Microsoft cloud service is hosted for the APAC region. Introducing the new Office 365 intranet at the company's eight global offices will take Brooke Riley on a trip around the world in April and May 2012 to give staff a hands-on look at the new functionality. (*www.icebreaker.com*)

Icebreaker presented this Case Study at the 2012 New Zealand SharePoint Conference in Auckland. www.sharepointconference.co.nz

Convention Centre takes digital leap

The **Melbourne Convention and Exhibition Centre (MCEC) has deployed SharePoint 2010 intranet alongside a RecordPoint records management solution** The MCEC has 150 full staff with the numbers swelling with an additional 350 casual staff during major events. When the intranet was being planned it was discovered there were in excess of 10,000 controlled documents on the existing network..

"It is a complex audit environment. We must manage over 1400 events per year and there is lots of paperwork that must be kept for 7 years," said Michael Walsh, Director of Technology Operations.

The MCEC operates in a tight regulatory environment with multiple certifications it must provide on a daily basis for instance for its catering operations.

A records management platform that had been in place from the late 1990s was only able to manage physical records.

The MCEC is a statutory authority so it must abide by the government's Victorian Electronic Recordkeeping Standards (VERS).

The decision was made to implement a new electronic recordkeeping platform in tandem with an updated intranet. The existing intranet was living on a three year old CMS that was inflexible and must be maintained and updated by specialised staff.

SharePoint 2010 was selected along with RecordPoint for physical and electronic records.

"It provides us with a single point of reference," said Walsh.

The intranet is essential for communications among staff who are physically separated by being housed in two different buildings at either end of the Melbourne Exhibition Centre, opened in 1996 and known affectionately by Melburnians as Jeff's Shed (after former Victorian premier Jeff Kennett).

Intranet users are on over 170 desktop PCs running Windows 7 and Office 2010, with Exchange 2007 email server.

Most users are desktop users but there has been a growth in the use of tablets, which come in handy when dealing with clients on the floor of large exhibitions. As a Microsoft shop with an Active Directory based network it was seen as making sense to adopt SharePoint for its integration with Office 2010 and ability to fulfil multiple roles as an intranet and document management platform.

An RFQ was issued in July 2011 and deployment of SharePoint document management began in August and was completed in October. Development of phase 2, a SharePoint 2010 intranet commenced in November 2011 and went live in March 2012.

The Hive, as the MCEC intranet has been branded, gives staff access to blogs and MySites in their Team Workspace.

There are 25 different departments and each has its own Team Workspace being delivered customised news updated, general information and calendar.

"It provides a tailored experience for our employees," said Walsh.

"A more dynamic intranet will improve staff engagement."

Better document control is one of the expected benefits from the new SharePoint 2010 environment, as well as compliant record management through the RecordPoint product.

"People were getting around processes."

Access to shared folders on network drives is being switched off in a staggered schedule over a 12 month period to encourage storage of documents in SharePoint.

A growing image library will remain on traditional file storage.

System integrator Unique World managed the SharePoint 2010 deployment, writing an automated script to upload existing documents. Deduped and tidied up the 10,000 controlled documents was reduced to 3500 identified for upload.

An upgrade to the MCEC email environment will follow the intranet launch, with the upcoming deployment of Exchange 2010 and Scinaptic OnePlaceMail to provide staff with the ability to manage email records in SharePoint directly from within the Outlook client.

This Case Study was presented at the 2012 Australia SharePoint Conference in Melbourne. www.sharepointconference.com.au

ABBYYs Day at the Races

Melbourne firm DMCentral faced a steep learning curve when it tendered for a job to capture over 30,000 application forms and images for the Victorian Racing Club. With the help of ABBY Software, DMCentral's general manager Michael Haycroft was able to setup a pipeline to migrate all VRC members to a new photo ID membership card and also capture changed contact details for a membership database.

"In late 2010 DMCentral were invited to tender for a contract with the VRC, which at the time represented unique opportunity for our business, one that we did not want to miss out on," said Haycroft. "The problem that faced us however was that we needed to invest in OCR technology and learn how to be proficient with it in order to be able to satisfy the requirements of the tender.

"We investigated a number of OCR solutions and opened communication channels with their suppliers. We soon found that the most positive responses came from the FlexiCapture team, their in-depth knowledge of their product combined with the capabilities of the software soon highlighted FlexiCapture as the clear favourite."

ABBYY FlexiCapture provides an end-to-end solution for processing paper documents in a single stream and transforming them into usable data.

"With helpful advice from the FlexiCapture team we did end up winning the contract in early 2011 and consequently purchasing the software, but this was only the beginning of the relationship.

"From the time we began the project the FlexiCapture team were there to make sure that everything went smoothly. They not only helped with the development and testing, but got involved in the integration and implementation ensuring that nothing was left unchecked, the whole thing went off without a hitch."

DMCentral is a specialist provider of all manner of cards, including RFID Smartcards, loyalty cards, photo ID and debit cards. As well as the design and printing of cards it assists with database driven personalisation and fulfilment.

When the VRC elected to move to a photo ID card, the first challenge was to obtain images for all the 30,000 plus members. DMCentral implemented a number of digital options, including setting up special marquees at VRC race days where members could go and have their photo snapped. There was also an online option so members could submit an application and image via a web-based portal. However, the traditional paper form was overwhelmingly the most popular method used by VRC members to send in their updates. These were formatted with a sticky panel to attach a photo.

FlexiCapture was setup to simultaneously capture the image along with any modified details on the application form.

After capture, FlexiCapture would look up and verify the member existed on the database, and then save the image to a library and update the database with any changed fields.

"We knew the technology to do this existed but we'd never done it before," said Haycroft. "The handwritten details were of widely varying quality, and I was amazed at some of the things the ABBYY software was able to pick up."

All the captured data was manually reviewed to ensure 100% accuracy.

Mastering the mailroom

NSW's Upper Hunter Shire Council has deployed an EzeScan scanning solution to bring efficiency to its digital mailroom.

The Shire Council employs HP TRIM 6.2.5 for record-keeping, and wanted to minimise the manual entry of metadata associated with scanned items. Civica is used for property / asset management

IT administrator Margaret Casey said, "We implemented EzeScan because we wanted to eliminate the time taken in entering data over and over again."

All of Upper Hunter Shire Council's incoming mail is electronically scanned and stored, making it immediately available to offices located across the Shire. Mail is scanned on a pair of Canon scanners, an A4 DR3080 and the A3 DR6050.

Before the arrival of EzeScan, scan operators would need to enter information such as the title and author of a letter or form as well as who it was addressed to in Council. Once this data was entered and the document placed in TRIM, an automated workflow would assign a task and put actions on that. Metadata is linked to the document image which appears in TRIM.

"Now all we need to do is put in the applicant's name and address of the property and EzeScan files it, and assigns it to a council officer. It shortens the input process," said Casey.

"EzeScan automates things that we receive over and over again, for instance applications for zoning information, or outstanding rates and water charges.

The software solution has also helped with internal administration tasks, for example with annual salary reviews.

"We have 200 staff so there are 200 documents to file. With EzeScan all we need to do is put in payroll number and it queries the TRIM database and finds appropriate file, brings back the name and automatically saves it to TRIM. By entering one piece of information everything else is done."

Use of the EzeScan software may expand in the future to include Accounts Payable processing, barcode automation and tighter integration with TRIM and Civica.

"It's a fantastic product, a great time saver and very easy to setup," said Casey. "The whole experience with EzeScan has been very good."

Tasmanian council takes on RecFind 6 EDRMS

Waratah-Wynyard Council in North West Tasmania has upgraded its KnowledgeOne EDRMS to the latest version RecFind 6 to enhance its information management processes.

The initial phase of the project encompassed rolling a core electronic document & records management solution (EDRMS), involving the capture & management of e-mail, web sites, scanned documents, office documents and where appropriate hard copy records. In addition, a Human Resource (HR) Information Management System has been implemented. The RecFind 6 HR System allows the Council to manage an up-to-date and searchable database of employee information.

It also facilitates common HR processes such as recruitment, performance management, leave management, learning and development and a host of other HR related activities common to any organization including mentoring, coaching, job rotation, succession planning, fast track selection, etc.

Connecting with the Maori past

Fuji Xerox New Zealand has supplied the Ngai Tahu with an End to End solution for the capture, index, processing and upload of hard copy documents into Microsoft CRM and SharePoint.

The Ngāi Tahu is a Maori tribe from the South Island of New Zealand that can trace its heritage back to a census conducted in 1848.

In 1996 the Ngai Tahu were awarded $NZ170 million and the ability to purchase property from the Crown in a major settlement with the NZ Government, redressing land deals that were not honoured in the nineteenth century.

There is now over $NZ600 million of property and funds administered by the Ngai Tahu, which has over 250 employees and helps fund scholarships and charitable work on behalf of the tribe.

Establishing membership of the Ngai Tahu, and hence access to their financial support, requires that a person demonstrate their genealogy stretching back to the original 1848 Census.

All of the hardcopy records establishing the membership of the Ngai Tahu were stored as hard copy documents in a building in Christchurch, and could not be accessed in the immediate aftermath of the 2011 earthquake.

Donald Harman, SharePoint Administrator for the Ngai Tahu, said the experience of learning how vulnerable the documents were saw the development of a business case to digitise the documents into SharePoint 2010.

"Once its in SharePoint we can protect it and share it back with the wider Whanua (a Māori-language word for extended family)."

A business case was developed to digitise the genealogical records, known as the Whakapapa, as well as all of the Ngai Tahu's legal documents and contracts. There are over 12,000 records in the "Whakapapa" genealogical database. which are now being scanned on two ApeosPort 6500 multi-function devices (MFDs) by two staff who can input up to 3000 a day each.

The scanning workflow is now applied to all applications for enrolment onto the Ngai Tahu register of descendants of the original tribe.

Fuji Xerox New Zealand supplied a capture solution based on Fuji Xerox ApeosPort MFDs and a Solution Builder software platform that integrates between the MFDs, Microsoft CRM and SharePoint 2010

Entering a Whakapapa registration form.

Once they are scanned, individual records can be viewed from within the CRM. The scanned PDFs are contained in the SharePoint 2010 document repository and are searchable.

Metadata is automatically applied to each document upon scanning.

The solution was designed to require minimal manual input of metadata when scanning at the MFD.

The list of documents related to each individual is extensive and typically includes the Whakapapa registration form, Birth Certificate, Marriage Certificate, Whai Rawa and Tax Certificate.

Paul Proctor – Consultant, Document Management and Business Process Engineering with Fuji Xerox New Zealand, said "The solution provides tight, seamless integration between the MFDs and CRM/SharePoint.

"It is an intuitive, flexible system which increases user adoption."

Once the genealogical records and legal contracts have been captured, the Ngai Tahu will explore the potential to also utilise the solution for accounts payable and other functions such as HR.

Fuji Xerox NZ and Ngai Tahu presented this Case Study at the 2012 New Zealand SharePoint Conference in Auckland.

The inside mail on business process

Looking to implement mailroom automation? Lee Fisher of Efficiency Leaders looks at the challenges and rewards of keeping it all in-house.

There are plenty of established business process outsourcing organisations providing dedicated mailroom automation solutions for business and government; so why would anyone go to the trouble of implementing an in-house solution? Some of the main reasons organisations look toward an in-house solution is definitely centred around automated validation of incoming information against existing known data within the organisational systems.

