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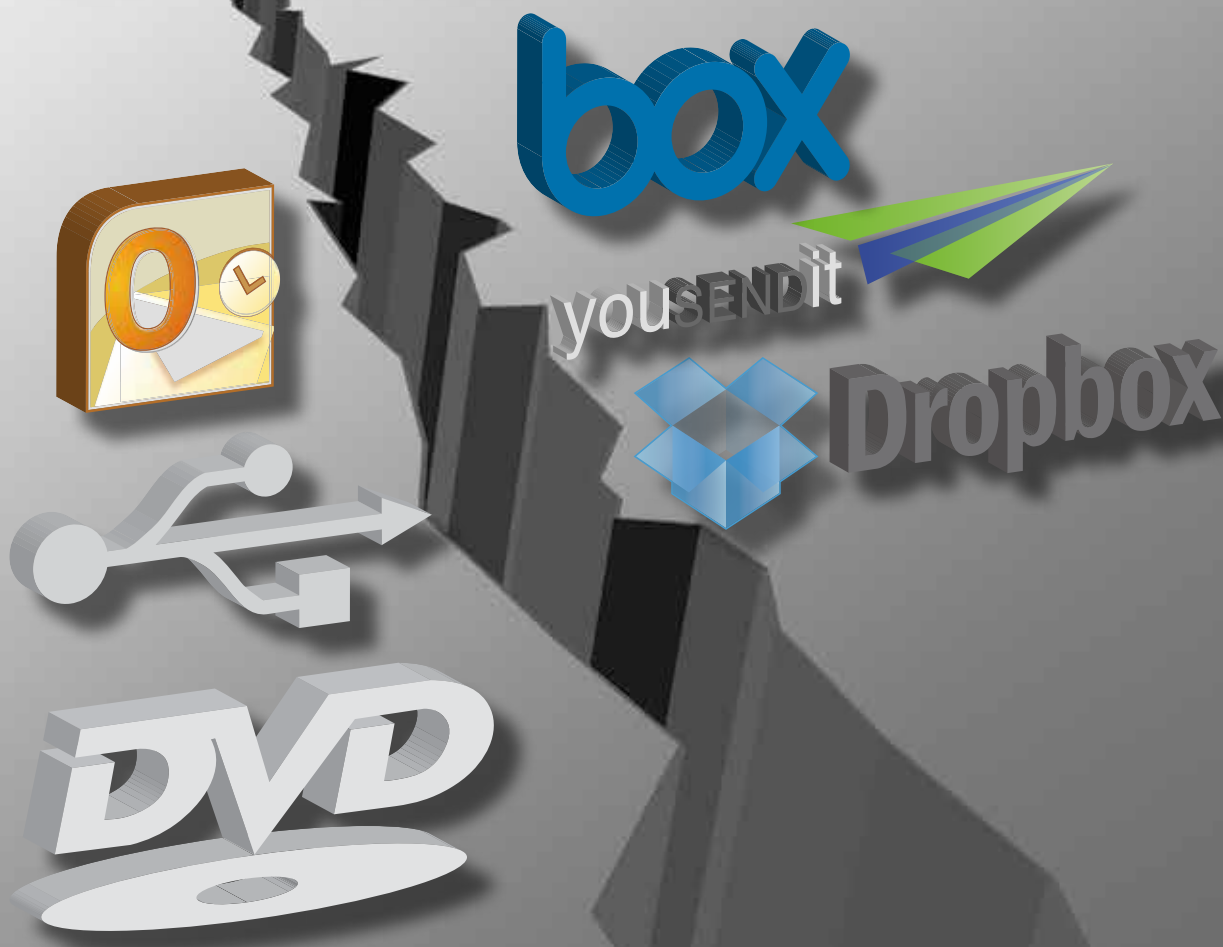
July-August 2012

Constructing a
digital
future



How do you share?

The growing digital divide



THE YEAR OF PREDICTIVE CODING

AIRWAYS NZ GOES ON SHAREPOINT JOURNEY

DOES SHAREPOINT CUT IT FOR RM?

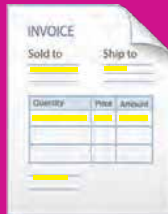
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Coles checks out Office 365



Retailer Coles is providing 100,000 staff in Australia with access to Microsoft SharePoint Online as part of a company-wide adoption of Office 365.

"Office 365 will provide our employees with a digital identity with security protection that gives them the ability to create and share ideas and learnings in a less structured way wherever they choose", said Conrad Harvey, IT Group General Manager, Coles Australia.

"For Coles, the Microsoft Cloud was the only choice for such a progressive project of this scale. It integrates with our existing on premise environment and its familiar interface will ensure our team members can interact easily with the new platform."

The company aims to provide all staff with Web access to a portal that will automate many functions such as holiday requests and approvals. It will provide around the clock access to pay slips, rosters, holiday calendars, training, blogs and corporate social networking.

"Coles joins Qantas, Coca-Cola Amatil, Spotless Group, Special Broadcasting Service (SBS), Origin Energy and Fortescue Metals Group moving to the cloud using Office 365," said Oscar Trimboli, Director of Microsoft Office Division, Microsoft Australia.

Stock Exchange looks to the future with Macroview DMF

MacroView has recently added the Australian Stock Exchange and listed property investment group Goodman Property to the list of adopters of its MacroView Document Management Framework software, which enables full-function, large-scale document and email management on the Microsoft SharePoint platform.

Significant overseas sales in the last month include BUPA (UK), California Housing Finance Agency (USA) and Amsterdam-based law firm Kennedy van der Laan.

MacroView is currently preparing for the release of a major update to MacroView DMF, version 7.5.

Founder and CEO Noel Williams said the new release would incorporate a range of features requested by the growing worldwide base of customers, many of whom were wanting to make Microsoft SharePoint a viable alternative to traditional document management systems.

New features include additional functionality related to check-in/check-out and version control in Microsoft Word, Excel and PowerPoint, usage history on right-click and easy access to recent searches and recent locations.

"These are features that users of traditional document management systems take for granted, but by also adding support for cloud-based document storage via Office 365 and revamping the user interface in line with the Microsoft 'Fluent Ribbon' guidelines

we are making the SharePoint DM experience better than existing DM systems," said Williams.

The new MacroView DMF 7.5 build has already been shown to work with the Public Beta releases of Office 2013 and SharePoint 2013.

Williams notes: "The improved integration between Outlook 2013 and SharePoint servers running in the cloud will facilitate collaboration and sharing. However organisations will still need add-on software such as MacroView DMF if they want to handle large scale email and document management on SharePoint."

Qld scraps state email program

Queensland's new state government has scrapped a \$A47.3m project to deliver a centralised email, identity management and authentication service using Exchange 2007.

Over half of the funds have already been spent to move 80,000 email accounts under the Identity, Directory and Email Services (IDES) program.

Minister for Information Technology Ros Bates said only 3100 users had begun using the service by June 2012.

"The central problem with IDES was that it never represented good value for money and Departments could source alternative products," Ms Bates said.

"The Auditor General termed IDES a financial and functional disaster, in large part because there was no effective oversight of its implementation," she said.

Minister Bates said the lack of users across Government was one of the major reasons for CIT EC's poor financial position.

A Departmental review of IDES recently concluded that a further investment of \$25 million over the next three years would be required to make it viable.

"I have recommended that we stop IDES and explore other options including a potential cloud-based whole-of-Government email solution," she said.

Minister Bates said a cloud-based solution could provide benefits for the Government's short-term cash flow position and could also provide a sustainable long-term option from a technological perspective.

"A cloud-based solution doesn't require a large capital investment and provides an effective way to manage a commodity-based information technology service," she said.

The IDES project also included providing a whole-of-government identity management platform and simplified sign-on service to the government's SAP business application portal.

Kofax announces free mobile capture app

Kofax has made available Kofax Mobile Capture with certain basic functionality for free through the iTunes App Store and Google Play.

Kofax Mobile Capture enables cameras in those devices to capture images of documents, photographs and data, and then pass that content to Kofax workflows that manage it into enterprise applications and repositories.

With this version, Kofax provides three example processes available for demonstration and use purposes: business cards, receipts and other documents. These are in addition to the processes customers could implement after licensing the full product.

"Businesses are moving to replace scanners with smartphones and tablets," said Drew Hyatt, Senior Vice President of Mobile Applications at Kofax.

"What makes Kofax Mobile Capture unique is that it doesn't simply take a picture of a document but ensures that the quality of that image is sufficient for downstream processing purposes, and that it's fully integrated with and leverages the market leading capabilities of Kofax Capture, Kofax Transformation Modules and other Kofax software products."

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RecordPoint SharePoint win at NZ Foreign Affairs and Trade

The New Zealand Ministry of Foreign Affairs and Trade (MFAT) has selected RecordPoint to deliver compliance for its SharePoint 2010 document management system.

The system will cater to 1500 staff in New Zealand and overseas, including a far flung network of 53 overseas posts that employ around 620 local staff.

RecordPoint was selected to enable compliance with the NZ Public Records Act (PRA), ISO 15489 (Information and Documentation – Records Management) and ISO 16175 (ICA Guidelines and Functional Requirements for Electronic Records Management Systems), as endorsed by New Zealand Archives.

Elon Aizenstros, RecordPoint Managing Director, said, "RecordPoint is really excited to have been selected by the Ministry for global deployment to meet its PRA compliance requirements. We see this as another great endorsement for RecordPoint, which continues to validate our product investment, as well as our business development efforts across Australia and New Zealand."

The MFAT IT environment is strictly Microsoft, with Windows Server and SQL Server as well as Windows XP, Office 2003 and SharePoint 2010 on the desktop.

There are currently projects underway to upgrade to Windows 7 and Office 2010 and an interim document management solution on a SharePoint 2010 platform.

The Ministry previously used Hummingbird's Document Management System and DOCS Open to provide document management facilities. As part of its records management solution, the Ministry will be looking to manage the digitisation of records and scanning incoming hardcopy information.

Intergen is the systems integrator selected by the Ministry to implement RecordPoint.

TIS wins Singapore digital mailroom project

Top Image Systems (TIS) has won a \$US855,000 project to implement and deploy eFLOW Digital Mailroom (DMR) at a public administration in Singapore that handle tens of millions of documents annually. The government agency, which serves and manages documentation for the entire population of Singapore, selected Top Image Systems for the project which involves complex indexing and comprehension of unstructured documents written by people with different levels of command of the English language and from every walk of life.

The Digital Mailroom solution with its automated workflow will significantly improve the quality and speed with which the agency processes, audits and archives the 2-4 million forms and 8-16 million semi-structured and unstructured documents it receives each year, including letters, bills, statements of account, identity cards, etc.

The Digital Mailroom system will fully automate indexing and improve workflow item creation, reducing manual work and improving classification to achieve document recognition rates of 90% for forms and 30% for semi-structured documents. The system is expected to go live in the first half of 2013.

QSuper makes a winning case for agile content management

One of Australia's largest superannuation funds, QSuper has been named a Silver Winner in the 2012 Global Awards for Excellence in Adaptive Case Management (ACM).

The awards are co-sponsored by the Workflow Management Coalition (WfMC), a global organisation of adopters, developers, consultants, analysts, as well as university and research groups

engaged in workflow and BPM (two of the main elements of ACM).

Finalists and winners were selected by a panel of 16 judges drawn from experts in this field, headed by an Advisory Panel comprising Tom Koulopoulos, Delphi Group, Hugh McKellar, KMWorld and Connie Moore, Forrester Research.

QSuper is a superannuation fund for current and former Queensland government and related entity workers. The OpenText ECM user is one of Australia's largest superannuation funds and more than 600 employees, QSuper manages more than \$A30 billion in funds for over 540,000 members.

QSuper's use of case management companywide has resulted in significant benefits and ROI in terms of cost reduction, increased efficiency, improved customer experience, decreased risk and business continuity planning.

QSuper's case management system, called workQ, handles 78% of business processes (140 out of 180). workQ is used across QSuper from the knowledge workers processing claims, to business operations and information technology staff, to mid and senior level management. Sixty percent of business operations staff currently use workQ (198 out of 338), with plans to roll out to 100%.

"These winners showcase adaptive case management at its very best, and I believe, raise the bar for all BPM software vendors," says Connie Moore, Vice President and Principal Analyst, Forrester Research.

NSW Trade & Investment flies ERP into SAP Cloud

NSW Trade & Investment has selected SAP cloud-based software-as-a-service (SaaS) solutions under a three-year, \$A14.5 million agreement. AP will deliver a range of cloud solutions that includes SAP Business ByDesign, SAP Payroll, and cloud consulting services.

NSW Trade & Investment expects to deliver savings of more than \$A12.5 million annually by enabling greater efficiencies across the entire organisation.

Deputy Premier and Minister for Trade & Investment Andrew Stoner said, "By consolidating the department's ERP systems onto a single cloud-based platform, we can now focus more of our energies on building investment and jobs, and generating a positive business environment for the State of NSW."

This is SAP's largest SAP Business ByDesign win, and the first cloud platform win in the Australian public sector.

The project will involve the transition and consolidation of NSW Trade & Investment's legacy ERP system including 16 agencies – totalling over 8,500 employees – onto a single, consolidated SAP cloud platform.

Dr Steve Hodgkinson, Research Director IT Asia/Pacific for Ovum, comments: "This will be an interesting project to watch because it is charting new territory in government use of cloud services in Australia."

"NSW Trade & Investment is to be admired for embracing a new model for public sector ICT procurement."

"The hope is that the multi-tenant architecture and configurability of the SaaS solution will enable the many agencies within the Trade & Investment portfolio to use it as an efficient and flexible shared service."