Usually when information enters an organisation in a mailroom scenario, very little, if any, information is known about the content of the incoming data. What greatly assists organisations is the ability to compare/validate information contained within the document or data stream to other existing information within Line of Business (LOB) systems or repositories.

This expedites the flow of information throughout an organisation because information can be electronically routed to appropriate individuals and/or departments without human intervention.

Typically, with an outsourced solution, data is extracted but very little validation of information is able to be conducted against the extracted/keyed content because of technological challenges e.g. being on different domains: concerns about potential security breaches mean many organisations prohibit external access to business and IT systems.

While there are many gains to be had from outsourcing the manual task of opening mail and keying data, there are significantly greater gains and increased efficiencies if the data is able to be validated against meaningful information that is accessible by the organisation and then electronically tasked/workflowed for final actions as appropriate. Capturing the information as it enters the organisation also greatly improves management and participant visibility within all LOB processes. Visibility of data from point of origination is another key driver for executives looking to adopt an in-house mailroom solution, especially if it will then feed a financial LOB process like Accounts Payable.

Maintaining privacy and confidentiality of data is another reason for staying in-house. How big a concern this is often depends on the downstream LOB process that is affected. Some processes are subject to higher sensitivity than others.

Regardless of the LOB process, an in-house solution can effectively and efficiently understand the content contained within the inbound data, and then decide which LOB process it belongs to and appropriately task personnel. It may also automatically update an ERP application, depending on the classification and the level of validation that can be automated.

There is an ever growing array of intelligent information capture technologies available to organisations today.

Organisations are increasingly looking to reduce the amount of human touch points from the mailroom to enable the flow of information more efficiently and effectively to the intended recipient and Line of Business (LOB) systems where appropriate.

Capture can even extend securely to mobile peripherals to push the workflow to begin at the widest rim within organisations and truly capture at the point of origination.

Organisations adopting software automation at an enterprise level extend across almost all industries including Finance, Medical, Insurance, Manufacturing, Construction and Development, Infrastructure services and many more.

The Efficiency Leaders Automation Platform (ELAP) is an intelligent software capability to assist organisations in streamlining their business processes, including mailroom sorting and distribution, by understanding the content of data entering the organisation and deciding where it should go.

This process of understanding and deciding is the critical component that organisations have historically relied on human judgement, however with the growing positivity, confidence and enhanced functionality in software automation, Mailroom Automation is one area now offering a superior customer and user experience.

ELAP automatically analyses the content entering the organisation. Based on the content and layout of the data, it is able to determine where one document ends and the next begins. This process is commonly referred to as separation.

Automating this step means that there is no need for separator sheets, barcodes, labels, etc. This saves a significant amount of time in the pre-scanning phase for paper documents and less human rework for other data ingestion methods.

Once separated, ELAP automatically classifies documents into their respective document types based on keywords found from the extracted content and then applies the appropriate business logic for that document type.

A high level mailroom solution inevitably feeds downstream LOB processes such as accounts payable and receivable, payroll, sales order processing, applications, enrolments and claims processing etc. The benefit that organisations are realising through the deployment of a single, intelligent processing platform for enterprise efficiency are substantial.

Lee Fisher is the Managing Director of Australian and New Zealand solutions provider - Efficiency Leaders.

Risky data is par for the course

Cloud email provider Proofpoint has announced results of a new survey that highlights the challenges managers face in attempting to reduce exposure to the risk of serious data privacy breaches.

The online survey of UK office workers, conducted independently by YouGov as the EU revealed its new framework for data protection, has highlighted patterns of behaviour that have developed in the workplace and are placing business at high risk of fines and reputational damage. The online research reveals frequent risk of inadvertent data loss; 46% of respondents have received an email that was not intended for them, 35% know they have mis-sent work emails.

The way in which recipients handle messages they receive in error varies, but with 66% of office workers who have received a work email that was not intended for them saying they would read the email as part of their response, the risk of further disclosure is high especially as only 55% would directly notify the sender.

17% of respondents say that they have sent an email containing sensitive information without additional security measures such as password protection or encryption in place. These people are aware of the sensitive nature of the data but do not use appropriate tools to protect it. This may be less of a surprise considering only 41% of respondents say they have had training in both data and privacy protection.

Managers working to educate their teams and impose control on sensitive data are fighting against a changing communication landscape; 28% of workers have sent work data via a personal email account either because of restrictions on sending large files or the unavailability of work email systems. These actions are potentially risky as only the most advanced security and message archiving systems can monitor, control and record these transfers.

Coupled with the fact that 11% share information by file transfer services, 10% over IM and 7% on collaboration tools, the challenge for managers of developing comprehensive data privacy policies and deploying the right technology to enforce them becomes clear.

Best Practices to prevent disasters with records

Recall has published a guide to best practices for disaster preparedness and records information management.

"Disasters typically leave organisations little or no time to secure documents, so it is mission critical to create a RIM (records information management) plan and integrate strategies that proactively enforce it," said Jason Molfetas, senior vice president and chief information officer at Recall.

Recall recommends that businesses initiate the following strategies before a natural disaster strikes:

1. Collect and store critical documents and computer backup tapes in a secure off-site location. If a secure off-site location is not available, create infrastructure that will best protect documents on-site from natural elements and unauthorized personnel;

2. Create and communicate a RIM plan, detailing the past and current lifecycle status of documents needed to support critical business functions and locations across all departments and functional areas;

3. Identify the organisational/functional areas that play a part in the secure document lifecycle in times of emergency, such as critical departments, procedures, resources, vendors and alternate sources for supplies.

4. Perform full risk assessments of physical security of critical documents, facility safety and personnel accessing original documents; and

5. Conduct annual document audits and disaster retrieval reenactments.

Additionally, lost or damaged documents can place organisations outside of strict compliance regulations which require the retention of volumes of records.

"Whether files are stored on-site or off-site, and regardless of format, all departments must clearly know what records are most important, where they are retained and how to access them," said Mark Emery, global director of record information management (RIM) consulting services at Recall.

Formtek extends Alfresco ECM

Formtek has announced five new Software Extensions for Alfresco ECM platform, including a File Linking Extension that allows a single document stored in Alfresco to be accessible from multiple locations without physically duplicating the document. The new Formtek Auditing Extension provides a complete audit log for every file and folder within Alfresco

A Peer Association Extension makes it possible for associations to be established between documents within Alfresco Share. The Formtek Security Extension offers more flexible security capabilities in addition to those available with standard Alfresco Share by allowing file and folder access control on per-user and/or per-group basis

HarePoint manages workflows

HarePoint Workflow Monitor has been developed to control the status of the workflows and manage them. It allows an administrator to obtain information on all active workflow instances or workflow associations at the level of the firm, web-application, sites collection, site or the list. Workflow errors and bottlenecks can be identified from detailed information on each step of workflow execution, to trace a problematic spot, find out the reason of the fault, and repair it.

HarePoint Workflow Monitor stores statistical information on workflow execution and provides visualisation with graphical charts.

It also offers a system of filters, grouping and sorting for analysis.

A free 30-day demo-version is available for download.

Warringah digitises with DatacomIT

Digitisation is hot on the agenda for Government and private organisations. In order to preserve important records at risk of format obsolescence and deterioration, organisations are converting microfiche, film and paper records to soft copy formats in what is a race against time.

Eamonn Donohoe of DatacomIT says 'Archivists and records departments face many problems that can be alleviated by digitisation. Digitisation outcomes may include: the ability to quickly locate documents by multiple users simultaneously with a few keywords; eliminating the risk of valuable documents being misplaced, lost or damaged; reduced labour time spent on document retrieval, releasing valuable staff time to be devoted to other tasks; being able to republish records online; and reduced need for expensive storage'.

Councils are increasingly looking to streamline their processes, and Warringah Council, on Sydney's North Shore is one of them.

Warringah Council initiated a tender process to find the most suitable partner for their digitisation projects. The Council's aims were to improve efficiency and customer service in accordance with its Business Excellence program. The digitisation process was also an important step in its ongoing Business Continuity agenda.

The Council contracts were awarded to one of Australia's leading imaging solutions providers, DatacomIT. Chris Wilson, records manager at Warringah Council, said that he believed DatacomIT was "able to deliver a high quality product within the desired timeframe and at a sensible price."

Established in 1906, Warringah Council is responsible for an area of 152 square km on Sydney's northern beaches, with building applications and development applications being submitted constantly, as well as keeping payroll and rates records. The need to have these files digitised became increasingly important as the demand for access to these records grew, and the council's microfilm reader was inefficient to use and ageing.

Warringah Council had digitisation on the agenda for several years, but it was not until funding had become available towards the end of the 2011 financial year that the project could proceed.

With development applications, along with planning applications, rates and payroll information being the most requested retrievals, it was difficult to respond to requests in a timely manner.

Scanning was undertaken by datacomIT utilising DRS microfiche digitisation equipment. This technology is the only one of its kind in Australia, and has the ability to independently scan up to 200 fiche automatically in a single batch.

Lam Truong, Operations Manager at DatacomIT and his

Up until recently, records were accessed by referencing a number of systems to locate the metadata and facilitate finding the specific microfiche record. Microfiche jackets were then read using an ageing analogue fiche reader.

team was able to scan 120,000 microfiche containing over five million images within a 3 month period utilising the capabilities of the company's specialist digitisation facility, which operates 24 hours per day, 7 days per week. This timeframe included all required functions: cataloguing, scanning, quality assurance, OCR processing, data entry and all image post processing.

DatacomIT ensured that each digitised record was titled to mirror that of the fiche jacket, including OCR conversion to ensure that all embedded text was captured. The record was then saved as a high resolution TIFF file and converted into a PDF(A) document. All files then had metadata applied and were indexed according to Warringah Council's records management standards.

With this information now available digitally via the council's TRIM - Electronic Document Records Management System (EDRMS), Warringah Council employees can now retrieve the information with a few keywords, without leaving their desks. This has provided significant cost savings and efficiencies where council staff no longer needs to visit their records depots spread across two separate locations.

In the future, the Warringah Council also hopes to make these records available to the public online, as an extension of their services.

NovoDocufier smartens up IDR

NovoDynamics has announced the release of NovoDocufier, its new Intelligent Document Recognition (IDR) software solution, able to process diverse document types in centralised or distributed document capture environments.

The company claims NovoDocufier eliminates the need for costly professional services and IT specialists to create and maintain complex models, page templates and page recognition rules.

The artificial intelligence engineered into NovoDocufier aims to simplify initial set-up and facilitates the addition of new document types in minutes. As additional document types are added, NovoDocufier trains itself to generate associations within document classes and profiles.

"Systems that are constrained by templates and rely heavily on text-based classification typically become bogged down when more than 20 document types are involved," explains Tim Dubes, vice president of marketing for NovoDynamics.

"NovoDocufier can quickly differentiate document types without having to sequentially parse through a template library to find a match. This is especially important for service bureaus

NZ Auditor seeks ECM solution

The Office of the Auditor-General and Audit New Zealand (The Office) is calling for expressions of interest to supply and implement an Enterprise Content Management (ECM) system

The platform will serve the needs of over 350 staff spread across a range of operating arms across New Zealand, with many staff using notebook computers with 3G cards to connect "sometimes unreliably" to the office network.

It is also seeking to use the ECM platform as a way to aggregate and analyse indformation gathered in its audits into the public sector.

"... the Auditor-General has a range of information available that does not exist in a single place anywhere else. The Auditor-General recognises the significant value this information and insight could bring to improving the performance of the public sector, and so is keen to make the collection, analysis and utilisation of this information and insight as effective and efficient as practicable.

"To this end, the Auditor-General is looking for a system that allows the collection, storing, analysis, sharing, reuse and reporting of the information her staff and Appointed Auditors collect during the course of their work."

"We ultimately require a solution that will allow our staff to make full use of the rich collection of information we already have and be able to contribute new information quickly and easily. We recognise that this may take some years to achieve.

"The ECM system will support the Office's wider information needs by helping ensure that:

Structured and unstructured information is organised and stored in such a way that it can be searched, collated, aggregated and reported on from a central access point – even if such data and information is stored in multiple systems or locations."

A list of requirements includes that the ECM solution "Can handle all existing and expected unstructured content types including MS Office files, PDFs, media, emails, hardcopy records, wikis, blogs, instant messaging threads, audio and video conference recordings."

that process documents from many different organisations. Mailroom automation, invoicing and image-to-archive automation implementations will benefit from NovoDocufier as well."

Dubes says many competitors take up to 90 days to implement an invoice processing solution, whereas NovoDocufier can be up an running in as little as 3 days.

"A lot of companies who do document classification specialise in invoice processing, they put all their eggs into that basket. Where they have the most value is their integration with SAP and Oracle backends and other assorted erp platforms, and there's a lot of effort that goes into that as well as establishing the templates for the documents. We don't necessarily have out of the box integration with erp systems, but we can offer something that can identify the documents quickly and hand off the documents as well as the classifying data almost a magnitude faster than anybody else."

NovoDocufier has built its own NovoDynamics Automated Classification Engine which leverages advanced artificial intelligence, page pixel analytics and topographical technologies developed by the company's scientists and engineers.

The company is targeting service bureaus and high volume document capture and classification processes such as invoice, loan and claims processing. A distribution and reseller network has been established in the US and Europe while the Asia-Pacific market is in its sights.

Google Apps does ediscovery

An ediscovery application has been launched for Google Apps known as Vault, aimed at reducing the costs of litigation, regulatory investigation and compliance actions. Google says Vault provides extended management and information governance capabilities to proactively archive, retain and preserve Gmail and chats.

It offers the ability to search and manage data based on terms, dates, senders, recipients and labels to give management, IT, legal and compliance users a systemised, repeatable and defensible platform. Google Apps Vault can be added to an existing Google Apps account for an additional $US5 per user per month.

According to Craig McLaughlin, general manager at Australian Google Apps reseller BluePoint, this upgrade represents a significant enhancement.

"Organisations can now store unlimited amounts of archived email, for an unlimited timeframe, for less than the cost of a ham sandwich," said McLaughlin. "It will be very hard for IT managers to justify the cost of expensive on-site email archiving when all the old data can be migrated to the cloud for $5 a user. The cloud continues to deliver economies of scale that organisations can no longer ignore."

Discovery tool targets contracts

A specialised discovery and management tool for contracts is being developed by Seal Software Group and Nuix, utilising unique metadata to find and analyse contracts located anywhere within an organisation's data stores.

Finding, reviewing and controlling contracts is vital for managing risk and costs, and is a critical phase of any merger and acquisition due diligence or insolvency and business recovery project.

Nuix Contract Discovery will be utilised to locate contracts, extract the key information for analysis, to enable assessment for exposure, liability and risk.

The solution allows organisations to increase visibility over contracts and contract drafts, through contextually extracting key clauses and critical milestone information, including contract type, contracting parties and start/termination dates for both existing known contracts and those identified during the contract discovery process. This enables organisations to be in a proactive and prepared position when faced with events that require an understanding of all contracts held by the business, including when undertaking eDiscovery for litigation.

Nuix CEO, Eddie Sheehy said, "Nuix Contract Discovery

opens the door to unmatched control of unmanaged contracts, which reduces the cost and complexity associated with contract management. This capability enriches other business functions such as financial planning, accounting, sales, services, customer relationship management and IT, particularly in regards to asset management."

Seal Software Group Founder and CEO, Ulf Zetterberg said, "Business functions, especially around mergers and acquisitions, rely on knowing exactly what is happening with contracts in order to assess value and risk. Unfortunately, too many businesses lack cohesion between different business divisions and management, leaving gaping holes in the knowledge base around contracts."

Track and file in the cloud

US company FileTrek, which claims to offer the only combined cloud-based file sharing and tracking solution on the market, has secured $US10 million in investor funding.

FileTrek is designed to allow secure file sharing, project collaboration, and the ability for managers to track content and data with enhanced compliance-friendly audit reporting.

Dale Quayle, CEO of FileTrek, said, "Employees across all departments are deploying their personal devices and using public-cloud and file sharing applications that are currently outside IT control. FileTrek will give businesses the ability to track, access and share all their business content – while retaining employee freedom to create and collaborate productively."

FileTrek instantly tells you: the location of a file, who has worked on it, the various changes that have been made to it, and how files are related. All versions of documents and files automatically backup and sync between multiple devices in real-time. Users can share files directly from their desktop and access data anywhere from any device, whether they are online or offline. Files do not need to be tethered to a "box in the sky" for access and sharing. FileTrek also tracks project dependencies and related files during content collaboration.

Three tiers of FileTrek are available: The Enterprise solution provides enhanced compliance tracking and reporting capabilities. The Team version for locating, sharing and tracking files amongst a workgroup begins with a 30-day free trial followed by a cost of $US20 per user monthly.

The Individual version for personal file sharing and storage is available for free.

Accellion flies in to filesharing

Joining the rush of enterprise filesharing platforms looking to challenge the popularity of DropBox, Accellion has unveiled a new offering called kitedrive that promises secure sharing across any mobile platform. It is part of Accellion's Mobile File Sharing solutions that promise secure cloud storage, file sharing and sync for business users. Features include secure workspaces, commenting, notifications, versioning, and secure uploads and downloads.

There are currently over 100 Australian users through local distributor Dimension Data.

kitedrive sync is a new file sharing capability from Accellion that enables business users to synchronise files across devices, including iPad, iPhone, Android and BlackBerry.

A free version is available for individuals that offers 2GB of cloud storage free, while business and enterprise versions add enterprise file sharing features such as private, hybrid cloud deployment, LDAP/AD integration, SAML/SSO, DLP integration and Archiving.

Accellion's Australian Managing Director, Kieran O'Shaughnessy, said, "There's a little bit of a fight for territory going on with some of these new cloud-based services from existing ECM vendors.

"Certainly from Accelion's perspective our strategy is to extend our customer's existing investment in ECM systems like SharePoint, iManage and the like rather than look to replace them."

"We don't tell our customers they've made a mistake with everything they've got on-premise and they need to throw it all out and start again in the cloud. We are looking to integrate with ECM rather than take over where they are strong and provide value to organisations."

FileBound 6 gets interactive

FileBound aims to transform its document management solution into an interactive process automation solution with its latest update, Version 6.0.5.

FileBound 6.0.5 now provides intelligent distributed capture which allows users to scan unstructured documents locally and leverages centralised processing to lift, format, and share extracted data for processing as is commonly used to process AP invoices and other processes initiated from source documents.

The second major enhancement is in the way processes can be initiated from outside the system through the use of E-forms. The use of PDF-based forms has been enhanced in the latest release making it even easier to implement E-forms that improve many applications such as hiring, admissions, or request processes.

The third enhancement provides additional functionality that improves the way FileBound monitors process activity, initiates escalations, and identifies file deficiencies.

This new functionality allows FileBound to be easily configured and deployed to solve complex process challenges. FileBound can now be configured to monitor processes and content in order to identify conditions that require notifications or escalations for immediate resolution to mitigate compliance exposure.

FileBound can be licensed for unlimited users, outsourced as a cloud-based service, or deployed as a network appliance.

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ReadSoft is a global leader in Process Automation, specialising in business process improvements to Purchase to Pay, Order to Cash and Enterprise Capture processes for medium to large enterprises and Shared Service Centres. We deliver and support leading OCR/ICR (Optical Character Recognition or image capture technology) and workflow applications for Process Automation, with seamlessly integrated solutions for SAP and Oracle ERP systems. Our process automation solutions have been selected by an impressive range of multi-nationals and government institutions seeking to optimize their return on investment whilst improving governance, control, visibility, and efficiency, to all paper- and request-driven business processes. ReadSoft has extended its invoice processing solution to the cloud to significantly reduce the use of paper and enhance the sustainable efforts of organizations in minimizing their carbon footprint. Areas for automation include, Accounts Payable, Claims, Applications, Surveys, Registries, Timesheets, Sales Orders, Inbound Correspondence, and many more.

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Decipha is a leading specialist provider of inbound document management services. Our aim is to help our clients effectively reduce manual tasks associated with their inbound information processing, including enabling the option of straight through processing capability. This involves capturing a range of information entering their organisation via various methods - including via mail, email, fax, EDI and the Internet - and processing and delivering this incoming information according to their specific business rules. Processing examples include: Forms Processing; Remittance Processing; Electronic Mailroom; Accounts Payable Processing; and Electronic Archival and Retrieval of Documents.

Our clients benefit from our infrastructure specifically geared to deliver flexibility and scalability to meet their unique business requirement. This includes provision of an established service platform; nationwide servicing; and delivery by a dedicated team of IT experts, analysts, project managers, and trained operators.

EzeScan

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EzeScan is Australia's most popular production document scanning software solution and product of choice for many Records and Information Managers. This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002.

With more than 750 installations world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for documents of all types.

EzeScan works with virtually any TWAIN/ISIS/WIA compliant scanner or any brand of networked MFD, often being selected to replace the software that ships with scanners.

With "out of the box" seamless integration with many industry standard EDRMS and/or ECM systems, EzeScan saves both time, money and lowers the risks associated with developing and integrating third party scripting or custom programming.

EzeScan has a proven track record with HP TRIM, Objective, TechnologyOne ECM, Autonomy iManage WorkSite, Open Text eDOCS/Livelink, Microsoft SharePoint, Xerox DocuShare, infoXpert eDRMS, infoRouter, Meridio, Laserfiche and Alfresco.

EzeScan solutions range from basic batch scanning with manual data entry to highly automated data capture, forms and invoice processing.

Knowledgeone Corporation

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Knowledgeone Corporation have specialised in all forms of Information Management since 1984. Our latest .NET generation RecFind 6 product suite assists our customers all around the world to effectively manage all kinds of business processes. RecFind 6 is highly configurable, highly scalable and provides options for every client requirement and every application including physical records management (RMS), electronic document and records management (EDRMS), email management, business process management, asset management, library management, contracts management and in fact any type of information management application including customer relationship management (CRM).The standard system includes a full complement of records and document management functionality.

TechnologyOne

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TechnologyOne (ASX: TNE) provides deeply integrated software solutions for business, government, financial services, health and community, education and the utilities sectors. TechnologyOne Enterprise Content Management (ECM) enables organisations to easily and efficiently capture, store, manage, publish and dispose of information contained within business documents, while also making information easier to use.

The solution provides the tools to manage the lifecycle of business information, maximising efficiency and supporting compliance mandates. It can be implemented as an end-to-end solution, or with a focus on document management, records management or business process automation.

TechnologyOne ECM – Powering informed business with controlled, connected, relevant information.