"If this hope is realised it will be an important proof point for the efficacy of the cloud services model as an alternative to more traditional in-house shared ICT services arrangements."

"SAP has stated that this project is its largest SAP Business ByDesign win globally to date. It is also its first cloud platform win in the Australian public sector. Many eyes, therefore, will be on this project and SAP will need to put its best foot forward."

"Cloud sceptics will be eager to see it fail. Cloud proponents, on the other hand, will be keen to see both SAP and the agency succeed in taking a major step into the future of public sector ICT-enabled innovation."

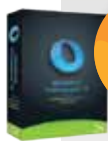
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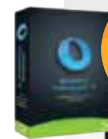


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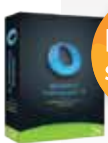


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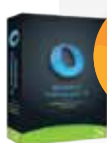
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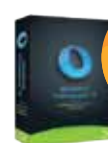
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There is a split emerging in the world of information management, between those who allow Web-based filesharing and those who don't.

A survey into filesharing at enterprise and government organisations in Australia and New Zealand conducted by IDM and Australia's Institute for Information Management (IIM) came up with an almost even split between those who restrict the use of popular filesharing apps such as DropBox and YouSendIt and those who turn a blind eye.

More than 130 responded to the survey, with responses coming from a range of Australian and New Zealand government and enterprise users. The sample included IT Managers, CIOs, Records and Knowledge Managers, business analysts and consultants.

Cloud-based file-sharing and synchronisation (FSS) tools are among the hottest applications used in the workplace, offered by market-leader Dropbox and a large and growing number of vendors.

These tools, which broadly can be classified as "consumer-focused" because they are typically deployed by individual users and not as part of a coordinated IT plan, offer tremendous usability.

However, non-enterprise FSS tools can create a number of problems, including lack of IT oversight for corporate content, an inability to find and produce data on demand, malware infiltration and other problems.

Concerns over cloud-based file-sharing among those who participated in our survey centred on security, closely followed by the challenge of maintaining control and ownership of information shared externally and data sovereignty (see chart below).

One of those surveyed was concerned if "synchronisation between platforms" doesn't mean integration with software (such as an EDRMS &/or ECM)."

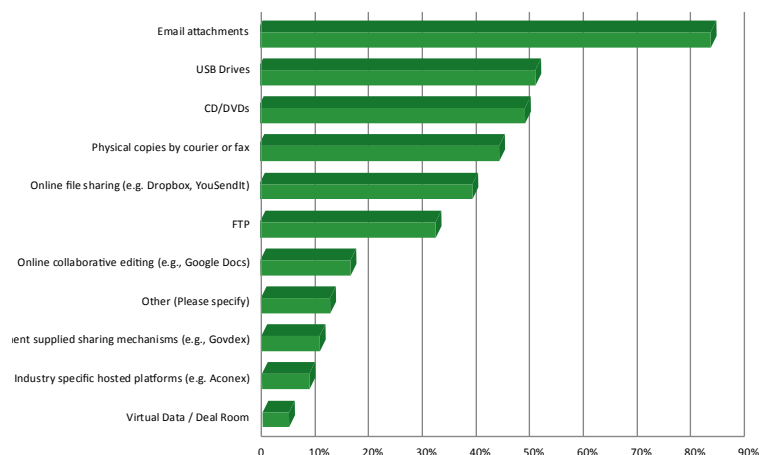
Pronouncements on the death of email would appear to be

somewhat premature, as more than 85% of those who responded still send content via email attachments. This is still the primary method for most to share information with outside organisations, although many organisations are applying quota limitations to sending and receiving in order to impose some discipline.

Traditional use of physical media, in the form of USB drives and CD/DVDs, remains in the top three despite all the well-publicised examples of embarrassing data leaks

(Continued over)

If you share information with external agencies or other organisations, how do you currently do this?



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The Department of Health and Ageing Canberra restricts use of filesharing apps due to concerns over security and bandwidth limitations

Director Paul Storey said, “We have set up password protected sub domains for the sharing of data among specific groups.

“We regard our web site as a communications hub; file sharing is just one aspect of this. Our aim is to integrate communications activities using the web as a platform.

“This approach includes file sharing, document updating with tracking, comments and conversations including voice and video, real time access to help agents through chat, conversation rooms etc. etc.

“In this context file sharing is just a natural component of our communications mix, so we may look at putting background information together with a wiki document in an environment that includes a chat facility, part of this may also be available as embedded content to allow other websites to carry the conversation string and background but not the wiki for example. We choose not to narrow our focus but rather look for opportunities to integrate.”

Privacy and confidentiality are leading concerns at Queensland’s Building Services Authority (BSA), which must facilitate information sharing with legal representatives, engineers and its inspectors.

Content is delivered as email attachments or via traditional methods of sending physical copies by courier or fax.

Records Manager Chris Larsen said, “As a Government agency it is paramount that the public has confidence in how their ...extremely private information is handled and who actually has access to it. As in some cases the organisation has records relating to how a company/individual conducts their business.

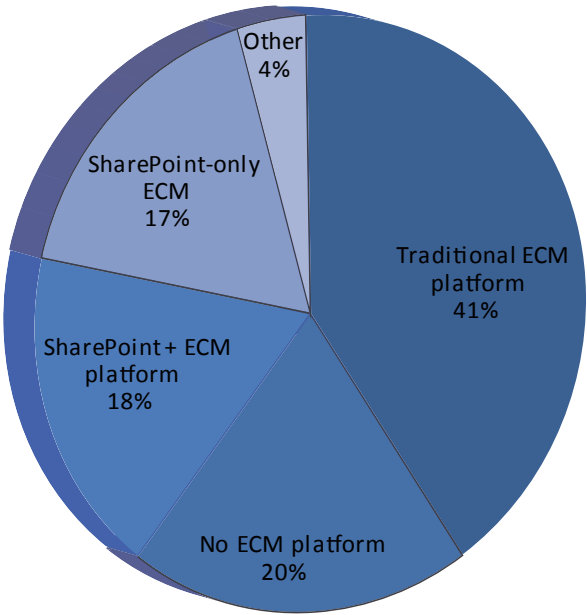
“In saying this we do have some business partners that have extremely limited access to their own information, this though is extremely controlled.

“My main concern would be getting all the information that they collect in relation to whatever we are working on, what they believe is not a record could very well be a significant record in our eyes and be the lynchpin in future actions taken.”

A specialist filesharing solution from Accellion has been adopted by Chemtura, a SharePoint user and one of the largest specialty chemical companies in the United States.

Australian System Support Engineer at Chemtura Sav Sfyrios said the solution is being well received by users who were previously

Does your organisation use an Electronic Document & Records Management System (EDRMS)?



on the Dropbox & YouSendIt.

“They have told us that this is just as easy to use,” he said.

The deployment of Accellion has changed the way staff interact with outside organisations, for instance in the case of a software program it has built internally for water testing,

“We are able to send updates of this software through to the users who use an Internet connection, all others we send out the CD with the update/patch on it,” said Sfyrios.

“External customers are aware as this software sends email to advise them they have been added to the system and are available to download from



it.”

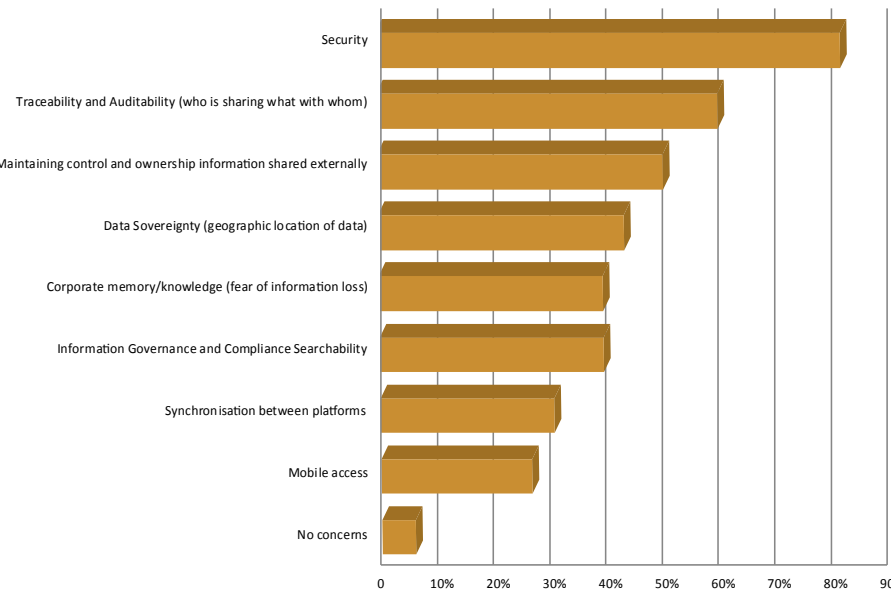
Most staff at one of Australia major universities ignore official restrictions on online sharing, according to one academic who completed our survey.

“If you read through all the organisational policies, you’d probably conclude that use of online files sharing such as Dropbox was not appropriate due to concerns about privacy of living people, confidentiality promised in partnership agreements, being subject to the US Patriot Act, ensuring longevity of data required for various compliance reasons etc.

“However in practice the use of online files sharing is widespread in the organisation (as it makes collaboration and mobile working more convenient in an everyday way) and little is done to discourage it, a situation which will probably persist until such time as some significant problem arises as a result of the use of file sharing in either our own or a similar organisation.

“I would be more concerned at allowing the worst-case risks of online file sharing to outweigh the everyday

What are your major concerns about using online file sharing platforms?



(Continued over)



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benefits (more effective collaboration and support for mobile working) without regard to the specifics of the data sharing under discussion. One rule does not fit all situations! We should educate our people about the risks/benefits and then trust them (wherever possible) to behave sensibly in relation to their choice of technologies for file sharing."

According to one State Government manager "Generally there is a lag time between legislative requirements regarding information management and what the IT industry can deliver and also a gap between what a government organisation needs legally within the law and the business approaches of the IT industries."

Lewis Atkinson, Knowledge & Program Evaluation Manager at Meat & Livestock Australia (MLA) would like to restrict file sharing because of the perceived "insecurity" of the data which may be open to malicious hacking.

"But in reality we just ignore it. Employees have to share files and the only way we facilitate that is via email which has size limitations so they "unofficially" use on-line file shares as a workaround to get their job done. This is problem for politically sensitive material and other material that we do not own copyright [for]"



While the MLA is underway with a global deployment of Share Point 2010 to provide extranet capabilities, staff are presently making use of Web-based tools.

Objective is launching in 2012 its own cloud platform for government inter-agency collaboration, Objective Connect.

Objective CEO Tony Walls commented, "Organisations want to share information securely while individuals want to share easily, and these results are further evidence of that."

"The release of Objective Connect removes this emerging split by integrating secure sharing with ease of use. It can link directly to your ECM as it encrypts the shared content, aligns to Defence Signals Directorate security regimes while providing auditability and traceability. Now organisations are able to share information with confidence and

control—making our vision of connected government a reality."

(Many thanks to those who contributed to the IDM/IIM file sharing survey, which received over 120 submissions from across Australia and New Zealand.)

There can be only one winner, and on this occasion it was Devitt Larkin, Documentation Manager, MSG Legal at Macquarie Bank who has won the \$500 Visa Gift Card.)

25GB free storage with Docuter

Accusoft has released a new version of Docuter, an online cloud based collaboration solution with 25GB of free online storage. Docuter offers complete document sharing, document management, online project management and document collaboration from within the browser. Docuter hosted documents can be shared publicly or privately, and can be embedded on public facing websites, intranets or other social networking sites such as Facebook. Docuter allows users to collaborate on projects, discuss issues, or host interactive white boarding with shared calendars.

DocAve dives into filesharing

AvePoint is the latest enterprise software vendor to tackle the challenge of file sharing with a new SharePoint-based solution called DocAve File Share Navigator. It delivers the ability to retrieve and access file share content through SharePoint lists without the need for migration, along with features for browsing, previewing, tagging and accessing content.

The ability to expose file share content through one or many SharePoint lists aims to preserve user experience with familiar drag-and-drop functionality for uploading files directly through SharePoint.

Users can access, manage, and edit file-based content through either SharePoint or local shared drives.

Direct links to file share content reduces load on Web Front End (WFE) resources, and instant preview of large files before downloading or transferring content across limited bandwidth connections keeps network bandwidth optimised.

Dropbox adds sharing Links

Links is a new service available from Dropbox that allows its users to publicly share documents with anyone via a browser.

"We're always looking for ways to make life easier and solve the basic problems people face everyday," said Drew Houston, CEO and co-founder of Dropbox.

"Sending files has always been a painful process, but now with Dropbox, sharing with friends, family, and

colleagues is effortless."

Dropbox desktop, web, and mobile applications now include a "Get link" button which generates a unique link to a file or folder.

For Dropbox users, opening a link will provide the option to instantly save the file to their Dropbox.

Finding cloud-based evidence

The recovery of evidence held in popular cloud storage services Dropbox, Google Docs, Google Drive, Skydrive, and Flickr is now able to be performed by Internet Evidence Finder (IEF) software.

IEF v5.5 supports the recovery of cloud-based evidence from computer hard drives and live memory.

Evidence recovered by IEF varies by cloud service, but can include file names, usernames, user ID, dates, times, and file sizes. IEF can also recover data left behind within social networking artifacts, instant messaging chat applications, popular webmail application, web browsing history, and peer-to-peer file sharing applications. IEF v5.5 costs \$US999 with free trials available from www.jadsoftware.com

EMC acquires fileshare service

EMC has added an online filesharing platform that includes synchronisation capabilities with the purchase of privately held US startup Syncplicity. The purchase terms were not disclosed.