Objective Corporation

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Objective Corporation is an established leader and specialist provider of proven content, collaboration and process management solutions for the public sector. Our solutions empower public sector effectiveness; efficiency and transparency helping governments deliver better services to the community at a lower cost. Through direct customer engagement, Objective is committed to delivering outcomes that have a positive effect on the public sector, its citizens and the community.

Objective is an established solution provider. Since 1987, we have been trusted by Government and Top 1000 corporations to deliver long-term valued business outcomes.

The Objective solution has been meticulously engineered to meet the complex and stringent requirements of Government organisations and large Corporations with high volumes of unstructured information, often complex business requirements and flexible deployment characteristics.

RecordPoint Software

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RecordPoint simplifies your records management and compliance processes by combining the world leading Microsoft SharePoint platform with a simple rules based retention and classification system. By using RecordPoint and Microsoft SharePoint organisations can fully comply with Australian regulatory requirements and corporate retention and disposition policies without the need for a second system. RecordPoint is the only solution available built entirely on the Microsoft SharePoint platform. By taking advantage of your existing technology investments, the solution is extremely cost effective, highly intuitive, has high user acceptance and training costs are minimised.

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KODAK Document Imaging has redefined document scanning with a host of built-in innovations applied throughout the imaging chain. We call it Perfect Page Scanning. It is a perfect example of how we apply Kodak's imaging resources and experience to a whole new application, leading the industry in innovative solutions for digital document preservation. With one of the largest, most experienced service organizations in the industry, our products are rivalled only by our award-winning service and support. Around the world, our customers and business partners depend on KODAK Service & Support to protect their document management solutions and keep their equipment operating at peak performance.

OnePlaceMail

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OnePlaceMail streamlines the capture and classification of content from desktop applications such as Microsoft Outlook, File Explorer, Word, Excel and PowerPoint into SharePoint and Office 365. Corporate information assets, once trapped in personal inboxes are now better utilised and managed according to information and records management policies defined within SharePoint. OnePlaceMail drives the adoption of solutions built on the SharePoint platform by providing the user with:
1. The full power of SharePoint within Microsoft Outlook, including the rich SharePoint
search capabilities.
2. A natural extension to existing desktop applications and therefore minimal change in behaviour
OnePlaceMail is available in two editions: Express Edition - 100% free edition - download now from our website; Enterprise Edition - 30 day trial .

Kofax

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Kofax solutions power capture driven processes across enterprises, industries and horizontal applications for invoice automation, dynamic case management, the digital mailroom, and more. When information enters an organisation, Kofax's Capture Enabled BPM platform automatically captures, extracts, validates and classifies it through a touchless process; then makes it available to the right people, processes or devices at the right time, in the right format. Whether it originates in the form of paper, fax, email, SMS, XML or PDF format... the time required to understand and decide what to do with the information is drastically shortened – regardless of whether the ultimate destination is a line of business application, content repository, ERP or CRM system, or Microsoft SharePoint. As a Microsoft Global ISV Partner and Gold Certified Partner, the Kofax Capture Enabled BPM platform is tightly integrated with SharePoint, Office 365 and Dynamics CRM. It also leverages the Windows Azure platform to provide cloud-based services.

AMS Imaging

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AMS is a ISO9001 certified service bureau that provides archive and imaging services. Services include document capture of business records, manuals, maps and plans through to the conversion of aperture cards, microfilm and microfiche.

FlexiCapture helps TRN Group add invoice automation

A rising percentage of organisations are choosing e-invoicing to reduce processing costs, accelerate approval cycles, and increase on-time payments.

Australia's TRN Group, a family-owned Civil Engineering and Haulage contractor based in Camden NSW, has adopted an Abbyy FlexiCapture solution to manage the processing and approval of approximately 3,500 creditor invoices per month.

The TRN Group was established in 1966 and has grown to employ 240 employees and has an annual turnover in excess of $A150 million. Current clients include Landcom, Mirvac, Stocklands, Dart West Developments and Cornish Group. Current projects include Oran Park Town, Gregory Hills, Central Hills and Spring Farm.

NSW business technology specialist, Inland Technology, has deployed an ABBYY FlexiCapture solution to automate the capture and processing of data from paper and PDF invoices.

The task of processing creditor invoices involved regular delays, lost and duplicate invoices and time spent handling inbound calls from suppliers

The solution enables all invoices to be scanned upon the opening of the daily mail or captured from the attachments in emails to an accounts payable email address.

Invoices are then OCRd to identify essential data such as ABN, invoice number, date, order number, job number, invoice total, GST.

This data is then verified by an accounts payable team member prior to being imported to Infoware, their financial accounting system and distributed for electronic approval.

Andrew Lovett, TRN Group's Chief Financial Officer, said, "Abbyy FlexiCapture has cut the processing time to about a third of the previous method of manual data entry.

"In addition, we have a PDF image of the creditors invoice that saves on filing time and enables any user to quickly access the invoice to check details by simply clicking a link from the various reports within our accounting system.

"Inland Technology worked very closely with TRN Group throughout the implementation of the project and more importantly listened to our needs and provided a solution that reflected these needs."

TRN Group deployed a Canon DR3010C scanners and integrated existing MFDs to scan invoices as they arrive.

Rajesh Patel, Director of Imaging and Document Management at Inland Technology, said the solution incorporate the ability for FlexiCapture to look up creditor details in the Line of Business system from within FlexiCapture.

"If the client doesn't exist it is possible for staff to create a new creditor from within FlexiCapture and submit those details with the scanned data and invoice image. They don't need to enter into the financial accounting system.

"Invoices come in many shapes and sizes. FlexiCapture looks for the invoice number wherever it is on the form and captures it without relying on the need for a strict template. It is a major strength of the software," said Patel.

Cadac Organice supports Brava

Cadac Organice, a developer of SharePoint-based solutions for Engineering Document Management & Control, now supports the Brava viewer for Microsoft SharePoint. The Brava viewer offers enhanced functionality and capabilities for viewing, comparing and markup of documents and CAD drawings in Microsoft SharePoint.

Brava for Microsoft SharePoint, developed by Informative Graphics Corporation (IGC), is being used by companies worldwide.

Brava supports knowledge workers in retrieving information

from SharePoint by offering the possibility to easily view documents and CAD drawings without need for the original application. In addition the viewer supports review and approval processes with functionality for redlining, markup and annotation.

Cadac Organice has integrated Brava for Microsoft SharePoint in its latest build 3600. Brava for Microsoft SharePoint is a central server side solution. Besides enhanced viewing functionality and capabilities, the viewer offers high performance and is available to users working with documents and CAD drawings in SharePoint through Cadac Organice as well as through an internet browser.

Build 3600 also includes general performance improvements and improvements in uploading and importing files. Users are for instance notified when filenames include unsupported characters by SharePoint, and offered the possibility to automatically replace them.

Infragistics Intros SharePlus 3.0

Infragistics has announced a major Version 3.0 update to SharePlus Enterprise as well as the SharePlus Pro and SharePlus Lite Apps for iPhone, iPad and iPod touch.

"Our SharePlus apps were developed so that users could bring a highly productive, collaborative business tool – SharePoint – with them on the road, while maintaining the security and integrity of their business data," said Dean Guida, CEO of Infragistics.

"With Version 3.0, Infragistics delivers upon its commitment to the SharePlus community to invest in this industry-leading app. Current and future SharePlus users can trust us to continue to deliver exceptional value and productivity to our customers."

New features in SharePlus Enterprise V3.0 bring the traditional SharePoint desktop search experience to mobile SharePoint. With searches enabled at the list level, across all content of a SharePoint site collection and user profiles, road warriors can quickly and easily locate what they need, when they need it.

SharePlus Enterprise and SharePlus Pro subscribers can now stay productive while operations, such as server synchronisations, occur. Plus, professionals can cancel out any operation with a simple 'tap' on the "Loading" message, instead of waiting for it to time out.

'Always accessible' data is key for the mobile workforce that needs to view business metrics, such as key performance indicators (KPIs), on an iPhone or iPad device. SharePlus Enterprise, Pro and SharePlus Lite customers today can view actionable data within the frames of the app UI.

SharePlus V3.0 is available today for iPhone, iPad and iPod touch. The SharePlus Pro ($19.99) and SharePlus Lite (free) Apps are available from the App Store.

NovoImage+ fixes post-scan

NovoDynamics, a developer of optical character recognition (OCR) and pattern recognition technologies, has announced the release of NovoImage+, a device-agnostic, automated image optimisation solution for digitised documents.

The company says that unlike traditional document image processing applications, which are typically bundled with and exclusive to specific devices, NovoImage+ is an affordable, post-scan solution that significantly improves the image quality of digitised documents regardless of what device was used and where or when capture occurred.

Targeted to the distributed enterprise, NovoImage+ cleans up images and clarifies text, consistently preparing all incoming content for more efficient and effective downstream document processing. As NovoImage+ optimises the digitised document, file size is reduced, making file transmission faster and reducing the burden on networks and storage space.

In today's distributed organisations, paper-based documents are often digitised at various points of entry using a wide assortment of peripheral devices including fax servers, MFPs and desktop scanners.

Documents may also arrive as email attachments after they have already been digitised. This creates a bottleneck for document automation, as damaged or degraded originals and poorly captured documents make recognising and extracting data challenging. The effects of image improvement early in the capture process are multiplied as the document progresses through a workflow. Using NovoImage+ to improve optical character recognition (OCR) accuracy by just 5 percent can reduce the time spent in data verification by over 50 percent.

"Image enhancement no longer has to be conducted in series with scanner hardware at the time of scan, and is no longer reliant on the quality and associated level of cost of the device for success," notes NovoDynamics vice president of marketing Tim Dubes.

"This source-agnostic approach enables NovoImage+ to provide consistent, production-level document image quality – at the point of capture or at any point in the workflow. For remote offices or departmental needs, document images can be enhanced centrally before entering a backend business system."

A 64-bit, Windows-based software application, NovoImage+ cleans PDF, TIFF, BMP, GIF, JPG and most standard image file types, producing cleaner documents, clearer characters, smaller image files and better recognition results for OCR, IDR, document classification and other document processing systems.

Pricing for NovoImage+ begins at $US299. A trial version of NovoImage+ is available for download

Pingar wins SharePoint Idol

Pingar won its round of SharePoint Idol at the 2012 Australia SharePoint Conference held in Melbourne 20-21 March, 2012, where different solutions are presented and then voted on by conferencegoers in a competitive bake-off. At the conference, Pingar demonstrated its patent-pending API components to augment SharePoint's capabilities by automatically adding metadata to documents; giving organisations the ability to search, share and summarise previously unstructured data.

Peter Wren-Hilton, Pingar CEO, said, "Given the delegate mix of seasoned business leaders and SharePoint architects and developers, this represents once again a significant endorsement of Pingar's API technology from the global SharePoint community."

The importance of metadata lies in its role as a data management enabler of diverse business and IT processes. Metadata is the fundamental concept that enables organisations to manage big data — very large data stores that cannot be handled successfully with traditional tools.

Putting Metadata Management to Work: Automated Tools that Tame the Global Data Explosion is a new resource from Pingar. It describes how metadata management can help enterprises retrieve value from unstructured and semi-structured data and how commercial software can provide solutions to big data-related management problems.

The Pingar SharePoint 2010 Metadata Add-on Module uses Pingar Entity Extraction technology to enable named entities to be extracted from documents sitting inside SharePoint 2010 document sets. These entities are then automatically assigned as metadata values to the document's metadata property fields.

Pingar SharePoint 2010 Metadata Add-on Module can integrate easily into custom taxonomies, allowing enterprises to more easily find and categorise information within their SharePoint environment. Bulk processing can also be accomplished, instantly adding metadata to whole document libraries at one time.

Pingar components such as Invoice Analyser make it easy for SharePoint developers to add the ability to detect entities in invoices for metadata tagging, and automatically add consistent, content-specific metadata to documents as they are loaded into the SharePoint system.

Additionally, Pingar provides image-capture solutions with the ability to instantly add metadata as documents are being scanned.

Managed metadata cleans up information chaos

The arrival of managed metadata in SharePoint 2010 is providing a lifeline to organisations drowning in unclassified data, according to James Milne, Chief Technology Officer of Brisbane-based Myriad Technologies, who addressed the topic at the 3rd Australia SharePoint technology conference in Melbourne.

Myriad Technologies has deployed SharePoint 2010 at a range of Australian organisations including in the construction, mining and energy sector.

Managed Metadata is an application included out of the box with SharePoint 2010 that provides a central location to store metadata for use by any site within a SharePoint farm.

At the Australia SharePoint conference, Milne addressed business analysts, site administrators, business and project managers as well as web developers from large and high profile organisations around Australia, on the topic of managed metadata in a large enterprise.

"The future of managed metadata looks bright because the new Managed MetaData Service enables enterprises to deploy taxonomies across the entire organisation," he said.

"These taxonomies allow the business users to effectively tag their content so the organisation can categorise and search for their content more effectively. The Managed Metadata Service dramatically changes the way organisations can create and deploy enterprise metadata."

The use of Content Types and Site Columns in SharePoint 2007 was regarded as troublesome and difficult to deploy on multiple site collections.

When faced with this challenge, enterprises had two choices, the first option was to write code and deploy their Content Types and Site Columns as SharePoint Features. This became cumbersome and required much testing to ensure it worked effectively and consistently. The second option was to invest in 3rd part tools which ranged from free tools that were unsupported to expensive 3rd party add-ons.

However the Managed MetaData Service in SharePoint 2010 enables the publication of Content Types and syndication of taxonomies (metadata) across the whole enterprise.

"Finally we have the ability to create complex taxonomies that can be used for Record Management and "Business Classification Schemes" (BCS) through to social keyword "tags" that support the unstructured collaborative generation of content," said Milne.

"Another significant challenge that has been overcome is multi-lingual support for tagging. Multi-national organisations can now deploy taxonomies across multiple languages and multiple regions. This enables business users to tag and categorize content in their local language and support the searching of these tags in other languages.

"You can now tag a document with "Cat" and still find it when your Spanish office does a search for "El Gato". This will ensure metadata consistency across languages as well as across the entire enterprise."

With these major advancements in taxonomy management and Enterprise Content Management organisations are faced with a new set of challenges. With the ability to create large taxonomies to tag and categorise their content they are then presented with the daunting task of how to correctly tag their terabytes of data that needs to be migrated into SharePoint.

This challenge has seen the emergence of some very innovative products that enable the auto tagging and classification of content as it is uploaded into SharePoint and other ECM platforms, such as Datacet and Pingar.

(Myriad Technoligies is an Australian reseller of Datacet.)

INPEX deploys OpenText

INPEX, a leading worldwide oil and gas exploration and production company, is to simplify and streamline its purchase order and invoicing processes within Australia through the deployment of OpenText Vendor Invoice Management for use with SAP Solutions (VIM).

The pre-packaged OpenText application will work in conjunction with INPEX's existing SAP software to speed up the creation, management and routing of invoices and orders, delivering efficiency benefits for INPEX suppliers and staff.

In addition to automatically routing invoices and orders through the approvals process, INPEX will use VIM to provide secure browser-based access for invoice submissions, fast staff access to information including invoice status and purchase order numbers, and to enable greater collaboration for problem resolution.

The deployment will also include OpenText's optical character recognition solution, OpenText Invoice Capture Centre for SAP Solutions (ICC). The software automates capture and extraction of data from paper invoices, virtually eliminating the need for manual

YouSendIt launches business collaboration cloud

YouSendIt has announced the launch of a new product line called Workstream offering cloud-based enterprise collaboration integrated with SharePoint, as well as new administrative policies for managing the sharing of content beyond the firewall and across mobile devices, desktops and the Web.

Workstream integrates with Microsoft Active Directory and Outlook, to enable organsations to continue to work in their established workflows. A new Workstream SharePoint plug-in promises to let users "seamlessly and securely" share files externally straight from SharePoint.

Some early adopters of Workstream include Woods Bagot and Sesame Workshop, the company behind Sesame Street, as well as major law firms and pharmaceutical companies.

The YouSendIt platform for content sharing via email boasts 28 million registered users worldwide. Workstream integrates with Outlook for email and SharePoint for content management.

"While we're based out of New York, we work with 34 partners who create their own versions of Sesame Street in their own languages with characters representative of their own cultures," said Noah Broadwater, chief technology officer, Sesame Workshop.

"Our IP is our business. YouSendIt met the requirement we had for securely sharing with our global partners and gave us greater visibility and controls over what we share and with whom.

"From a user perspective, it's discreet, sitting as a plug-in on our Outlook application. Users don't have to learn anything new, making them more productive on the job. In fact, when new Sesame employees start and are provisioned with email accounts, they also have YouSendIt accounts."

Workstream provides policy settings for blacklisting and "whitelisting" domains from file sharing and the ability to provision and de-provision users through integration with Microsoft Active Directory.

It also enforces encryption on mobile devices and provides policies such as mobile application passcode enforcement and remote wipe of application data.

intervention during the invoice data capture process.

Combined with VIM, the OpenText solution will complement INPEX's SAP software by enabling end-to-end automation of paper invoice processing.

Listed on the Tokyo Stock Exchange and ranked in the top 100 global energy companies, INPEX's activities include research, exploration, development, production and sales of oil and gas.

The company is a key player in world-class liquefied natural gas projects and is involved in numerous projects in Australia and the Timor Sea. Its work on the Ichthys LNG project in the Browse Basin off the Western Australian coast is one of the largest and most challenging projects in the company's history.

South Africa scans 20M census forms with Kodak

Kodak has announced that Statistics South Africa (Stats SA) is using sixteen high performance i1860 production scanners to process all paperwork associated with the 2011 census in South Africa. The third official census in South Africa since apartheid ended and democracy started in 1994, the population census was conducted between October 10 and 31, 2011 and involves residents completing a 15 page form containing 75 questions. It is a massive undertaking involving 156,000 temporary workers, covering about 104,000 clusters of delimited areas consisting of 160 dwellings on average. In total around 20 million questionnaires will be returned and scanned.

It is expected, therefore, that over 225 million images will be digitised in six months, equating to, on average, 50,000 images per scanner processed per 8 hour shift. Kodak reseller, CSX, based in Sandton, South Africa, was selected as key implementation partner.

An official government department of the South African government employing 4,500 staff, in addition to the census carried out every five years, Stats SA is responsible for compiling and providing a range of national statistical information such as economic statistics including inflation rates, GDP, Producer and Consumer Price Index data, along with population and social statistics, for example unemployment and poverty surveys.

Official statistics assist the state, businesses, other organisations and the public in planning, decision-making, monitoring and assessment of government policies.

Luqmaan Omar, Stats SA's data processing executive manager, says, "Prior to 1994, South Africa had limited planning documentation so the census is, therefore, a crucial component in sourcing key social and economic information from the people of South Africa on which future strategic decisions are then made."

Stats SA chose Kodak i1860 scanners for the 2011 census because of their ability to process the vast quantity of paperwork generated.

Rated at 200 pages per minute with unlimited daily scanning capacity, the Kodak i1860 production scanners are ideally suited for high volume workload environments.

Stats SA has a long history using Kodak imaging technology dating back to 2001 when it first installed its scanners which are still being used and supported today.

Census forms are collected from 128 district offices around the country, checked and then sent to a central processing site in Pretoria.

Here they are bar coded, separated, scanned and analysed. Stats SA uses eFlow software from Top Image Systems for OCR capability to import data from the census forms into an in-house developed Oracle–based electronic document management system. Staff access this using a web-based portal.

Kodak has been involved in numerous censuses carried out internationally over the past two years including Argentina (2010), Australia (2011), India (2010), with the Bangladeshi census happening this year.

How to find all the "invisible" information in your organisation

Access to information in today's business world is crucial. Businesses have invested heavily in Document Management Systems as well as in search technology to ensure they have instant access to business-critical documents. Despite this investment, up to 20% of documents in a Document Management System may be non-searchable and therefore "invisible" to your search technology.

Failure to locate a business-critical document can undermine efficiency and productivity as well as put your organisation's reputation and financial well-being at risk when it cannot comply with discovery requests.

Image-based files such as faxes, image PDFs and scanned documents often get profiled in the DMS through a variety of workflow loopholes; email attachments, legacy documents, documents ingested from acquisitions and imported litigation files. These documents are "invisible" to the DMS as there is no text to search.

DocsCorp Content Crawler can search Content Repositories for non-searchable content in image files, PDFs and even email attachments. The files are converted to text-searchable PDFs using OCR technology and saved back into your Content Repository. Content Crawler can search and convert backlogs of legacy documents as well as actively monitor newly-profiled documents. It can also ignore documents that do not meet a minimum text threshold, ie there is little or no text in the document.

Content Crawler integrates with Autonomy iManage, OpenText eDOCS DM and OpenText Content Server as well as the file system in Microsoft Windows (including Windows Explorer). If you don't know the extent of the problem at your organisation or you are not sure if you have a problem, DocsCorp invites you to download its complimentary Content Crawler audit tool to help you identify non-searchable documents in your Content Repositories.

Contact DocsCorp at info@docscorp.com

Prizm Content Connect v5

Accusoft has announced the release of Prizm Content Connect Version 5, a secure solution for document viewing, collaboration and business management system integration.

Using Prizm Content Connect's document viewer, an organisation can reduce software licensing costs by bypassing Microsoft Office, Adobe and other format-specific software installations on end users' machines. It is a true multi-threaded application which can be easily integrated into web applications and document management systems for distributed file sharing and global collaboration.

This new version of Prizm Content Connect extends the functionality of its AutoCAD module by adding support for the DGN drawing format. Prizm Content Connect provides a single integrated interface for viewing any type of document or engineering drawing that users encounter in their workflow processes, making it easy to reference documents and collaborate without leaving the content management application.

Prizm Content Connect's AJAX-based document viewer provides thin-client viewing from within any modern browser window. It satisfies requirements for thin client document viewing with no downloads, ActiveX controls, Applets, or other third party software or plug-ins.

Process and data go arm in arm

"In a world of unquantifiable information and data one of the largest challenges for organisations today is to create order from the chaos. But simply ordering the information for retrieval when an audit is due is no longer enough for organisations seeking to flourish in a web 3.0 world. Current business reality demands an ability to leverage the vital knowledge that flows in, out and through the organisation irrespective of the format and inclusive of the skills and capabilities of an organisation's staff".

By Jenepher Surbey

There is a new focus on the relationship between information management practice and business process management as organisations seek improved business outcomes through automation.