According to EMC the service offers enterprise capabilities and will be differentiated from the many consumer offerings on the market such as Dropbox.

Rick Devenuti, President, Information Intelligence Group, EMC, said, "It's our core belief that productivity and security are not mutually exclusive. In acquiring Syncplicity, we validate this concept by uniting enterprise 'sync and share' capabilities for the cloud with governance and rigor that is synonymous with Documentum."

"As cloud, social and mobile dominate the way work gets done, our customers require more than simple containers for managing and sharing content. With Syncplicity, we will deliver best-in-class solutions for true extended enterprise collaboration."



Print management and cost recovery software that enable organisations to effectively manage their printing environments, reduce costs, increase document security and promote sustainability.



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Australia's largest private construction company, Hansen Yuncken, is investing in the future with an innovative new platform to deliver real-time data analysis through a SharePoint platform being rolled out to over 800 staff nationally.

The scope of the program incorporates many aspects of the business involving processes, people and projects. Hansen Yuncken operates in Victoria, NSW, SA, Tasmania and Queensland and has an annual turnover approaching \$A1.2 billion.

Founded in 1918, the company has a heritage stretching back to the early days of the Commonwealth. The company CEO Joe Barr says "Our longevity is testament to having a culture of innovation, manifesting itself in the use of technology in the way we do our business, whether it's how we partner with clients to resolve design challenges or to construct a building more effectively.

"It's now turning towards how we manage information to make sure we are more efficient in our business."

Like any company that has evolved its operational systems over many years, Hansen Yuncken had staff in different regions using disconnected applications including spreadsheets to prepare tenders, track construction progress and monitor performance.

Consistency and accuracy of the information becomes a constant challenge in this environment, and there is lot of effort required to correlate the results each reporting cycle.

In 2010 a project opportunity arose to provide a centralised platform and structure a \$A492M program of work in South Western Sydney that Hansen Yuncken successfully delivered under the federal government's BER (Building the Education Revolution) Stimulus Package. This project posed significant challenges in liaising between the state education department that commissioned the work in over 200 operational schools where the work was to take place. That is on top of the typical interactions with architects, engineers and building materials suppliers.

"Success on this project required us to understand what was going on very quickly, understand the topography, understand services, the site conditions, etc. and we only had a budget for staff to spend a few hours on each site. We used GPS cameras and data acquisition and then collated all of that so we could get the most out

of the data without revisiting the sites time and time again."

"The system enabled linkage between geospatial data, design drawings, site photography and visualisations. So when the client asked where we were on a particular project, rather than ringing up the project manager and asking him to send through a report, we could go on-line and get real-time data."

"Hansen Yuncken received innovation awards from the Australian Institute of Building and Engineers Australia in recognition of its successful completion of the BER projects."

"The success of this process on the BER project convinced us to apply it across the whole business. We also saw it as a way to maintain us as an innovative company and get us ahead of the game in terms of our competition," said Barr.

The Hansen Yuncken board initiated the HYway project to establish a collaborative information management platform, based on the BER initiative, to expand these benefits to the organisation as a whole.

A thorough investigation and recommendations report resolved the Microsoft SharePoint platform would best meet the current and future requirements of Hansen Yuncken.

The project to implement the SharePoint platform has been driven by a team including CEO Joe Barr along with the company's Chairman and Chief Operating Officer. *(Continued over)*



"Technology and the ability to add value though innovation is very powerful, and if you are a first mover on this it's going to deliver a real competitive advantage." - CEO Joe Barr.

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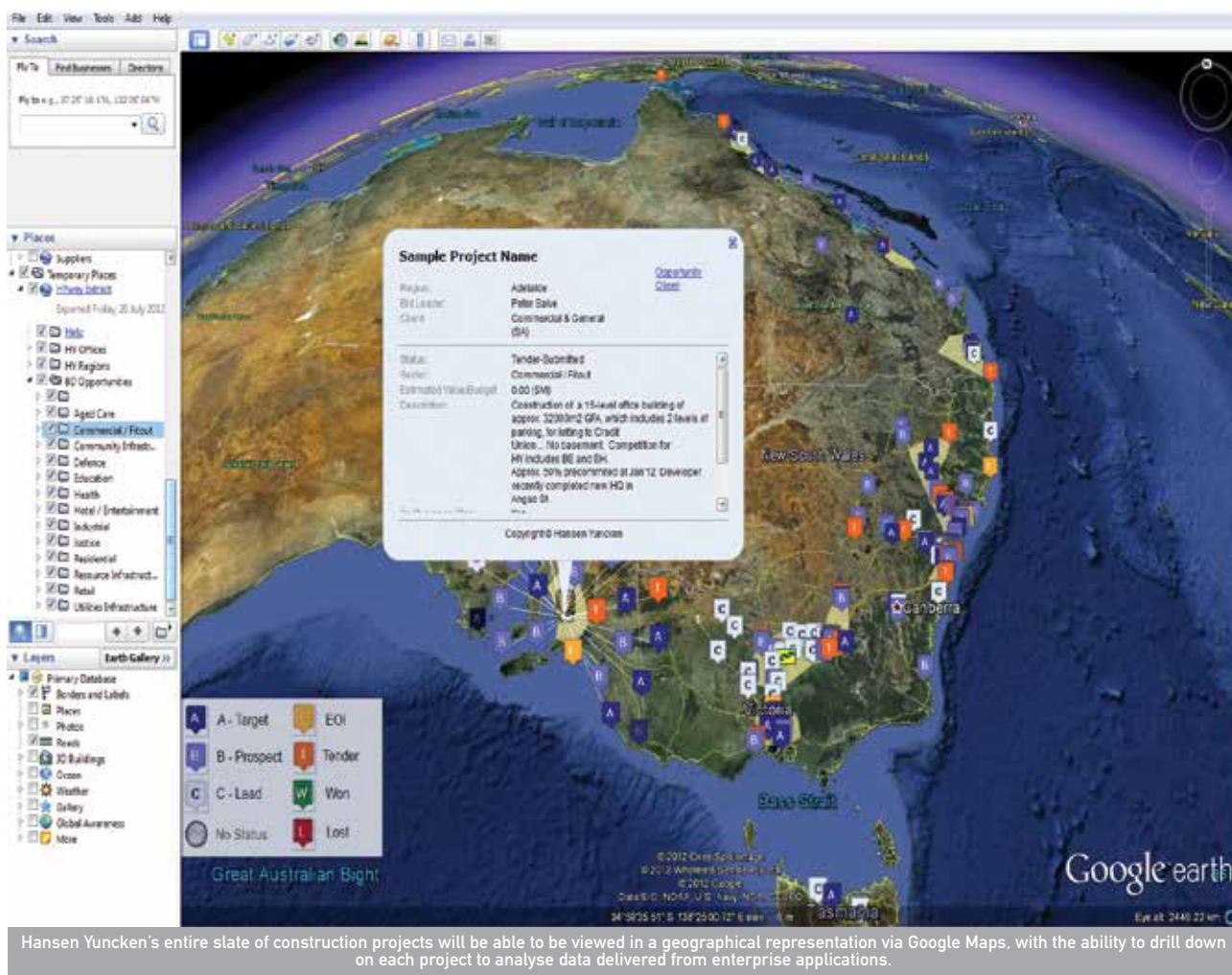
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HYway's project manager Michael Parkes has qualifications and over 30 years' experience in building construction, IT and program management and has performed a variety of key roles within both government and the private construction sector. Michael played a key role in the system development of the BER project and has established a small team with complementary skillsets from existing employees and consulting firms SharePoint Gurus and Scalable Solutions.

The team are working to an agreed overall roadmap which utilises existing systems wherever appropriate. SharePoint has been integrated as a collaborative platform with dashboards displaying data from multiple sources to improve decision making. Workflows have been implemented to control consistent process, remove inefficiencies, improve transparency and manage risk.

An agile approach is applied to development, implementation and change management. This involves regular releases so that the

organisation can derive immediate benefits and gather valuable feedback from real world experience. Lessons learnt in each cycle are used to improve the delivery of subsequent modules.

Existing forms and processes have been reviewed and are being streamlined as they are redeveloped using InfoPath Forms. Many of the manual steps in the process are now automated using Nintex Workflow. A flexible approval workflow was designed that allows actions to be reassigned while maintaining a visible audit trail.

"HOW DO WE MANAGE DATA TO MAKE SURE WE ARE MORE EFFICIENT IN OUR BUSINESS."

Other products that have been incorporated to the solution include Muhimbi PDF Converter which is used to generate snapshot PDFs of InfoPath forms as part of the approval workflows. These are included in e-mail notifications so that approvers are able to see all the relevant information, regardless of their location or device they are using.

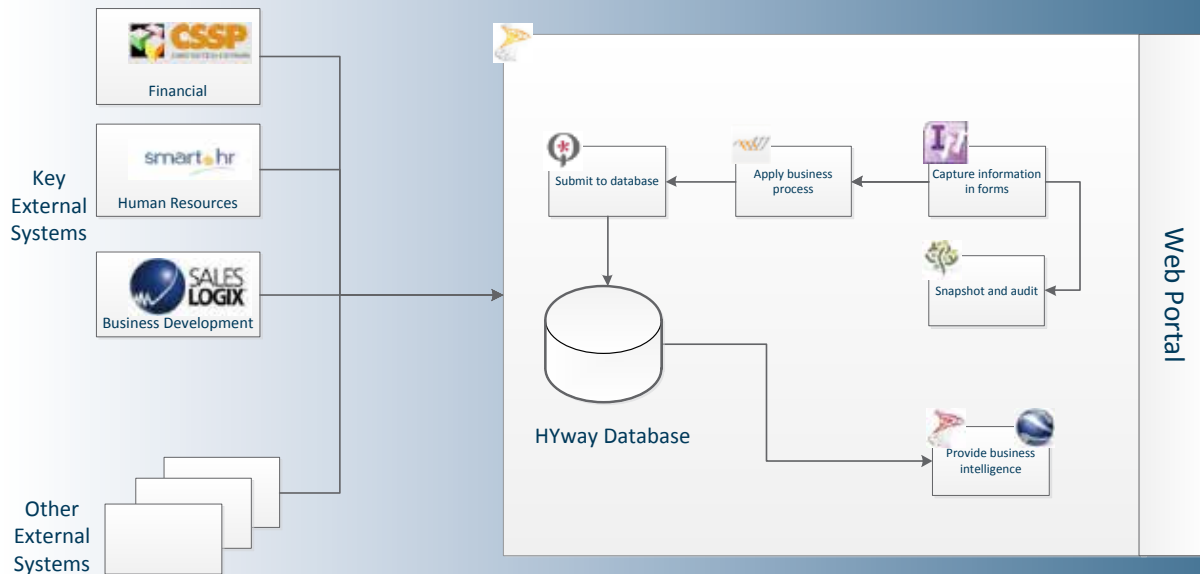
Qdabra DBXL allows details from InfoPath forms to be stored in SQL Server database tables without losing the flexibility that InfoPath provides. Nintex Workflows can make changes to the underlying XML, send the changes to SQL and have these automatically saved back to the forms library.

Ivan Wilson, SharePoint Gurus director said "The HYway project is one of the most innovative and exciting projects we have worked on and the complementary skills of the team and the support of HY's senior management are key factors in its success. A major benefit of the project has been the ability to implement national processes for managing construction projects. Historically each of the offices implemented their own approach for tracking projects. This made it difficult to provide a national view and for sharing information between offices.





HYway System Architecture



"With the HYway project Hansen Yuncken has been able to create a consistent approach to the capture and processing of information. Implementation of initial phases have demonstrated the benefits that the HYway platform can provide."

Hansen Yuncken's entire portfolio of construction projects can be viewed in a geographical representation via Google Earth, with the ability to drill down on each project to analyse live data delivered from enterprise applications. Reports aggregate information in the form of business intelligence and depict key performance indicators from source information.

Already the project has received recognition for its innovative approach. Nintex (a global SharePoint workflow vendor) recently awarded the project their annual software innovation award for the Asia Pacific region. Hansen Yuncken is also working closely with University of NSW, University of Technology Sydney and the Australian Institute of Building to demonstrate the efficiencies of effective information management in the construction industry to students as future leaders of the industry.

"I can gain a view of our business development pipeline in two or three minutes via this portal, whereas previously that would take

two or three days to get a number of reports generated and collated," said Barr.

"We are aiming to gain total transparency on where the business is at any given time through having a consistent approach across the whole organisation."

"Our staff's engagement in the project will be the measure of its success and will only prosper if led by management. Unless the leadership of the organisation is insisting that people report through this system it will fail. They can't short circuit it and submit a bit of paper."

The cultural change across the company is immense with the requirement for staff to stop submitting paper or maintaining local spreadsheets but instead enter everything via web-based forms.

The pleasing aspect is that this project is changing behaviour in the organisation and goals are being achieved. The HYway project is continuing to add value to the way Hansen Yuncken manage their business.

Subsequent phases will involve automating more of the processes, including HR, Marketing and IT and we are very enthusiastic about the prospects of innovation to our organisation," said Barr.



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Are you thinking about SharePoint? — Beware the Expectation Gap

By Dr Adrian Colquhoun

If you are thinking about implementing SharePoint, take a step back and take a deep breath. The most common quote I hear from customers is “yeah we have SharePoint, but I’m not sure what we use it for”. That’s not good for something that’s presented as a strategic IT platform and will probably cost you more than \$500K just to get started. So why do so many customers that embark on the SharePoint journey end up being disappointed?