In this new era of automation business thought and modelling to achieve market differentiation through automation is much more complex than in times gone by. Rather than the original hard coded workflow systems based only on the business process 'new era automation' leans heavily on document data to assess and drive workflow engines.

To achieve this new reality business thought and modelling is lifted beyond BPM analysis to that of business architecture which defines and models content capabilities and process at a high level to ensure a holistic view.

Generally, it remains the case that automation needs can still be categorised according to: organisations with repeatable processes and organisations where the majority of processes can be characterised as ad hoc where exception processing is the norm.

Efficiency in industries with strongly repeatable processes is measured by the ability to reduce exception handling. In those industries where exception is the norm efficiency is measured by the speed of processing while maintaining quality outcomes in an environment of variables. Both activities either repeatable or what is termed ad hoc or exception based now rely more on understanding content metadata and keywords than business process analysis by itself.

New era automation and the systems that support it are bringing these two environments closer together. Organisations with highly repeatable processes are now better able to manage what has always been considered too hard, that is the exception to the rule. Organisations with necessarily variable processes are better able to standardise their processes without losing the quality outcomes they need.

Irrespective of what type of organisation you are, seeking to handle exception based activities in a structured manner will become the new norm. New automation technologies especially case management systems deliver the capabilities to flexibly manage complex content driven processes.

In fact with new era automation, content is king as it drives the activities of the business from risk and compliance management; complaints handling and improved customer service through to predictive data management. Most importantly it delivers the metadata from which business rules can be determined and built into these new systems.

Some simple principles can be applied to BPM projects in this new era.

• The technologies available should not be constrained by traditional notions of either business process modelling or information/content management. In fact to get the most out of these systems the BPM team and content team must work hand in hand.

• Processes should be reviewed end to end but also in terms of activities that sit outside the traditional end-to end process but provide content to enable the process to be completed effectively. It is most often the intersection of the process with these activities that slow the process and drive down the quality of outcomes. Most often these input activities are finance, HR or organisational capability development, knowledge management, audit and legal processes. Inclusion of these activities within the notion of the process and the process model supports case management exception handling but also provides an important record of the decision making processes

should a compliance issue or customer complaint arise. I refer to these activities as inevitable 'fracture points' in an organisation and best supported by a flexible process combined with a collaborative technologies to support effective information flow, knowledge management and case management.

• The organisation needs an enterprise level business architecture to ensure that consistency can be delivered as each business process is reviewed with a view to enhanced automation. The business architecture ensures that there is a defined relationship between content classification across the organisation at function and activity level and that this is in turn can be related to the business processes.

• People with knowledge and skills are integral to handling of exception and complex cases. Social enterprise and networking requirements and potential technologies need to be valued as part of the end to end process analysis and the ultimate solution build.

A high level review of an organisation can be applied to even the largest and most complex businesses if an appropriate approach is taken.

In one large ASX listed organisation I work with, the key to defining the business architecture was defining the organisation at the highest level according to function and activity. Content created within each function and activity could be appropriately managed according retention and records schedules.

The approach could also show a direct relationship with the organisation's value chain. For the organisation's business process teams this functional analysis allowed these teams to relate process activities to content.

It also enabled the teams to immediately see the same process activities irrespective of where they occurred in the end to end process which in turn drove standardisation and reduced rework as the processes across the business were defined.

The high level architecture provided a confident stepping off point for a number of projects in the process area.

Social boost for harmon.ie Outlook Sidebar

New social and collaboration capabilities have been added to the free release of harmon.ie's SharePoint – Outlook Edition product, which provides access to essential SharePoint functions from Outlook. A SharePoint activity stream in the email window now allows teams to follow document updates in real time, creating 'social documents' that expedite project work. New social analytics functionality also helps workers build their SharePoint social network by offering smart colleague suggestions based on actual communication patterns.

harmon.ie claims its plugin enables users to perform SharePoint tasks up to six times faster than from the SharePoint web interface by eliminating SharePoint's multi-step navigation. Basic SharePoint document sharing functions such as uploading a document can be completed using drag-and-drop, replacing SharePoint's usual nine-step procedure.

Users can also define metadata, view document histories, access SharePoint profiles,search corporate directories and more from the harmon.ie window.

The harmon.ie enterprise edition adds one-click phone, instant message, videoconference and/or email connectivity to colleagues from documents or the activity stream, aggregating SharePoint, Microsoft Lync, harmon.ie social features and Outlook in a single window that eliminates the time and effort of switching applications to work collaboratively. It also adds the ability to manage Outlook email messages in SharePoint; centrally deploy, provision, and manage harmon.ie installations; and premium technical support not available in the free edition.

OpenText supports SAP CRM

OpenText has added support for the SAP Customer Relationship Management (SAP CRM) and SAP Supplier Relationship Management (SAP SRM) applications in Version 10 of its Extended ECM product.

"The need to connect content to SAP business processes applies to virtually every industry segment," said Patrick Barnert, Vice President of SAP Solutions at OpenText.

"That's why Extended ECM has already been deployed at more than 200 customers sites spanning some two dozen different industries, including energy, utilities, life sciences, and public sector. With this latest release, we are expanding on this success by adding in support for SAP CRM and SAP SRM along with new features based on customer feedback that will help to further boost operational efficiency."

With the release of OpenText Extended ECM 10, OpenText now helps enterprises improve customer-interaction efficiency by consolidating

Documents such as contracts or email correspondence are consolidated in the one place and made available through the SAP CRM user interface.

A new social stream in Extended ECM 10, called OpenText Pulse, allows users to track recently added content from colleagues and see status or content updates from across the organisation.

Other major new features in Extended ECM 10 include enhanced workspace access and permission control based on SAP roles and authorisations, tight integration with the Microsoft Windows desktop and Office applications, access to content via the SAP NetWeaver technology portal, and advanced OCR capabilities for scanned documents (searchable PDF).OpenText manages file transfer

OpenText has announced a new solution for managing the fast and secure exchange of large files inside and outside enterprises that integrates with Microsoft Outlook.

Available to use via the Outlook client or a Web browser, it promises to solve the problem of large attachments and provide encryption and auditability of content delivery. It is being offered in addition to the recently launched Tempo document cloud.

OpenText Managed File Transfer promises freedom from attachment file size limitations with support for a wide range of industry standard encryption types and the included OpenText FIPS 140-2 certified cryptography module. On the receiving end, files are able to be accessed from any browser or email system.

LiveCycle Enterprise Suite 3

Adobe promises smoother integration with SharePoint and IBM FileNeSystems with the latest release of LiveCycle Enterprise Suite 3 (ES3). New capabilities in LiveCycle ES3 include enhanced data services for building enterprise and mobile applications and improved correspondence management capabilities.

LiveCycle ES3 correspondence management services streamlines customer and constituent correspondence from creation to archiving by enabling organisations to assemble individualised customer correspondence using templates, pre-approved content blocks, interactive documents, and custom-authored personalisation without the help of IT.

The new release provides enhanced capabilities for securing documents on mobile devices. Adobe Reader 10.1 for iOS and Android now incorporates support for accessing files secured by Adobe LiveCycle Rights Management ES3.

LiveCycle Rights Management protects sensitive documents by encrypting them with industry standard AES encryption and enabling central management of their access permissions. These protections persist even when sensitive documents are accidentally distributed via email, the cloud or a lost mobile device.

Updates to LiveCycle connectors include support for FileNet 5 and easier SharePoint server farm deployment.
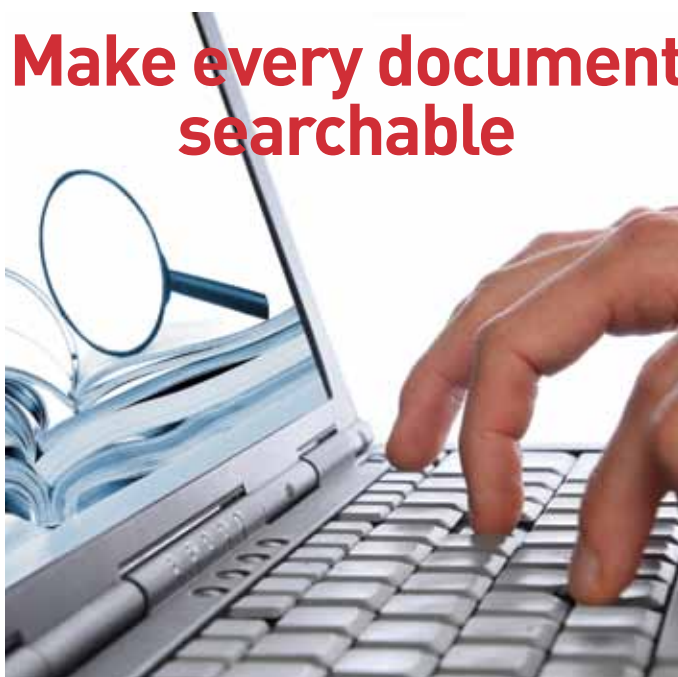
EzeScan adds WIA support

Australian batch scanning solution provider, Outback Imaging, has announced EzeScan Version 4.2 has added WIA scanner driver support. EzeScan already ships with built in TWAIN driver support, and WIA scanner support has been added for users who want the flexibility of both. A separately licensed ISIS driver module is also available upon request.

Mike Kirkby, Managing Director, said "In response to industry trends and specific client enquiries, we've now added WIA driver support to EzeScan. Our clients can now choose to use any combination of TWAIN, ISIS or WIA scanner drivers with our Document Scanning Software."

Outback Imaging has extended EzeScan production scanning software support for the TechnologyOne ECM platform back to Version 3.x, after announcing the addition of TechnologyOne ECM 4.02 to EzeScan's list of supported EDRM systems earlier this year.

DocAve Content Shield takes aim at Information Governance

AvePoint has delivered the latest version of DocAve Content Shield for SharePoint 2010, offering features for scanning, blocking and quarantining malicious code as well as profane, discriminatory, confidential, or otherwise non-compliant content.

DocAve Content Shield scans content prior to publishing to SharePoint 2010, verifying it against customisable keyword dictionaries, phrases, numbers, and patterns to block, tag, define content type, or quarantine content in real-time.

SharePoint 2010 environments are protected against spillage, contamination, and malicious code as well as profane, discriminatory, and confidential content between secure and unsecure farms.

It enables distinct governance and compliance policies to be implemented and enforced with customisable content metadata tagging, content classification, quarantine, and risk assessments.

Existing content is periodically scanned as keyword dictionaries and regular expressions or patterns are updated, to ensure all content residing in SharePoint 2010 complies with the latest information governance policies for sensitive or regulated content.

As regulated content is classified and appropriately tagged, policies for storage management and retention can also more easily be met with SharePoint 2010's native Information Management policies or with AvePoint's solutions for content management and storage, including DocAve Content Manager, DocAve Storage Manager, and DocAve Archiver. Organisations can also use DocAve Administrator for enhanced access policy compliance.

DocXtools extends doc comparison

A partnership with DocsCorp is providing US developer Microsystems the ability to enhance the extended comparison capabilities available in its software, DocXtools.

DocXtools compare, which fills the gaps in native Word Compare, now has the capability to compare PDFs (in addition to Word, Excel and PowerPoint files), with the new DocXtools PDF Compare Plus Module.

"DocsCorp is delighted to provide DocXtools customers with its technology for comparing and redlining changes in PDF documents. In the world of specialist document comparison software, compareDocs provides users the unique ability to compare PDF documents natively without converting the PDF to a text file before comparing, which can result in substantial content and formatting loss," said Dean Sappey, President of DocsCorp.