The SharePoint Expectation Gap

All businesses have unmet information management needs. The ability to store, share and discover information, to manage and gain insight into business processes, conform to regulatory requirements and drive organisational efficiencies. A search for a solution to these problems naturally leads to SharePoint. As a uniform platform for web based collaboration, documentation management, business intelligence and workflow, at first glance it’s exactly what every business needs.

At that point the seeds of the expectation gap are sown. By joining the information problem and “SharePoint” in the same sentence users immediately begin to extrapolate and get excited about a brave new world that lies ahead. They project functionality onto the platform that simply is not there. SharePoint can do document management and workflow so it must be able to manage our quality system for us, to track our job vacancies and appraisals, do our timesheets, generate our invoices, manage our customers and provide an instant intranet. I have sat in many customer meetings where over-excited business users have told me “what SharePoint can do”. It seems that the less they know about it, the more it does. Unfortunately, while all those things are possible to build on the SharePoint platform, none of them exist in SharePoint out of the box. If you are going to have them in your business you will need to expend a lot of time, money and effort building them yourself. This is the SharePoint expectation gap.

“SHAREPOINT IS SOLD AS A PLATFORM
AND BOUGHT AS A PRODUCT”

Flawed Assumptions – it’s all IT’s fault

There’s an often restated assumption that the “information worker” needs (and wants) to be able to build their business solutions themselves. The IT department is overworked, never delivers anything so let’s “do it ourselves” the argument goes. The SharePoint platform provides many different tools and technologies to assist the foolhardy in this ill-conceived effort.

In order to follow through on such an approach your information workers will first need to “learn SharePoint”. Then they will then need to learn more SharePoint to a point that they can differentiate between all the switches and levers that SharePoint provides so that they can work out which ones to pull, in the right order to get the job done. As a starting point they might want to consult the mountain of SharePoint tutorials available on the Internet or perhaps read one or two of the 900+ SharePoint 2010 books available on Amazon. If this is this what you pay your information workers for then good luck with that, but for most businesses it’s an unwelcome distraction.

The reality is that information workers just want simple solutions to business problems. They don’t want to learn how to build a car simply to drive it from A to B. The reason Apple applications are so successful is because they typically do one thing really well. They are simple, intuitive and the thinking is already done for the user.



Business users want the same in SharePoint – simple, thoughtless collaboration that just works.

“Just show me a list of the tasks I need to do, the documents I own and the key information I need, how hard can that be?”

The reality is it’s too hard in SharePoint. As a platform, SharePoint is too complicated, too low level and presents too many choices to the end user. There are too many levers to pull, “brick walls” and “dead ends” that the “no code” application developers (or passionate information workers) will run into.

Old technology, outdated architecture

SharePoint has been around since 2001. Its internal architecture has changed little in that time. Collaboration is “Web 1.0”, based around Web sites, site collections lists and libraries. All this information is stored centrally in a humongous “hands-off” content database.

SharePoint’s logical architecture is outdated and based on the Web site implementation concepts that were available at the time. These are not the concepts that are required for effective collaboration and business productivity. Collaboration,



Dr Adrian Colquhoun is a SharePoint expert, author, trainer and consultant. He has founded and led SharePoint consultancies in the UK and Australia. For the last five years he has made his living from SharePoint. He currently works as a Consultant for Digital Atmosphere (Brisbane www.digitalatmosphere.com.au), where he is responsible for creating collaboration, business intelligence and workflow solutions.

when viewed from a business perspective is about the seamless sharing and discovery of information, conversations and documents. That does not mean that everything must be collected centrally or that we should provision yet another SharePoint site every time we want to work together.

The most problematic area of the SharePoint architecture is the concept of "Site Collections". These are an implementation imposed constraint based in the inability of the underlying SharePoint to store and manage large volumes of content. Site collections have no place in the collaboration business model and they impose many artificial constraints. Tracking users, rolling up task, creating navigation and sharing documents are all difficult if not impossible across this artificial boundary.

Collaboration – Is it really a good idea?

One of my favourite customer quotes is "I collaborate best in teams of 1". SharePoint's nirvana of personal information sharing with everyone working happily together does not take into account the darker side of human nature or the conservatism of organisation culture. It may come as a shock to Microsoft employees but not all of us enjoy going to work. Information is power and we certainly don't want our best kept secrets shared with the person who might take our job in the next round of downsizing. Nor as a manager, do I want the organisation's hierarchy subverted as people approaching my "self-published expert" subordinates directly.

Collaboration is good to a point but not everything can be achieved through consensus. We have customers to serve and work to get done. For most organisations the JFDI methodology is king. When I demonstrate SharePoint's social features to senior users I normally get a 50:50 split – half the room says "whoa" while the others say "over my dead body". The question I am most often asked about My Sites is "that's all very interesting. How do we turn them off?"

SharePoint 2013 – Lucky for some?

So will the next version of SharePoint save us all? Not Microsoft if the first preview I have seen is anything to go by. I've been distinctly unimpressed.

SharePoint is released on a three year hype cycle, with central marketing message regurgitated by its sycophantic user community. This time round, Microsoft seems more focussed on "tabletifying" SharePoint to try and compete with Apple than addressing its fundamental architectural flaws and shortcomings. They seem wedded to the notions that everyone wants the social network, "Facebook for the enterprise" and everything will run in the cloud. Judging from the customer feedback I receive none of these assumptions is true. Interestingly, many of the "big ideas" of the last release appear to be being quietly buried in this. Can I really look a CEO in the eye and tell them to bet their business on this? I think not. My summary so far would be it looks like lipstick on a pig than substantive innovation.

So how come SharePoint is so ubiquitous?

So if you have stuck with me so far you are probably wondering why so many organisations have SharePoint. Taken at face value, SharePoint appears to offer what all business needs – seamless collaboration, access to information, business process management and workflow.

That's the information "silver bullet" that we have all been seeking for the last 30 years. With no serious alternative it's a vision that's easy to the CEO or CIO. Large organisations are often mandated to implement SharePoint from the top down with not clear idea of why or how they intend to use it. Vision is one thing, delivery is quite another.

There are success stories out there, but if you want to be one of them then make sure you "mind the gap".

Document Management for SharePoint The Way You Want It

"SharePoint 2010 coupled with MacroView creates a legal specific DM system with all of the elements required for a firm our size."

Matt van Ordstrand
Senior Manager Practice Support Services
Winston & Strawn LLP

MacroView

See MacroView DMF Professional in action at ILTA 2012 - Booth 933
www.macroviewusa.com

FWO seeks SharePoint “wish list”

Australia's Fair Work Ombudsman (FWO) expects a project to improve Microsoft Office integration with its SharePoint 2010 deployment for 1000 users will cost from \$A100,000-150,000 to implement successfully.

The FWO is a Commonwealth statutory authority established in 2009 to investigate workplace complaints and enforces compliance with Australia's national workplace laws. In 2011 it deployed a SharePoint 2010 solution it has labelled as DocBank to replace a legacy document management platform.

Staff at over 50 locations across the country currently use Windows 7 64-bit on the desktop and Microsoft Office 2007, with plans to upgrade to Office 2010 within the next two years.

The FWO is planning to migrate from physical record-keeping with HP TRIM to digital recordkeeping using a TRIM backend to SharePoint.

The tender called for a solution to provide document management functionality from within Microsoft applications rather than requiring staff to use the web-based SharePoint document library interface.

It wants better integration between its desktop and Office applications and SharePoint than is provided 'out of the box' by SharePoint.

In calling for the tender, the FWO provided an extensive "Wish List" of SharePoint functionality add-

ons, although it does not expect that one vendor can deliver all elements.

The Wish List includes the following:

- Default option when saving email to DocBank is to save email and all attachments;
- Emails can be copied to DocBank (and retained in Outlook) or moved (and removed from Outlook);
- Documents and folders to which a user does not have access are excluded from searching and displaying;
- Creation of a new file inherits permissions from its parent folder;
- Creation of a new document optionally includes display of its inherited metadata and permissions and ability to change them;
- When saving, only one dialogue box is presented to capture all properties (e.g. name and classification);
- Able to access versions while editing a document;
- All mandatory metadata elements defaulted wherever possible – either from known information (e.g. date/time/user), or from default values the location into which they are stored.
- Audit logs maintained of all document updating and permission changing, preferably viewed as part of each document's history; and
- Documents other than office documents can be dragged-and-dropped to DocBank – especially PDF.

i2 Software announces Conversion Server 3.0

Support for HP TRIM, SharePoint and OCR is now a standard inclusion with i2 Conversion Server 3.0. The software can run as a service and support job separator sheets, able to separate scanned documents, rename them, convert them and output to multiple destinations all at the same time without any user intervention.

The release of i2 Conversion 3.0 has added the ability to convert scanned documents automatically to Word and Excel as well as the existing wide range of formats including PDF/A and text searchable PDF/A file formats.

Direct connectivity is now offered to HP TRIM and SharePoint.

Andrew Wade, Director i2 Software, said "Clients using i2 Conversion Server can now fully automate scanned document conversion and output to a network share, FTP, multiple email as an attachment or hyperlink, as well as direct connectivity to HP TRIM and Sharepoint and all potentially at the same time."

www.i2software.com.au

Metadacte 2.0 tightens email security on mobile devices

Litéra claims its newly launched Metadacte 2.0 product will allow companies to more easily prevent metadata leaks, especially from mobile devices. On average 10% of e-mails are forwarded with uncleaned attachments, creating significant reputational and financial risk from the accidental sharing of sensitive information. Litéra's enhanced version of the metadata removal software is designed to mitigate these risks further through new administrative and user controls.

Key new features include the ability to clean attachments in more file types such as password-protected zip files and embedded e-mail messages. Users can now be alerted when auto-detected tracked changes are present and define the action to be taken.

New administrative tools allow more granular control of excluded recipients and domains, enhanced reporting of users

overriding default settings, enhanced active directory integration, streamlined installation process, improved load balancing and failover capabilities and variety of other enhancements designed to increase usability and performance.

Metadacte removes metadata from e-mail messages and their attachments (including Microsoft Office, PDF, image and ZIP files) sent via Outlook and other e-mail programs. It allows corporate administrators to enforce a centralised cleaning policy while providing the option for individual users to control settings in Outlook and determine what types of metadata are cleaned.

Email alerts warn of data loss

Workshare, a provider of document collaboration software, has announced a range of enhancements to its server-based metadata cleaning solution to protect confidential information from being inadvertently shared by mobile and webmail users.

The new option contained in Workshare Protect Server 2.2 can provide alerts on users who send emails with attachments that include hidden information.

It identifies emails that include documents with hidden content including comments, forgotten track change edits, and more, and can send a notification email back to the original email author.

Workshare Protect Server 2.2 also offers improved support for:

1. PDF metadata cleaning to scrub document properties including title, subject, author, manager, company and more;
2. Whitelist feature supporting Autonomy iManage EMM filing emails functionality, ensuring that the Workshare Protect Server treats the EMM email addresses as internal; and
3. support for Exchange Server Journaling, reducing the number of journal reports delivered to the Journal mailbox on Exchange when the special Plugin is installed.

"With mobile devices and web-based email, corporate security is often unintentionally bypassed, especially when it comes to sharing documents," said Scott Smull, CEO of Workshare.

"This update to Workshare Protect Server improves the user experience and continues to remove hidden metadata from documents that are emailed, no matter if the user is sitting in the corporate headquarters or working from a mobile office."

Nuance unveils PDF Converter Enterprise 8

Nuance has added new PDF editing and sharing features with the release of PDF Converter Enterprise 8, which includes new connections to Web and cloud technologies.

Full-page PDF editing is included along with Dragon Dictation to allow users to use speech to create text for sticky notes or input text into PDF document.

This release also adds PDF Collaboration, which enables simultaneous editing of the same PDF by multiple users, document and screen sharing, and chat and voice sessions during the editing process.

There is also an ability to save and open PDF files in cloud services such as PaperPort Anywhere, Dropbox or Evernote, providing anytime, anywhere access to PDF files. The version has new connectors to Documentum and Xerox DocuShare that broaden connectivity to popular document repositories.

PDF Live is a new feature which allows a document to be simultaneously shared among multiple users and viewed in real-time. PDF Live means editing is fast and interactive, allowing users to watch as edits are made and exchange instant messages with one another.

This release allows users to save documents in PDF/A format and check for PDF/A compliance – saving time and eliminating unnecessary steps.

Users can take a non-fillable form and convert it into a fillable PDF form that can be completed, saved and emailed. They can also users build cross-platform PDF forms by adding text fields, checkboxes and radio buttons. New features include data extraction from forms and batch export of data to .csv and .xml files.

Creating stamps on some or all pages in a PDF is fast and simple. Using the Snapshot tool, the user can select the area for the stamp, click once to create the stamp, and then select pages to stamp.

Nuance PDF Converter Enterprise 8 is \$A149.95 with volume discounts available through the Nuance Volume License Program. PDF Converter Professional 8, targeting individuals and small workgroups, is \$A99.95.

<http://australia.nuance.com>

OpenText Capture Center adds enhanced support for mobile devices

OpenText is promising improved performance when scanning from mobile devices with the latest version of its Capture Center software. As the cameras deployed in mobile devices do not provide the same fidelity of images as document scanners, Capture Center 10.2 employs improved image handling algorithms as well as a new method for improved character recognition.

Several additional new capabilities are available within Capture Center 10.2. New user and task management allows customers to manage which user or user group should handle which document batch. It also provides fine-grained access control to prevent unauthorised access.

Additional support is now available for high availability scenarios. For example, critical resources such as databases can now be individually managed and re-located.

Version 10.2 also offers improved support for unattended operations. Certain scenarios require uninterrupted and unattended operation such as high volume TIFF to searchable PDF/A rendering. Improved failure recovery and a new notification mechanism in Capture Center 10.2 are helpful in this and other scenarios.

www.opentext.com/2/global/products/products-opentext-capture-center

EzeScan adds Line Item capture

Outback Imaging has enhanced its EzeScan invoice data capture solution with the addition of a Line Items Capture Module.

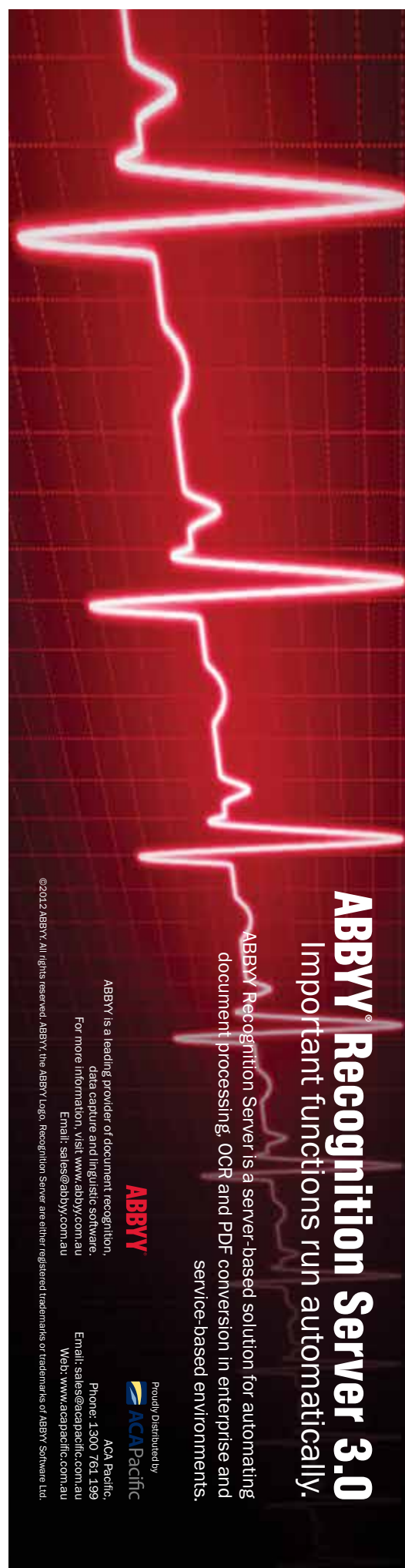
Mike Kirkby, managing director of Outback Imaging, said, "We are proud to release our new Line Items Capture Module which will further reduce the valuable time and money our customers are spending on manual data entry."

Both the Line Items Capture Module and EzeScan's Discovery module utilise EzeScan's 'Smart Template' technology to automatically search and capture key information on documents such as invoices on the fly.

Output scanned images can be automatically uploaded to supported EDRMS/ECM systems. The captured invoice metadata can be output for upload to finance and other line of business applications.

Kirkby said, "EzeScan continues to offer the most cost effective invoice data capture solution available today in Australia. With the inclusion of line item capture EzeScan offers a high end solution without the high end price tag."

Development of the Line Items Capture Module was enabled by the recent introduction of a second generation optical character recognition (OCR) engine into the EzeScan product.



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Recognition grows in the cloud

ABBYY is seeking to broaden the use of cloud-based data capture with the launch of a software development kit (SDK) that provides on-demand access to its character recognition and PDF conversion technologies.

The company already provides its own cloud platform for casual OCR, FineReader Online, which boasts over 30 million users worldwide using the service to process around 30,000 pages per month. The release of the SDK is aimed to stimulate developers to create new applications that utilise ABBYY's OCR engine.

The cloud-based SDK is more accessible for developers than obtaining a full document recognition SDK engine. ABBYY Cloud OCR SDK is based on a pay-as-you-go pricing model, allowing developers to scale the relationship as their revenues rise, without requiring significant upfront cost.

Australia's DocsCorp is one of the first to integrate the new Cloud OCR SDK into its document management system (DMS).

"We have been working with ABBYY for many years and they have proven themselves as a reliable partner. Their new Cloud initiative was exactly what we were looking for - with Cloud OCR we'll be able to reach new market opportunities. Some smaller organizations would prefer a 'pay as you go' option, and with ABBYY's Cloud service we can sell our own software products on a 'subscription' basis," said DocsCorp President and CEO, Dean Sappey.

The ABBYY Cloud OCR SDK hosts all processing operations in the cloud and is available via a Web API that supports nearly any operating system, including mobile. Developers are also provided with technology updates automatically, giving them the latest OCR technology as

soon as it is available.

The new SDK recognizes 198 languages in printed text, including all major European languages, Arabic, Chinese, Japanese, and Korean; and 113 hand-printed languages and checkmarks. In addition, the ABBYY Cloud OCR SDK features professional recognition tools such as business card recognition and barcode recognition APIs.

With the Cloud OCR SDK, developers can integrate a service with their applications that will quickly and securely scale up and down to meet the demands of their end users.

"We've already tested ABBYY Cloud OCR SDK's scalability feature to find that it is fast and stable," added Sappey.

"We look forward to finishing up with the development and testing stage, and to begin offering our customers our document management solution with a Cloud OCR option."

The ABBYY Cloud OCR SDK service leverages Microsoft Windows Azure to host OCR processing functionality.

ABBYY initially deployed on Amazon S3 but this was not successful as the OCR solution has been built on SQL Server which is not native supported by Amazon. As a result it was launched in a virtual machine which results in poor database performance, whereas Azure offers SQL Azure.

"We have been working with beta developers for several months now and are very encouraged by the feedback we have received," said Andrey Isaev, director of technology products department at ABBYY.

"Our new Cloud OCR SDK makes it simple for developers to get their applications up-and-running quickly, and better differentiate their products by offering a cloud option."

For information on ABBYY Cloud OCR SDK, visit <http://ocrsdk.com/>.

CitiPower and Powercor automate AP with ReadSoft

Victorian electricity distributors CitiPower and Powercor are moving to automate their accounts payable processes with a ReadSoft solution, with a view to extending it to other finance and operational processes within the organisation.

Together, CitiPower and Powercor supply electricity and power services to more than a million Victorian customers. Its core business is to manage the poles, wires and equipment that delivers electricity to homes and businesses in Melbourne's CBD, inner suburbs and through to central and western Victoria.

Though currently processing approximately 90,000 invoices per year, CitiPower and Powercor's current AP process is very manual and paper-based, with little visibility over the life-cycle of its invoices. This hinders its ability to track invoices and associated end-to-end processes. Its invoice management and exception handling is also highly manual, and without systematic audit trails, workflows or effective on-line management tools.

CitiPower and Powercor also struggle with the task of manual filing, storage and retrieval of paper invoices.

The businesses were looking for a solution that would alleviate these issues and adopt best practice principles into its invoice processing. The selection criteria included requirements for reduced invoice processing time, improved monitoring and tracking of invoices and an automated workflow into its SAP system. They also required an electronic storage capability that would improve the handling of invoice queries. The need for a solution which would accommodate future growth and expansion into other processes was also a key element to its decision.

ReadSoft's SAP accredited Process Director, offers an integrated platform for further automation of other request and paper-driven

financial process such as purchase order requisitions, master data creation and maintenance, and finance posting correction.

"The implementation of ReadSoft's solution will bring immense improvement and control to our current AP process and will set us up for further process improvements in other areas," says Filomena Palmer, Finance Manager for CitiPower and Powercor.

"We are pleased that we can help CitiPower and Powercor transform its AP processes and assist in delivering more value from its SAP system. Users will find the transition to the integrated SAP solution seamless and the account payable team will be far more effective in dealing with suppliers and driving further efficiencies from the process," says Frank Volckmar, MD ReadSoft Oceania.

Civica UK acquires document management specialist

Civica UK has acquired Gateway Computing a specialist supplier of electronic document management (EDM) systems together with associated business process services including outsourced document scanning.

In Australia and New Zealand Civica provides enterprise applications for local government, health insurance funds and the education sector.

Gateway Computing provides one of the leading EDM systems for the UK health care sector, supplying more than 50 NHS organisations including some of the UK's largest Trusts, together with outsourced scanning services which are used to digitise more than 140 million images annually.

The acquisition extends Civica's presence and expertise in particular in the health sector at a time when electronic document management is increasingly seen as a means to increase efficiency and productivity.

Canon eyes off invoice processing with IRIS

Canon is launching into invoice automation for business and government customers in Australia and New Zealand with an offering based on the I.R.I.S. capture and OCR platform developed by a Canon European subsidiary company.

The I.R.I.S. solution will integrate with a range of different erp and financials platforms, including out of the box integration with SAP and Oracle. It will initially be offered as an on-premise deployment however the launch later this year of a cloud version of Canon's ThereFore document management product will include a direct connector to IRIS.

Luke Maddison, Canon Australia Group Manager, Business Marketing, said the I.R.I.S. scan engine had already been offered as part of the Uniflow 5.0 offering launched in 2010. However this was the first time a standalone IRIS suite was being offered in the region. I.R.I.S. integrates with Multi-Function Devices (MFDs) from Canon and other vendors.

It incorporates I.R.I.S. Intelligent High-Quality Compression technology (iHQC) to convert document images into highly-compressed colour PDF and XPS files with searchable text at rates claimed to be 15 times more efficient than jpeg2000.

"Suitable for small businesses or large enterprises, IRIS eliminates time-consuming manual data entry, reduces invoice processing costs and enables staff to get information more quickly and efficiently, freeing them up to focus on more productive and valuable tasks."

"Canon's focus is on improving access to and sharing of information for businesses by providing full integration between all of its software and hardware devices to further streamline the automation process," Maddison added.

"For instance, at the point of scanning to an MFD every document gets automatically tagged and stored electronically, making it easy for staff to search, access and process payments quickly and easily."

University senses a new type of search

Computer scientists at the University of Glasgow are participating in a new project to develop a search engine which will draw its results from sensors located in the physical world. As the internet continues to expand, public access to net-connected sensors such as cameras and microphone arrays is increasing.

The European-funded project, known as SMART, for 'Search engine for Multimedia Environment Generated content', aims to develop and implement a system to allow internet users to search and analyse data from these sensors.

By matching search queries with information from sensors and cross-referencing data from social networks such as Twitter, users will be able to receive detailed responses to questions such as 'What part of the city hosts live music events which my friends have been to recently?' or 'How busy is the city centre?' Currently, standard search engines such as Google are not able to answer search queries of this type.

Dr Iadh Ounis, of the University of Glasgow's School of Computing Science, said: "SMART builds upon the existing concept of 'smart cities', physical spaces which are covered in an array of intelligent sensors which communicate with each other and can be searched for information. The search results sourced from these smart cities can be reused across multiple applications, making the system more effective. We expect that SMART will be tested in a real city by 2014." www.smartfp7.eu

ASALI launches email add-on for SharePoint

Australia's Clayko group has launched a software add-in to Microsoft Outlook that allows users to copy emails to SharePoint for enhanced records management, via subsidiary ASALI. Clayko is a document management specialist and SharePoint systems integrator that also operates a scanning bureau in Perth.

ASALI is designed to make it easy to capture, store, search and visually recreate a sequence of email events, with all emails stored centrally in SharePoint. ASALI offers three core functions of Upload, Search and Visual Email Threading. Upload allows users to copy and tag incoming and sent mail straight Outlook into the organisation's central SharePoint repository. Search allows companies to view, sort, filter, group and perform transactional based queries across the entire organisation using the innovative Search Grid. A Visual Email Threading Viewer allows businesses to visually recreate a sequence of email events without having to search and find them separately.

"ASALI has been created as a result of client feedback telling us they didn't just want to capture emails, but they wanted to be able to easily find corporate emails including associated emails regardless of whether they were involved in that communication or not, and they wanted it in the context of their business, such as by project, client or supplier" commented Clayton Dorrington, Manager of Special Projects.

"This led us to focus on creating a strong and intuitive search, and the development of the ASALI Visual Email Threading viewer which visually recreates the sequence of email events into a tree hierarchy, making it easy to understand what was sent and by who."

ASALI has been released at an introductory price of \$A77 per licence.



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Is SharePoint a good enough Records Management system?

Mary Ann Rosenthal and Andrew Withycombe, information managers at Victoria's City of Whittlesea, examine a question that is often asked. They find the answer is not as simple as yes or no.

If you are looking for a records management system that is fully compliant with international record keeping standards, has a file plans that structure folders like a traditional records management system, then SharePoint is probably not for you.

If you are looking for an information management environment that provides space for staff to collaborate across the organisation, has the records management functionality hidden from users, and manages information in a variety of forms, not just 'documents', then SharePoint may be for you.

What SharePoint enables you to do is to create information in document libraries and lists that can be 'managed' behind the scenes. Users don't need to do anything except create and save information. You, as the RM/IM expert, can apply rules in such a way that all the documents and list items created in SharePoint can be sent to an archive or deleted when they are no longer required for business purposes.

At the City of Whittlesea we have implemented SharePoint as our information management environment. It has meant a change in thinking about how we organise and access information.

Our property information is a good example of how this change in thinking has been applied.

In the paper world, any document relating to a particular property was filed on what was called a property file. The file often contained a mix of permanent and transitory information such as building permit documentation, property information requests, neighbour complaints, valuation objections, health inspections and certificates, and sometimes rate enquiries. As our municipality has grown, so have the number of property files and the amount of paper being filed.

In SharePoint we have created several document libraries to store this property information. The libraries are based around transactions including: private building surveyor documentation; Property Information Requests; and Inspections & Investigations.