DocXtools enhances the productivity of legal teams by extending Microsoft Word features including compare, cross reference, style, numbering and table of contents and providing automation to identify and correct document issues.

PRO Archiver 3.0

Crawford Technologies' Archive Management Solutions (AMS) division has released a new version of its document archiving software, PRO Archiver 3.0. Now, in addition to having the ability to archive files in PDF format, the new 3.0 software gives users the option of archiving in native print formats such as AFP and Xerox Metacode.

This new functionality allows users to store the print files, offering the advantage that archive files can be used for multiple purposes such as reprints, viewing and repurposing. PRO Archiver allows companies to use their enterprise content management systems to store computer generated reports and customer documents.

As an upgrade from the EMC Archive Services for Reports (ASR), PRO Archiver is used by EMC Documentum customers.

PRO Archiver offers users the following functionality:
Enterprise-class scalable processing server;
* Support for transforming, indexing and archiving of text, PDF, AFP, Xerox Metacode/DJDE, Postscript, and PCL files containing multiple documents;
* Archiving to EMC Documentum and EMC Documentum High-Volume Server (HVS);
* Utilises open standard archival formats including PDF and PDF/A; and
* Extendable plug-in based architecture

CrawfordTech's PRO Archiver 3.0 is backwards compatible with EMC's Documentum Archive Services for Reports (ASR) v2.5 and provides an upgrade path for current EMC ASR users.

CVISION releases Trapeze 2.0

CVISION Technologies has announced the release of Trapeze for Invoice Processing 2.0, an automation solution for accounts payable workflow.

Trapeze for Invoice Processing is promoted as an "out-of-the-box" solution powered by a highly accurate OCR engine. The software is also capable of high volume processing, able to process a high volume of invoices concurrently using multi-core technology.

It leverages machine learning technology to learn and update vendor templates based on manual corrections; uses a customisable system for user-defined business rules; and offers the ability to output the extraction results to EDI, CSV, or XML.

Chris Koulouris, director of marketing at CVISION Technologies, said, "Any company can benefit from invoice automation because it streamlines the accounts payable process. Automation represents an effective solution that can reduce cost and paper usage while improving the accuracy and speed of invoice processing."

A free evaluation copy of Trapeze for Invoice Processing is available for download at the company web site.

Digitech does flat price capture

Digitech Systems has announced PaperVision Capture Desktop, a new flat price scanning application available for less than $US600 with no usage fees or limitations.

HK Bain, CEO of Digitech Systems said, "PaperVision Capture Desktop changes the dynamic of the scanning industry. It gives businesses a much simpler, more cost-effective option to get control of business information currently stored in paper records. You can scan almost anything, since there are no limits or usage fees no matter how many documents you scan."

"PaperVision Capture Desktop brings these benefits to the five million ECM desktops worldwide. Even better, it allows the 220 million Microsoft SharePoint users better access to and control of critical information on paper. Eventually, the 450 million plus Microsoft Windows users worldwide will rely on this technology to fully utilise content management throughout their organisation," said Raimund Wasner, Managing Director of Kollabria, an analyst firm specializing in the SharePoint community.

Fuji Xerox launches new MFDs

Fuji Xerox Australia has launched 11 new full-colour digital multifunction devices in the ApeosPort-IV and DocuCentre-IV series range and its standalone modular component software platform, Image Gateway for Apeos (IGA) version 2.5.

IGA 2.5 provides features to assist businesses in managing costs associated with printing, improve document management and advanced scanning functions.

Each of the 11 new multifunction devices in the ApeosPort-IV II range provides cloud integration functionality, allowing easy access to their documents in the cloud. With the Google Cloud Print function, these new devices offer a simple and mobile print environment to Google Apps users on Android devices and iOS devices such as iPad, iPhone and iPod touch.

IGA 2.5 also offers advanced document storage and retrieval through live integration to DocuShare, HP TRIM, Microsoft SharePoint and Interwoven environments, enabling easier access to centrally-saved documents by mobile workers and better indexing of documents to enable easier retrieval.

The Server-less On-Demand Print function allows a user to send a print job from their PC to a multifunction device, and then alternatively release the print job from another multifunction device (upon successful authentication). With the flexibility to connect up to five multifunction devices, this print function allows smaller businesses or workgroups to reduce print waste and increase document security without the need for additional software or servers. The On-Demand Print function of IGA 2.5 provides the same benefits, and more, for larger enterprises.

HELIOS unveils UB2 WebShare

HELIOS has released an update to its remote file access solution, WebShare UB2, which enabes access without exposing the server to the Internet. WebShare provides remote access to server files via any web browser from any Mac, Windows, Linux, or mobile device, and now includes multi-page previews of PDF and Office documents in gallery and list modes.

The WebShare web server handles the web user interface on a separate server to ensure that the main file server is not available on the Internet. The server file system security is enforced according to the user credentials. Sharepoint based security allows further restrictions per user, e.g.: browse, preview, download, upload and file management.

Remote File Access by customers, suppliers, business partners or employees will eliminate the need to make files available via e-mail, burning CDs, or FTP, which can cause compatibility problems and waste resources. Automatic e-mail notification allows monitoring when files are being accessed.

Automatic two-way remote synchronisation of files and folders is another feature of the new HELIOS WeShare UB2. Utilising the 'WebShare Manager' component, Mac, Windows, and UNIX/Linux users can drag & drop project files from the web browser or the local workstation into the 'WebShare Manager' window to enable synchronisation of files between the remote WebShare server and the local workstation.

The full remote workflow support includes customisable synchronisation plans, support for files larger than 4GB, project folder setup, and file versioning. The project oriented approach allows using files scattered in various locations on a file server within a remote collaboration without the need to move or collect those files into a single folder.

The Apple Spotlight compatible search system allows files to be found based upon name, text content, and metadata.

DataBasics (www.databasics.com.au)

iCognition takes on Intelledox

TRIM and SharePoint solutions speciaist iCognition is teaming up with Australian software maker Intelledox to offer its document generation service to customers.

"Our partnership with iCognition allows us to further strengthen our native integration capabilities with TRIM and Sharepoint," stated Michael Puckridge, Intelledox Partner Manager Asia Pacific.

"Intelledox provides the ideal intelligent document generation service for systems such as TRIM and SharePoint, and our partnership with iCognition boosts our joint capability to deliver the highest quality information management solutions to the market."

Intelledox delivers complementary functionality to Enterprise Content Management (ECM) and Electronic Document and Records Management Systems (ERDMS).

It automates process-centric communications and smart web forms, allowing organisations to dynamically create timely, accurate and compliant documents and correspondence.

"Intelledox brings a unique functionality to our existing services offering," said Joe Mammoliti, CEO iCognition.

"The dynamic document generation capability of Intelledox enhances our TRIM and SharePoint deployments, and tight integration with intelligent document creation ensures robust information governance, and allows our customers to proactively manage the full document lifecycle."

Konica Minolta takes it mobile

Konica Minolta has updated its PageScope Mobile application for iPhone, iPad and iPod touch that allows users to connect with a range of multifunction bizhub printers to browse, read and instruct printing of documents, images and scanned data.

A new security feature now integrates with MFD Authentication for mobile printing of confidential documents for reference or signature. Users provide their credentials via embedded MFD authentication, active directory authentication and Konica Minolta's Secure Print Management Solution "PageScope Enterprise Suite".

PageScope Mobile Version 2.0 offers a new screen design and the ability to print the entire webpage and from HTML Mail. The updated app can now also print emails written in languages other than Latin (such as Japanese).

Google Docs documents can be downloaded to the PageScope Mobile app in iPhone/iPad and printed via Konica Minolta's bizhub printers.

The PageScope Mobile App is a part of the PageScope Enterprise Suite v2.0 (PSES). There are five modules to PSES that can be used in any combination and together with established platforms such as Active Directory.

Myriad Technologies adds SharePoint replication

iOra, a provider of high performance SharePoint replication solutions, has appointed Brisbane-based Myriad Technologies as its reselling partner in Australia and New Zealand. Myriad Technologies is a Microsoft Gold Partner that works across a number of industries in Australia. The organisation utilises Microsoft SharePoint and its related workflow, search and business Intelligence.

Due in part to its relationship with iOra, according to James Milne, Chief Technology Officer at Myriad Technologies, the business already gained a number of high profile clients, including The Australian Department of Defence.

"We are very pleased to have the opportunity of selling iOra's powerful and proven replication software. The relationship is already bearing dividends and we see tremendous opportunity for iOra's products here," said Milne.

iOra patented technology works in environments where the bandwidth is as low as 2kbps with over 65,000 machines currently licensed to perform iOra replication. Offering both server to server and server to laptop solutions, iOra is used extensively in the commercial and public sectors, including over 20 military organisations currently using the technology to replicate data. iOra has been replicating data for customers for over 10 years across a broad range of industries including shipping, financial services, consumer packaged goods, mining, and energy.

Myriad Technologies has also announced a partnership with consulting firm, Pricewaterhouse Coopers (PwC), to provide PwC with the ability to deliver fully implemented solutions around electronic documents and record management capabilities as well as other solutions based on Microsoft SharePoint, including a full range of cloud services.

Reclaiming SharePoint security

Access to sensitive content in SharePoint can be restricted based on Trusted attributes about a user's identity, or claims, using a new version of TITUS Metadata Security

A ndew "Claims" edition can automatically apply fine-grained permissions to information by looking at an item's metadata (ie. human resource document), in combination with an individual user's claims (ie. full time employee in HR).

Microsoft introduced support for claims-based authentication in SharePoint 2010. Trusted attributes about a user's identity, or claims, can be used in SharePoint to enhance and enforce policies around user authentication and federation.

By leveraging claims, organisations can go beyond simple user and group permissions, and utilize the benefits of user attributes to help secure their sensitive information in SharePoint.

Using claims also allows organizations to extend SharePoint authorization to partner organizations to facilitate business to business collaboration.

"More and more businesses are choosing SharePoint as their enterprise collaboration solution," said Kristina Kerr, group product manager, SharePoint Product Management at Microsoft Corp.

"With employees at all levels of the organisation having access to SharePoint, and the growing amount of sensitive data being housed in SharePoint, having the ability to utilise claims about individuals can enhance security and data governance policies."

The previous versions of TITUS Metadata Security products enhanced and automated native SharePoint security features by using document metadata, enabling enterprises to achieve rich data governance and regulatory compliance for their sensitive information. TITUS Metadata Security Claims Edition takes SharePoint security a step further by allowing organisations to not only use document metadata, but to also use trusted user claims to secure content and enforce policies within Microsoft SharePoint.

New Tempo for filesharing

OpenText has announced a hosted cloud solution for sharing and syncing content via the Web, an Express edition of its Tempo platform developed for OpenText Content Server.

Both editions promise all the ease-of-use of consumer-oriented document sharing cloud services such as DropBox coupled with the rigorous records management and security required to meet internal policies and industry regulations.

"Secure publishing, sharing and syncing information across multiple devices is clearly resonating with users, hence the emergence of cloud-based services on the consumer side. For enterprises, however, the consumer cloud is just another way for information to get lost or into the wrong hands," said Eugene Roman, Chief Technology Officer of OpenText.