In addition, we also have created SharePoint lists for the management of information about Accommodation Houses and Aged Care Facilities. Previously, much of this information was 'managed' in a number of documents and kept separately by a couple of council departments, which sometimes caused confusion as to which document was the most up to date.

We often come across the complaint "but what if I want to look at all the information on one particular address". To deal with this we have created a property portal. Users can go to the portal, type into a search box an address or unique identifier such as a property parcel number and view all information relating to a specific address. However, what we have found is that users rarely need or want to know everything about a particular property. Generally, they stay in their own space and don't move into other transactions. They only do so when they need to fill in for another team member.

Whittlesea is relatively new to SharePoint and the take up has been slow. However, we are now 18 months into working with our Building Services department and are starting to see some significant efficiency gains across the organisation. For example, the valuations team regularly uses plans from building permits to assess the value of properties. In the past this, at best, meant 15 minutes locating the permit number, then a file or box number



and retrieving the plan from the basement. At worst it could take months if the Building Services team had not yet boxed the plans. Moreover, depending on the size of a building permit, while the key documents are held on the property file, the rest of the documentation, including plans, could be in one or more archive boxes. Now, if the plan was submitted by a private building surveyor it is available, with all related documentation, to the organisation as soon as it is loaded into SharePoint.

Over the next 12 months we will be moving more property transactions into SharePoint. We have also commenced work on developing SharePoint sites for staff related information, councillors' information and we are optimistic about commencing on planning information. Overall it may take another two years to get all our major transactions into the SharePoint environment.

The fact that SharePoint is not VERS compliant is not an issue for us yet. We are not ready to transfer electronic records to the state archive. Neither are we ready to destroy the paper version in lieu of the digital copies – although much of what we are managing in SharePoint, for example building permit documentation, is now received electronically. There is a risk associated with not being compliant. We have conducted an internal VERS assessment and believe that we are fully compliant on some requirements, partially on others, and not at all on very few. It is a risk we accept for the moment. At some time in the future we will purchase an add-on to become compliant, just not yet.

The deployment of SharePoint at the City of Whittlesea is controlled. Users are involved in the initial set up. However, we usually don't let anyone outside the IT or IM teams create new sites, document libraries or lists. There are exceptions but they are rare. Deployments are kept simple and standard. We don't change the colour or the basic structure of the page. Navigation is the same no matter where you are in SharePoint. We use out of the box functionality. This has made training simple – although no one seems to believe us: users tend to think they need training on every new deployment but the reality is once you have used a SharePoint list or document library you can use any list or library.

Does SharePoint have limitations? Of course it does. However, if it can bridge the gap between network drive and records management system, and reduce the need for users to think about what is and what isn't a record, by taking a holistic approach and providing a single application for the creation and management of business information, then its potential benefits must definitely outweigh any limitations.

Enterprise content on the move

ECM has gone mobile at Ricoh Australia. The firm is providing a growing number of staff with access to business related information while they are off-site or travelling using Laserfiche Mobile for iPad and iPhone.

Ricoh is the major distributor of Laserfiche for Australia, and is currently using the ECM platform across many divisions such as HR, Marketing, IT and Finance. The company has 800 staff in Australia and offices in every major city.

Damian Aivaliotis, Product Manager, Document Management Solutions at Ricoh Australia, said the Laserfiche Mobile module was implemented earlier this year to provide staff with remote access to documents and data, in the confines of the security infrastructure in place within the organisation.

Laserfiche Web access has also been enabled to allow access through the firewall.

"Our Managed Document Services team, also known as MDS, is a big growth area for our business, with a primarily mobile team of account managers and support staff around the country," said Aivaliotis.

"The introduction of the iPad app has introduced significant benefits to them, allowing access to project-related information and documents while they are out visiting clients or prospective clients."

"We are investigating how we can better use PDF forms which Laserfiche understands and supports so that the form and its data can be approved using Laserfiche workflow and then passed into our CRM or ERP."

"We have also integrated Laserfiche with a number of internal systems so that content is directly imported using the Laserfiche API and we extensively use Laserfiche's Import agent tool which can monitor network folders for documents."

"Locating a document to answer a client query used to take up to half an hour. It now only takes a few minutes."

"In the next year we are rolling it out to the remaining departments to improve how we store and share information, improve staff productivity and cut costs associated with paper based workflows."

Web-based filesharing sites are off-limits for storing corporate data under Ricoh's IT policy, so the Laserfiche Mobile apps are the only way for staff to be able to share documents securely.

Ricoh began using Laserfiche as its ECM platform six years ago.

"Laserfiche has helped us dramatically improve and automate business processes. We have reduced repetitive administrative tasks and paper based processes," said Aivaliotis.

In Ricoh Finance, the implementation of Laserfiche to archive documents has saved 75 square metres of stored documents.

"Locating a document to answer a client query used to take up to half an hour. It now only takes a few minutes."

"In the next year we are rolling it out to the remaining departments to improve how we store and share information, improve staff productivity and cut costs associated with paper based workflows."

"We've found a large number of benefits through the workflow automation function of Laserfiche. This is a major focus for us for the next 12 months as we roll this out to the rest of the business along with eForms."

"Implementing Laserfiche as a reseller it has given us the chance to understand the product inside-out, in terms of the varying processes it helps streamline and how it integrates with existing IT infrastructure."

"Through the implementation we have a better understanding of working within our existing enterprise IT architecture, and provided an opportunity to improve it to adopt advances in technology faster. As a technology provider, it helps us to stay ahead and better understand market demands."



Laserfiche Mobile allows staff to participate in Laserfiche workflows while on the road.

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Social media offers untapped enterprise payoff: McKinsey

A new study by McKinsey Global Institute (MGI) has found that while 72 percent of companies use social technologies in some way, very few are anywhere near to achieving the full potential benefit.

It found that knowledge workers spend up to 28% of their working week reading and answering email, another 19% searching and gathering information and 14% of their time communicating and collaborating internally.

While many organisations are exploring the use of social media for interaction with consumers, twice as much potential value lies in using social tools to enhance communications, knowledge sharing, and collaboration within and across enterprises.

MGI's estimates suggest that by fully implementing social technologies, companies have an opportunity to raise the productivity of knowledge workers, including managers and professionals—by 20 to 25 percent.

MGI's report, *The social economy: Unlocking value and productivity through social technologies*, found that when companies use social media internally, messages become content; a searchable record of knowledge can reduce, by as much as 35 percent, the time employees spend searching for company information. Additional value can be realised through faster, more efficient, more effective collaboration, both within and between enterprises.

The amount of value individual companies can capture from social technologies varies widely by industry, as do the sources of value.

Companies that have a high proportion of interaction workers can realise tremendous productivity improvements through faster internal communication and smoother collaboration.

Companies that depend very heavily on influencing consumers can derive considerable value by interacting with them in social media and by monitoring the conversations to gain a richer perspective on product requirements or brand image—for much less than what traditional research methods would cost.

To reap the full benefit of social technologies, organisations must transform their structures, processes, and cultures: they will need to become more open and non-hierarchical and to create a culture of trust.

Ultimately, the power of social technologies hinges on the full and enthusiastic participation of employees who are not afraid to share their thoughts and trust that their contributions will be respected. Creating these conditions will be far more challenging than implementing the technologies themselves.

Social media off the record in NSW

A survey of social media usage at NSW state and local government agencies has found record-keeping practises are not keeping pace with uptake of the Web 2.0 tools.

The survey of 59 agencies by NSW State Records found Facebook leading the way in social media adoption but strategies for recordkeeping are either not in place or rely on simple techniques such as manual screenshots.

More than 60% of agencies are using Facebook and Twitter, primarily as a way to promote the organisation or publicise events or services.

However 30% of agencies are using Yammer for internal collaboration, and most organisations indicated that they are using more than one social media application.

More than a third employ social media as a mechanism for internal advice, discussion and collaboration, while 10% are using it to collaborate with external business partners.

Other key findings included:

- 59% do not capture records of their business conducted via



social media, 22% sometimes capture records, 20% capture records;

- Of those surveyed who do not capture social media records, or only sometimes capture these records, the majority report that they do not have the tools to enable them to capture social media records;

- 34% who capture or sometimes capture records use manual screenshots. 29% use a third party tool or service; and

- When asked if they were investigating any methods or tools for capturing records, 34% of those surveyed answered no.

EMC engineers cloud management platform

EMC has announced a cloud service for energy operators, engineering and construction companies and engineering project teams within large enterprises, EMC Documentum Engineering, Plant and Facilities Management (EPFM) OnDemand.

It aims to meet challenges such as misplacement and/or loss of information, poorly-managed supplier/contractor and operator collaboration and content sharing, and significant health, safety and environment risk due to project/operations inefficiencies, which can often cause project slowdown, project failure and costly fines. The EPFM solution is also available for implementation in a traditional environment.

Documentum EPFM focuses on highly project-centric and repeated "transmittal" processes for managing supplier/contractor and operator interaction through potentially thousands of drawings and documents. It can support hundreds of project engineering capabilities such as bulk importing and validation of content, engineering numbering systems, and collaboration across multiple parties.

EPFM OnDemand promises optimised operations and supply chain management processes with Enterprise Content Management (ECM) systems and business tools such as SAP Plant Maintenance, Oracle E-Business Suite, Primavera, Maximo, AutoCAD and Microstation.

Developed using technologies from VMware, RSA and EMC, the infrastructure can contain one or many EMC and EMC partner products and can be completely portable from one data centre to another.

It also enables customers to provision and configure the system for rapid deployment.

EzeScan announces Civica Authority integration

Civica Authority, the enterprise application used by more than 300 Councils throughout Australia and New Zealand, is now able to accept data captured from documents directly via EzeScan, the production scanning software developed by Australia's Outback Imaging.

Mike Kirkby, Managing Director of Outback Imaging, said 'One of the largest time wasters for any organisation is the re-keying of existing data buried somewhere in their Information Systems.'

'When scanning documents with EzeScan, Civica Authority customers can now browse Civica Authority registers on the fly and automatically populate metadata fields of scanned documents before they are sent to HP TRIM or any of our supported EDRMS systems.'

'For example; a council Records Officer processing incoming correspondence with EzeScan can seamlessly apply an 'Author' from the 'Name and Address Register' and set a Parcel Number from the CIVICA Property module and then upload this as metadata information with the document into their EDRMS.'

For Civica Authority customers seeking more efficient methods of handling large volumes of documents, EzeScan enables them to scan and process paper-based forms, documents and invoices at speeds previously unattainable.

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A \$1.3 million project by Australia's Commonwealth Treasury in 2010–11 to use SharePoint as a portal to its TRIM EDRMS was never completed, symptomatic of the snail's pace of adoption of centralised digital record-keeping at three government agencies examined by the Australian National Audit Office (ANAO). It found that "establishing effective records management, particularly digital records management, represents a significant business issue for many agencies."

Some of the problems identified by the ANAO included duplication of records, inadequate paper-based records management and failure to integrate data captured by more than 130 other electronic business systems. "At an agency-wide level, the agencies had developed generic records management policy and guidance to assist with determining the records that needed to be created, received or collected. However, at a business activity level there was often little guidance on the records to create and which records management system should be used to capture the records to support business, while meeting legal and policy requirements."

All three agencies had extensive delays in transitioning to a digital records management environment. Customs has only now begun a \$A220M plus project to upgrade its information systems over five years, allocating another \$A8.4 million over four years to migrate from paper-based to electronic records management with Objective.

DIAC has allocated \$A79 million over 4 years to records management projects although "a number of projects remain unfunded, including high priority activities."

A \$A1.2 million project was approved in 2012 to digitise archived paper records starting with human resource files; and a discrete project within the citizenship program is underway digitising specific citizenship microfiche and microfilm.

"All of the agencies captured and maintained a substantial number of records in the core records management system; that is, in the paper based system at Customs, and the EDRMS at DIAC and Treasury. However, use of these systems was not as widespread as envisaged by the agencies' records management policies, particularly use of the EDRMS at DIAC and Treasury."

Both Treasury and DIAC are HP TRIM users.

Further, a number of other electronic business systems such as shared folders and email were being used within the agencies to store and manage records that were not captured in the core records management system. In all cases, the use of shared folders and email was contrary to the agency's records management policy.

In addition to creating and storing records in shared folders and email, each of the agencies used different electronic business systems to create or capture, and then manage, records. These electronic business systems often contained records that were duplicated in the records management system, but also contained unique records which were not captured and managed elsewhere.

"The audit found that Customs had not established minimum metadata requirements for other electronic business systems as part of its IT management framework. As a consequence, Customs' electronic business systems examined by ANAO did not consistently capture key metadata elements."

Systems used to manage records need to be able to preserve the integrity of information, including thorough quality control procedures to ensure the completeness and trustworthiness of records; and system controls over access and security.

Many electronic systems that were not records management systems, such as shared folders, email, and certain electronic business systems, were being used by the agencies to store and manage records even though they did not have suitable records management functionality. In some of these systems there were insufficient controls in place to ensure the authenticity and integrity of the records they contained. Delays in filing information to the core records management system also exposed records to alteration

and deletion, ultimately impacting on the integrity and authenticity of the record.

“A significant risk to Australian Government agencies in relation to records management is their ability to access complete and comprehensive information when it is required for business or legal purposes, including responding to Freedom of Information requests in a timely manner. For the three agencies, information and record access was impeded by existing information and records management arrangements. For example, information and records for a business activity were often held in a variety of locations and electronic business systems.”

Staff did not have access to all locations and systems, and generally had limited understanding of information holdings that fell outside of their day-to-day responsibilities. Staff often stored information in a variety of places, but did not have consistent rules about the records that needed to be created and where they would

MANY ELECTRONIC SYSTEMS THAT WERE NOT RECORDS MANAGEMENT SYSTEMS, SUCH AS SHARED FOLDERS, EMAIL, AND CERTAIN ELECTRONIC BUSINESS SYSTEMS, WERE BEING USED BY THE AGENCIES TO STORE AND MANAGE RECORDS EVEN THOUGH THEY DID NOT HAVE SUITABLE RECORDS MANAGEMENT FUNCTIONALITY.

be captured. This means information is captured, managed and accessible on a silo basis. The agencies did not have a widespread culture of consistently using approved records management systems, including the EDRMS and electronic business systems, to support efficient and comprehensive searches for information.”

“Searching for and retrieval of relevant records presented difficulties in all three agencies. For example, the ANAO used the core records management system in each agency to assist with identification of relevant records to examine in the audit. Often a variety of terms needed to be searched before relevant information was produced. After using a variety of search terms, the records identified generally did not represent comprehensive, authentic or reliable information. This was in large part due to records being held in other electronic business systems, such as shared folders and email, and inconsistent record titling practices.”

“Staff interviews in the agencies indicated many staff did not use the core records management system to access records, or used the core records management system infrequently to access records. Where the core records management system was used to access information many staff indicated that they experienced difficulty in

locating information. This was often caused by poor titling practices in the agencies (for example, emails were saved to the EDRMS with their original title, or titles did not adequately reflect the contents of the file or electronic document). Many of the areas from which staff were interviewed maintained a separate list of files for their area to assist with finding information. A number of staff also indicated that they accessed records in other electronic business systems. However, staff did not have access to all locations and systems, and generally had limited understanding of information holdings that fell outside of their day-to-day responsibilities search through files that might contain relevant information.”

Barbara Reed, principal consultant at Recordkeeping Innovation, said “What comes through quite clearly in this report is that diagnosing and knowing about the records management issues which would assist the agency is not enough. Problems and answers in this area are complex.

“Getting the resources and relative priority ranking to actually attend to the issues is the key, and despite risk assessments, and project planning initiatives, getting priority assigned to recordkeeping initiatives is difficult. And yet, in each of the agencies audited, significant funds (for records independently between \$A1.3 and \$A8.2 million over the next year).

“Where sustained attention to digital recordkeeping has been absent, core business systems are identified as missing even basic capacity to document recordkeeping metadata, audit trails are inappropriate tools for recordkeeping and records are very vulnerable to alteration and loss. In the response of DIAC to the report, the prioritisation of a “\$1.2 million project...to digitise archived paper records starting with human resource files...” is a little ominous – sure hope that there is good ongoing business rationale for this, not that digitisation of paper records is being seen as a replacement for good proactive, forward looking digital recordkeeping!

“The report produces slightly contradictory messages – that recordkeeping is core for all agencies, that EDRMS is a fundamental tool for good recordkeeping, that EDRMS is not enough and staff don’t like it, that recordkeeping is not yet seriously funded to achieve outcomes that are required, and that the information governance layers of organisations are still very much emerging. All grounds for reflection.”

“The ANAO provides really sound backing of the recordkeeping endeavour of keeping authentic records of business activity. It’s just not that easy on the ground! I wonder whether our recordkeeping skills, competency and professional capacity are keeping pace with the requirements of this world, and if not, what should we be doing about it. Can you confidently contribute to information architecture discussions, undertake data modelling, identify recordkeeping metadata requirements in business systems, and write digital preservation strategies? I suspect that, professionally, we have some work to do!” said Reed



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AIRWAYS NZ FLIES AHEAD WITH ECM

At the controls of the Airways NZ developed Total Control Simulator which gives a full 360° uninterrupted view of the airfield and includes both tower and radar simulation.

A three year project to utilise SharePoint 2010 to integrate enterprise content management with a rejuvenated intranet at Airways NZ got off to a shaky start when disaster struck.

Airways New Zealand is a State-owned Enterprise (SOE) with over 750 staff and responsible for managing over one million aircraft movements annually within NZ's 30 million sq. km of controlled airspace.

After a year spent in planning and scoping the project, budget approval was given in February 2011. However the initial deployment coincided with the disastrous Christchurch earthquake.

Airways NZ Quality Manager Christine Warren said "We received final approval in February 2011, and on 22 February the Christchurch earthquake hit."

Christchurch is Airways NZ's largest operational location, so the earthquake had a direct effect on staff and operations. There are also offices in Auckland and Wellington.

Along with Airways NZ's internal MIS staff, NZ consultants Information Leadership were set to play a major role in the SharePoint deployment. Others involved were Canterbury Business Solutions and Streamliners.

"The day before the earthquake hit I had put my hand on my heart and said the project will be delivered on time and on budget, without a thought of the earthquake and 10,000 aftershocks.

"It affected us and the whole team that were due to manage this project," said Warren.

"All of the project group worked collaboratively to implement iWorkplace, SharePoint, Colligo, AuthorIT and IntegrateIT all around the earthquake."

Airways NZ started its SharePoint 2010 journey with the vision of providing a seamless intranet, document and records management experience to users.

In an organisation characterised by risk and quality management disciplines the need for an agile, iterative approach has had to be tempered with strong process and risk management. At the same

time, the usability bar needed to be set high, in order to gain the active support of a wide range of teams.

The majority of airways records were previously stored in Windows folders. Permanent records, like maps and drawing are held in application specific databases. Operational procedure were managed centrally and distributed via the intranet.

Warren explains that the journey began in 2009 when a need was identified to improve operational documentation.

"This is a critical function that governs how we deliver procedures to air traffic controllers and technicians that look after equipment. It needs be accurate and delivered at the right place at the right time.

SharePoint 2010 was identified as the platform to deliver this document management capability and also provide an upgrade to the existing intranet. This existed on Windows IIS with an SQL backend, custom written .asp apps for workflow, and Dreamweaver-based content updating. Most if not all content was published via



the Webmaster.

At the same time, Airways NZ MIS Group was underway with an upgrade to IT infrastructure, which included additional SAN storage to support SharePoint, upgrading all desktop PCs to Office 2010 and Internet Explorer 8 and implementation of WAN accelerators between the main sites.

Hardware was virtualised and integrated into a SAN based storage environment.

The desktop application suite was mostly Office 2010, with some users still on Office 2007 – SharePoint and Office interaction was seen as important for both user acceptance and continuity of experience.

In tandem with the SharePoint rollout, the Colligo Pro Email and File Manager product has been implemented to integrate with Exchange 2007. This was previously integrated via cdoMail .asp calls in the old system.

"I wanted to expand the component content management system that pushed out policies and procedures to air traffic controllers," said Warren.

The previous solution was to host these on the InSite intranet with hardcopy manuals in all locations. The document management process was very labour intensive. Each amendment was distributed and acknowledged manually with hard copy signatures.

"AuthorIt, deployed by Emma Harding from Streamliners, is at the heart of our new operational documentation management system," said Warren.

"We can link the CAA Rules parts to our operational documentation using OBIEE (Oracle business intelligent enterprise edition) and provide an operational documentation dashboard for each group within Airways. Next year we intend to push the Air Traffic Control (ATC) procedures to electronic devices – e.g. iPads. The key being push. Today our iPad users are required to pull the information onto their devices.

"The future push design will include acknowledgement workflows – Have you read and understood the instruction, etc."

Airways also developed a new portal for the Civil Aviation Authority New Zealand (CAA NZ). This portal provides CAA NZ with direct access to secure operational information. Single sourcing information had improved communication between CAA NZ and Airways. Both Airways and CAA NZ will have full confidence that each is looking at the most current version of the document.

Airways developed a secure means to provide business units or project team with a Joint Venture (JV) Hub. The JV hubs provide an effective means for collaboration with customers, stakeholders of JV partners.

In addition to this the Director Portal was upgraded to work on the SharePoint platform.

Being a state-owned enterprise, a key requirement was ensuring that the new ECM platform complied with New Zealand's Public



Records Act (PRA).

"Not only did we have to get the right information to the right people at the right time, we had to do it with a methodology that complied with this piece of legislation," said Warren.

PRA compliance has been achieved with the addition of Information Leadership's IWorkplace product which provides a record retention policy to SharePoint 2010.

Sarah Heal, Director with Information Leadership, has worked on over 40 implementations of SharePoint and iWorkplace in New Zealand.

"Airways NZ was a unique prospect that presented some significant challenges," said Heal.

"Their level of focus on quality is completely off the scale, which is as you'd expect as you can't be casual about airway control. They have a huge focus on quality and process, and their people are very busy, so while we were implementing the rollout we wanted to consult them and involve them, but not take too much of their time."

The geographically diverse nature of the organisation also presented additional challenges. In addition to the three main centres in Wellington, Christchurch and Auckland, Airways NZ operates at 17 regional sites and internationally.

"Airways has always been good at process management and managing our business, but we did not have a lot of SharePoint skills," said Warren. Airways NZ turned to Information leadership to design and build the SharePoint farm and infrastructure, as well as deliver records management compliance with the PRA.

"We aimed to build as much as possible using out of the box SharePoint, and many functions such as contracts and HR are common to many other organisations, so we were able to bring in preset components," said Heal.

However Airways NZ had some unique requirements.

(Continued over)

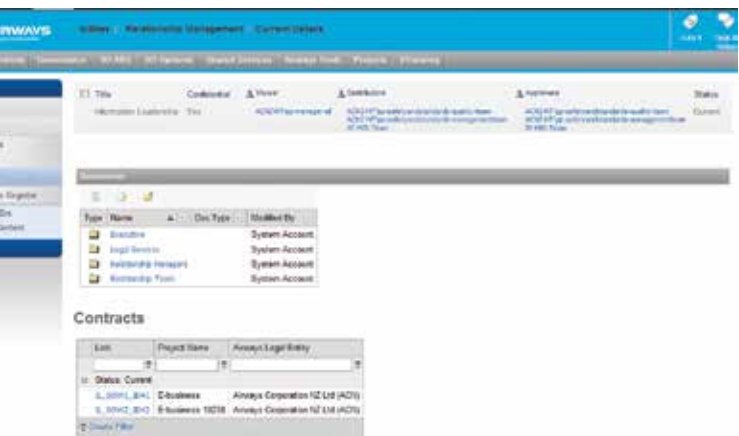
Information leadership developed a taxonomy and information architecture before commencing the core build of SharePoint.

"It took us six months to build our taxonomy. In our shared G drives we had a huge percentage of duplicated information. One of our key goals was we wanted 750 users to navigate to same site for the same information," said Warren.

"The investment in the taxonomy was large. We began with a skeleton framework from Information Leadership. The skeleton included best practices for common processes like Finance, Human Resources, Legal.

"The consultation process with staff was extensive. There is a key learning here between the will (bringing people with you) and the way (technical approach). Information Leadership's methodology is robust but it is difficult to get people excited about designing a taxonomy. Showing people how another organisation progressed from blank page to deployed site was rarely effective. Taxonomy is neither exciting nor fun.

"Next time around I would invest in training key staff (SuperUsers) in Information Leadership methodology right up front. Having 20 odd staff who understood their own business and SharePoint and Information Leadership development methodology would ensure at least one person in each critical area of the business could get excited about taxonomy design."



The Airway NZ Relationship Management site.

"The SharePoint intranet and document and records management platform work together to provide virtual workplaces," said Heal.

"There are a number of components to the virtual workplace and it was important for us to get the combination right for Airways NZ.

"In any business there are things we have to do as part of our job, there are business processes, document control, email management, drawings and photos.

"Then there is the reference and know-how information, the forms and the templates, the knowledge base. In many cases we don't want to look at the information, we want to know who we should talk to, who has the expertise, who worked on this project.



Viewing an employee file.

"The virtual workplace needs to provide a mechanism for people to connect to each other."

SmartFolders were used to provide customised views of case files, a series of files essentially about the same thing, such as employees, assets, and projects.

"Case folders are normally a security and control nightmare to manage, SmartFolders helps devolve management to local administrators without exposing the whole SharePoint system, and supports retention and disposal," said Heal.

SmartFolders are automatically generated from a list of cases, to which you can add various security and permissions based on metadata. They can also be automatically closed or moved to inactive areas based on metadata.

Technicians and engineers go to an Asset site for managing assets and there is a corporate governance area for the board of directors and executive group.

A process management site integrates AuthorIT (Component Content System) for operational documentation and a relationship management site is where all documents relating to a specific customer or a specific supplier, such as Airways biggest customer Air New Zealand, is managed.

Commercial contracts are in a site with secure lockdown and access controls.

"We have used SmartFolders to push case file management down to end users," said Warren.

All staff can store emails and documents in folders in case files and know it will not be visible to staff who are not authorised.

"Initially we thought two staff would be sufficient to administer the look and feel of SharePoint, a Web Coordinator and Information Coordinator," said Warren.

"However many staff found it difficult to adjust to the new system, or refused to use it. We trained Super-users in three main locations and put 20 people through Information Leadership's Power User course. All teams now have access to someone who can add metadata, bring a view to the left hand navigation and enhance the end user experience.

"You need to have a good mix of skills across the organisation before you deploy SharePoint. Floor walkers are effective communicators who are confident with how to use SharePoint. Super User can enhance the experience of SharePoint with updating view, metadata etc.

"Today we manage all SharePoint training in house. We provide a tailored course across the business. The course can focus on a specific skill (How to create a list) or mirror the power user course delivered by Information Leadership.

"Taking ownership in how to use and manage SharePoint is critical to the success of your deployment. This goes beyond the project team taking ownership from the consultants ownership has to be with the business units using SharePoint.