"Tempo combines consumer-level usability with enterprise-level reliability and security. It will fundamentally change the tempo of how information is used, shared and stored by enterprise users."

Content shared on Tempo Express Edition is hosted globally by OpenText, and it can be used alone or alongside other content repositories.

Features shared by OpenText Tempo and the Express Edition include:

* transparent integration into user desktops, including sharing with internal and external users;
* ability to synchronise content across any number of computers, tablets, and other devices, ensuring that users always have the latest copy of documents;
* a simple Web interface for managing file information, setting permissions or sharing files;
* a flexible deployment model that allows organisations to manage OpenText Tempo entirely on-premises or, drawing from patent-pending technology and cloud-based hosting, choose a hybrid model that allows organizations to maintain control of the information but offload the effort of maintaining the service to OpenText.

PSIGEN releases PSI:Capture 4.5

PSIGEN Software has focussed on capture workflow optimisation, image processing and OCR efficiency improvements with its latest release of PSI:Capture 4.5.

The OCR platform now comes in 1, 2 and 4 core implementations to provide, depending on document structure, up to a 3x performance increase in throughput for full page OCR.

A number of new Adobe PDF Output enhancements have been added:
* PDF form field to index field mapping is now supported on import;
* PDF Compression supported on output;
* PDF Password on output;
* PDF Bookmarking now supports hierarchical structures; and
* PDF Versioning now supported.

A new web service foundation enables external access to PSI:Capture batch data, allowing custom capture dashboards and reporting. There is also a new Scripting interface, structure and documentation.

Integration is now offered with Ademero, Objective and Therefore document management systems.

There are enhancements to Legal features, including redaction and Bates stamping; while workflow additions including new hotkeys and the simplification of a number of operations.

"Just like our previous releases, 4.5 is a version built with direct feedback from our customers and partners" said Bruce Hensley, President of PSIGEN Software, Inc. "Not only have we included requested feature sets and key performance enhancements, but we have also built a foundation for future initiatives like mobile capture and enhanced forms processing."

Upflow (upflow.com.au)

SharePoint search out front with OnePlaceMail 6.1

A focus on building user's trust in SharePoint is behind the latest update to Scinaptic's OnePlaceMail product, version 6.1, which adds seamless capture of content and provides direct search capabilities within Outlook.

SharePoint search is undertaken directly from within Microsoft Outlook in OnePlaceMail 6.1, as well as Fast Search and other third Party search solutions. It is now possible to define one or more search locations that can be deployed to users centrally. Alternatively, a user can configure the search locations in the Outlook client.

The Search locations are available in Microsoft Outlook, Office Word, Excel and PowerPoint (Office 2007 and 2010).

A Save to SharePoint window allows for content to be classified according the metadata/columns defined within a SharePoint environment. This includes support for the full type-ahead capabilities of the Enterprise Keywords and Managed Metadata.

OnePlaceMail 6.1 supports the creation of new Enterprise Keywords or Managed Metadata Terms in the Term Store from within Outlook.

OnePlaceMail 6.1 remembers the SharePoint locations where content has been saved and provides access to these locations for future filing operations using the Copy To / Move To buttons or by performing a drag/drop operation to the left navigation of Outlook.

The update provides the ability for a user to simplify their view of SharePoint by conveniently selecting one or more SharePoint locations (Libraries, Sites, Lists, Folders and Document Sets) and adding these locations into a 'virtual' structure on the left navigation of Outlook.

The favourite SharePoint locations are available in Outlook and also the Save to SharePoint Window when saving content from File Explorer or other Office applications.

Ephesoft partners with OPEX

Cloud capture startup Ephesoft is teaming up to deliver its open source platform in partnership with mailroom automation vendor OPEX, whose scanning products capture "out of the envelope" with a single human touch, while Ephesoft mailroom automation solutions automatically classify, separate, sort and extract data from documents in paper, fax and electronic formats.

The solution is designed for processing invoices, mortgages, orders, claims, or medical records. The Ephesoft product is 100 percent web-based and has no initial license fees, promising faster ROI than traditional capture systems. The OPEX devices reduce or eliminate document prep costs usually associated with traditional auto-fed scanners.

OPEX products are represented in Australia by GBC Australia www.gbcaustralia.com.au

Sharp MFDs add scanning apps

Sharp has launched two new A3 workgroup multifunction devices (MFDs), the MX-M182D and MX-M232D, with six pre-registered colour scanning applications available including, Sharpdesk, e-mail, Microsoft Word, OCR and fax.

In addition, the optional MX-NB12 Network Expansion Kit allows users to choose different ways to distribute scanned documents such as scanning to an FTP server, desktop, or direct to a USB memory device.

With an optional MX-FX13 Fax Expansion Kit, both Sharp MFDs can also be transformed into a super G3 fax machine. An inbound routing function saves paper in this mode by sending incoming faxes via email to a specified recipient, making this function not only convenient but environmentally friendly.

The MX-M182D ($A3549) and MX-M232D($A4290) are available through authorised Sharp dealers and Sharp direct branches now.

Canto unveils Roboflow

Canto has launched an add-on product for its Cumulus digital asset management (DAM) software, RoboFlow, that provides a "watch folder" auto-cataloging and catalog synchronisation, and scriptable asset and metadata processing.

"Canto RoboFlow was built for Canto Cumulus, so the functionality it adds is a perfect complement to the automation capabilities built in to Cumulus," said Carsten Hesse, Cumulus product manager.

Among the product features is the ability to synchronise Cumulus catalogs with file folders and ftp sites. This enables users to work with files directly, without needing to manually update Cumulus or even have Cumulus accounts. Likewise, when asset records are renamed, moved or deleted from inside Cumulus, RoboFlow updates their corresponding folders accordingly.

RoboFlow can be configured to ignore certain file types or specific folders, ensuring Cumulus catalogs remain clutter free. In addition, file naming conventions can be used to direct RoboFlow on the fly.

This enables users to add 'temp' or other flags to the names of files that aren't ready to be cataloged. RoboFlow uses file names to determine file destinations and processing options too, so .mov files can always be added to a video catalog, and the files of one customer can be kept out of the catalog of another.

RoboFlow also manages scheduled metadata and asset imports and exports. External systems can refresh metadata inside Cumulus, and Cumulus can export assets to external software, like content management systems. Specific output formats, file names and locations can be defined.

DataBasics goes Platinum

Canto has promoted Australian distributor DataBasics to Platinum status following record-breaking sales figures for 2011.

Ricky Patten, Director DataBasics says: "There may be a financial crisis for some... but for DataBasics and the Canto Cumulus digital asset management solution, 2011 was a mega year with sales exceeding all expectations. DataBasics generated the largest volume of Cumulus sales for any of Canto's "rest of world" distributors, meaning outside of their native German speaking regions and the USA. For this DataBasics received the highest accolade in being appointed Platinum Distributor status!"

Major new organisations implementing Cumulus in 2011 from Australia included SA Dept of Environment and Natural Resources, Qld University of Technology, Walter & Eliza Hall Institute of Medical Research, Luna Park Sydney... along with Brand Developers from New Zealand and Gitanjali Gems from India.

"What's really great about working with Canto is that they are ahead of the marketplace by as much to two to three years. This allows us to be implementing solutions and opening up new avenues of business on a continual basis." relates Patten.

"The mega year for DataBasics is a culmination of building up more and better staff to manage and service the ever increasing needs of our customers, and extending our relationships with resellers and technology partners alike. I think this is only just a beginning - 2012 has already started in a big way for us!"

Industry Watch

Asia-Pacific distributor **UpFlow** has announced a new Value Added Reseller agreement with **Sabre Professional Services** for the PSI:Capture solution from PSIGEN. Sabre business focusses on four main areas; Business process improvement, Technical pre-sales support, data analytics and vendor management in the SMB market.

"We are very excited about having Sabre on as a Value Added Reseller," said Steven Chenery, CEO of UpFlow.

"Sabre has an fantastic foundation of knowledge in the Automation of business processes. Having PSI:Capture a part of their tool set will enable Sabre to provide fantastic outcomes to their clients. Sabre is excited with the opportunity to partner with UpFlow to bring Advanced Capture technology to the Australian market." said David Kerr, Director at Sabre. "At Sabre, our mission is to help businesses optimise their operations through intelligent, flexible solutions. With UpFlow's products, we have just that."

Metalogix Software has announced the purchase of **Syntergy**'s SharePoint solutions including Replicator for SharePoint, a web-based solution used to synchronise and manage business intelligence in realtime across multiple SharePoint environments.

"By adding the leading SharePoint Replication solution to our Migration and Storage product lines, we are able to extend our range, reach and leadership in the SharePoint content mobility market segment ..." said Steven Murphy, CEO, Metalogix.

"We further see this as an excellent opportunity to enhance our portfolio of Content Life Cycle management solutions and give our customers more choice in how they manage, move, store, archive and protect their SharePoint Content."

By utilising SharePoint replication, organisations with multiple SharePoint servers have uninterrupted access to content that enhances employee productivity and efficiency and improves company performance globally. Replicator for SharePoint provides for two-way data synchronisation by replicating content and settings back and forth between server farms, even if they are not identical. Syntergy SharePoint solutions include Syntergy Connect for SharePoint, which provides the ability to visualise, monitor and manage the replicator-enabled SharePoint wide area farm environment. Syntergy will will continue to operate independently selling solutions for Open Text Content Server including Replicator for Livelink and Content Server.

Binary Tree, a provider of software solutions for migrating to Microsoft Exchange and Microsoft Office 365, has formed a partnership with **Mimecast** to deliver a unified solution.

Mimecast's surveyed 500 IT/email system decision makers on their plans for email migration, and found over half (57%) of companies planned to make their migration in the next year, with 62% of these companies planning to move to Microsoft Exchange 2010 on-premise. Additionally, the average mid-sized business plans to migrate over 100GB of data from one email system to another. These migrations will see approximately 6.36 petabytes of data - the equivalent of 127.2 million four-drawer filing cabinets of text - transported from one location to another in the next 12-18 months.

Mimecast and Binary Tree will integrate their respective solutions to assist migration from older versions of Microsoft Exchange to newer on-premise, cloud or hybrid environments.

A joint venture between service bureaus **Computershare** and **SALMAT** is readying the launch of Zumbox in Australia, providing a service called **Digital Post Australia**.

This aims to provide government and business with a way to reach Australian citizens via a secure online digital postbox when it launches later in 2012.

The Zumbox digital postal mail technology platform is offered in the US to provide individuals with a secure digital vault where documents can be stored, tagged and searched for. The platform is a closed system, restricted to verified mailers and individually verified consumers linked to a physical mailing address. This means that companies using the service can be confident in the secure delivery of their communications to the right person and users can be assured that only they can access content contained in their digital postbox.

These controls aim to eliminate susceptibility to spam, fraud and phishing.

Israeli capture company, **Top Image Systems,** has filed a patent for technology it has developed to extend its eFLOW document workflow platform to smartphones.

TIS Remote Deposit Capture (RDC) technology will be deployed in a series of new products, starting with MobiCHECK, a smartphone based application for cheque deposit using that eliminates the need for the customer to deliver the physical cheque to the bank.

MobiPAY will provide bill payment via mobile devices, and MobiCLOUD will allow a smartphone user to capture virtually any type of document, whether an expense receipt, an insurance claim, a driver's license, a credit card, etc. and deliver it electronically via the smartphone to the needed destination, operating as a kind of mobile fax.

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