"To be honest, the wide acceptance of SharePoint across the organisation still has a long way to go. The earthquakes, loss of staff, and other issues have caused us problems throughout the project.

"We have a number of learnings from the project, and one of them is that it was difficult to implement the project at different paces through the organisation.

"Technically the project has gone relatively well, but user acceptance is still not at the level we would like. That is our next challenge, and we'll make sure that our staff are well supported to utilise SharePoint if they are having issues with it."

Enterprise app spend to jump 4.5 Percent in 2012: Gartner

Worldwide spending on enterprise application software will total \$US120.4 billion in 2012, a 4.5 percent increase from 2011 spending, according to Gartner, Inc. With only limited signs of improvement in the near term, the growth projection for 2012 has been adjusted downward from 5% in the previous forecast in 1Q12.

"The global marketplace is still experiencing a series of conflicting and contrasting economic news reports, and the full impact of the economic uncertainty on the enterprise software markets may not be readily assessable until the end of the first half of 2012," said Tom Eid, research vice president at Gartner.

"Spending in 2012 is anticipated to focus on industry-specific applications; upgrades to established, mission-critical software; integrating and securing established systems and infrastructure; and software as a service (SaaS) deployments representing extensions to, or replacement of, existing applications and new solutions."

The key enterprise application software market segments in 2012 include business intelligence (BI); content, communications and collaboration; customer relationship management (CRM); digital content creation (DCC); enterprise resource planning (ERP); office suites and personal productivity; project and portfolio management (PPM); and supply chain management (SCM).

ERP is the largest enterprise application software market with revenue projected to reach \$US24.9 billion in 2012, followed by office suites at \$US16.5 billion. BI revenue is forecast to reach \$US13.0 billion, and CRM is on pace to exceed \$US13.0 billion this year.

Gartner analysts said that cost optimisation and shifts in spending from "megasuities" to the automation of processes, will continue to benefit alternative software acquisition models as organisations look for ways to shift spending from capital expenditure to operating expenditure. Because of this, vendors offering SaaS, IT asset management and virtualisation capabilities will continue to benefit from organisations looking to shift upfront capital expenses to operational expenses.

EzeScan wins Export award

Outback Imaging, developer of EzeScan document scanning and data capture software, has been awarded the Australian Computer Society and Australian Information Industry Association Queensland State iAward for Export Achievement 2012.

The iAward was one of 13 presented to Queensland's leading innovative companies at a ceremony attended by The Hon Ros Bates, Minister for Science, Information Technology, Innovation and the Arts in Brisbane on Tuesday 3 July 2012.

As a state winner, EzeScan will go on to compete against the

winners of other State and Territory awards for the National iAwards which will be announced in Melbourne on Thursday, 9 August 2012.

Managing Director Mike Kirkby said; "We were very proud to win this award, and to be recognised by our peers for our achievements."

"Going Global", has had its challenges; said Mike Kirkby. "Our aim has always been to create affordable technology that significantly improves the way our customers do business and provide them the best service regardless of where they are in the world."

With thousands of seats worldwide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for all types of documents and for many industry standard EDRMS/ECM systems.

"Sales in Australia and New Zealand have continued to grow in 2012 along with expanding markets in the EDRMS space in the UK and North America," said Kirkby.

ibml launches capture suite

ibml has announced a new release of its SoftTrac Capture Suite providing more tools to capture and process documents at the point of entry into an organisation. Distributed in Australia and New Zealand by Kodak, SoftTrac Capture Suite 2.8 is designed for high-volume production capture jobs and supports solutions combining scanners from ibml and other vendors.

New features include:

* Mobile alerts: SoftTrac Analytics can now send alerts to mobile phones to notify operations managers when job performance falls below pre-defined thresholds. Version 2.8 also makes it easy to configure, manage and distribute reports, and schedule automatic reports.

* SCS 2.8 offers an optional quality control module that automatically routes batches needing quality assurance based on specific pre-defined criteria. Operators can review, correct and approve batches, flag documents for rescanning, append rescanned documents to batches, and edit or delete documents and metadata. For many capture applications, SoftTrac Quality Control in combination with ibml's DocNetics intelligent document recognition option could replace the need for a separate capture software package.

* SCS 2.8 automatically detects missing documents and transactions, documents with bent corners, and documents and transactions that were not prepped in the correct order. The software also features an enhanced version of the SoftTrac Kofax Connector, and allows system analysts to easily create custom connectors to virtually any business application.

For enquiries contact Francis Yanga Business Manager/Channel Manager, Document Imaging, Australia and New Zealand on +61 419 559960 or email francis.yanga@kodak.com

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RecordPoint was created to cost effectively fill the gaps in SharePoint that prevent it being used as a standards compliant, enterprise grade record keeping solution. RecordPoint addresses the local compliance challenge by leveraging and extending the native document and records management capabilities in Microsoft SharePoint to provide a 100% SharePoint solution that is built to meet global and local record keeping standards that were previously cost prohibitive or technically unfeasible.

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Anbul Technologies is an Australian owned company specialising in business process improvement and enterprises system integration. As an HP specialist partner we offer a range of solutions for enterprise content management including a Document Assembly platform for TRIM 7.x that leverages TRIM Metadata and Locations to build documents by simple selection and user input for metadata. Anbul also offers a complete Bi-directional integrated Infor-Pathway with SharePoint 2010 for Document Management solution. This solution is certified with HP TRIM 7.x for Record Management. Anbul Technologies provides customised technology solutions addressing your business requirements. Our consultants possess significant industry knowledge to translate business needs into technology.

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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.



ABBYY

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ABBYY FlexiCapture 10 is a powerful data capture and document processing solution that provides a single point of entry for automatic and accurate conversion of forms and documents into business-ready data. FlexiCapture recognizes multiple languages and automates a variety of tasks, such as data entry, document separation and classification by type—providing the data you need, fast. Thanks to its up-to-date technology for document classification and data extraction, this software is easy to configure, use and maintain. The state-of-the-art architecture of ABBYY FlexiCapture 10 allows building solutions that meet a wide range of throughput needs—from cost-effective standalone systems for small to medium businesses and departments to highly scalable server-based solutions for medium sized and large businesses and government projects. In addition, ABBYY FlexiCapture can be integrated with back-end systems and into specific business processes to improve overall efficiency and reduce costs.



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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:

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2. A natural extension to existing desktop applications and therefore minimal change in behaviour

Getting started - OnePlaceMail is available in two editions:

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2. Enterprise Edition - 30 day trial - down and start trial from our website



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

MacroView Message, a subset of DMF that runs in Outlook, has been used by organisations around the world as the basis for email recording and email retention solutions in Microsoft SharePoint. Both MacroView DMF and MacroView Message feature excellent integration with Microsoft Outlook. The DMF tree-view enables intuitive viewing and navigation of a SharePoint document store, so that managing documents in SharePoint is as easy and familiar as using Windows Explorer.

MacroView DMF streamlines saving PDFs to SharePoint from Adobe Reader or Acrobat and is designed to provide good performance even when working with very large SharePoint document stores.



Objective Corporation

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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.

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Predictive coding emerges as ediscovery's data salvation

A massive growth in data volumes that must be navigated in ediscovery has led to the rise of a technique known as predictive coding. Maureen Duffy of law firm Freehills tracks examines why 2012 has been such a pivotal year for the new technology.

Every January thousands of people from around the world descend on New York City to try to gain some insight into where the legal technology industry is heading. The conference is called LegalTech and the format includes vendor exhibitions and work streams running panels of experts sharing their experiences and predictions for the coming year. This year the major theme was predictive coding.

To set the scene, the Information governance panels discussed that on a worldwide basis, data volume is exploding; the digital universe exceeded 1.8 zettabytes (1.8 billion terabytes) in 2011 and it is expected to double every two years thereafter. Frighteningly, one third of this information will need to be managed by business for compliance purposes (*IDC's 2011 Digital Universe Study*).

The speakers also confirmed that organisations everywhere are struggling to manage this volume of information in any meaningful way. In highlighting trends, many information governance panels observed that there is a direct relationship between large volumes of electronically stored information (ESI) and the costs of doing a discovery. This certainly was not a new trend to those of us in the ediscovery business!

The predictive coding sessions continued with the theme that the large volumes of ESI complicated the discovery process and increased costs. It was declared that exploding data volumes required that a new approach be taken, more specifically, the costs for legal review need to come down. Rand issued a report this year called *"Where the Money goes: understanding litigant expenditures for producing electronic discovery,"* by Nicholas M Pace, Laura Zakaras.

In the report their research confirmed that legal review consumed \$US0.73 of every dollar spent on ESI production. The report went on to highlight that there are limited opportunities to speed up human review and so to reduce the cost of review, and thus the cost of discovery, technology would have to provide the answer. It was claimed that if used correctly, predictive coding is likely to be that technology.

What is predictive coding?

Simply, predictive coding is software that uses algorithms to determine the word meaning based on patterns and associations. Based on these associations the software will group like with like to categorise and rank documents.

The term predictive coding is generating some controversy as the software company Reconnind patented their algorithm and trade marked the phrase "predictive coding". After LegalTech, the phrase became the new buzz word in the ediscovery industry.

There is now great debate about the use of that phrase as there are many software companies that have products using a variety of algorithms that achieve a similar result. This is why there is a strong push from these other companies to use phrases like computer assisted review (CAR) or technology assisted review (TAR).

It is also felt that these titles more appropriately represent the fact that it is a workflow and process in which technology is assisting the legal review, rather than the suggestion that it is a piece of software that is completing the review.

At LegalTech in January, from the time we started to listen to the



first predictive coding panellists, it was clear that if (or when) this type of technology becomes generally accepted by the courts and the clients, lawyers are going to face a profound technology driven change to the way legal review and discovery is conducted.

Up to this point, there had been hesitation amongst most lawyers to use this type of software as there was no endorsement by the courts of these technologies and so lawyers did not want the first case and risk exposing their client to an unfavourable and expensive decision.

The two groups of stakeholders that could influence the lawyers and accelerate the adoption of this type of technology are clients and the courts. At LegalTech, these two groups had some interesting things to say.

From the panel discussions it was obvious that the clients who were speaking had already embraced the technology. They felt that predictive coding was a powerful, cost effective response to a financially crushing problem, and thus they were seeking to engage law firms that would use this type of technology. Convincingly, they stated that all clients who faced large scale litigation are looking for a better experience when it comes to the time and cost spent on large discoveries.

The Lehman Bankruptcy case was referred to as an example of how the volume



Maureen Duffy is National Practice Coordinator in the Information Logistics Group at Freehills, and is a lawyer licensed to practice in Australia and the USA. These are her personal views.

of data is becoming so great that any format of human review can no longer be considered a viable financial option. In *Lehman*, it was explained that the bankruptcy administrator was provided 350 billion pages of information, which would take a team of 100 contract lawyers working 60 hours a week, 200 years to review 1% of the material.

Court response?

The only question remaining was how would the Courts respond to the suggestion that a computer, rather than a person, would be completing the review of documents for a discovery production?

Judge Andrew Peck, (United States Magistrate and winner of the 2012 Champion of Technology awards from Law Technology News) appeared and moderated several panel discussions on predictive coding or CAR. During these appearances, he discussed how the combination of the data volumes, legal review costs and the lack of cooperation between lawyers is crippling the US justice system to the point that soon parties will no longer see it as a financially viable avenue to settle disputes.

Judge Peck explained that modern technologies must be used to help create a solution to this modern problem. He also made it clear that technology alone is not the answer.

The problem can only be addressed by using a combination of technology, legal knowledge and expertise both as to the facts and the law. The successful use of the technology is heavily dependent on proper workflows and a defensible validation process.

In fact, Judge Peck repeatedly said it is the overall workflow and validation processes used that will be scrutinised by the courts and confirmed that he had no interest in knowing or understanding how the complex algorithms in the software worked. He stated that these types of software systems have been used and accepted in disciplines outside the law for a long time, and thus he simply accepted that it does work.

Judge Peck referred to an article that he had written "*Search, Forward, Will manual document review and keyword searches be replaced by computer-assisted coding*" (Law Technology News October 2011.)

In that article, he consistently said that there is no need for approval by the courts of CAR, explaining that the use of keyword searching is accepted and used in almost every case and yet the use of keyword searching has never been approved in any court decision in the US. He reiterated this view at the LegalTech conference. At LegalTech, Judge Peck, made clear that he was looking for a case where he could provide approval of the process and technology as he felt the risk of being the first case caused a lot of concern for lawyers and so once there was an opinion from the courts accepting the technology and processes the revolution of predictive coding based discovery would begin.

That day came sooner than any of us expected. Within the month, Judge Peck had issued an opinion approving the parties' joint request and agreed protocol outlining the process and methodology for the defence firm to use predictive coding technology to complete their discovery. The case is *da Silva Moore v Publicis Groupe No. 11-CV-1279*, 2012 U.S. Dist. LEXIS 23350 (S.D.N.Y. Feb. 24 2012).

This was quickly followed by a Virginian State Court Judge approving the defence request to use predictive coding over the objections of the plaintiff in *Global Aerospace v. Landow Aviation*, No CL 6140 (Vir. Cir. Ct. April 23, 2012).

Finally on the 13 July 2012, Judge Scheindlin, Federal Judge, issued an opinion in *National Labour Organizing Network et al v United States Immigration and customs Enforcement Agency et al*, 2012 U.S. Dist Lexis 97863 where she found keyword searching to be inadequate to find relevant documents and that predictive coding technologies are the emerging best practice.

Together these three cases now provide approval by the courts of the use of these CAR technologies in the US.

In an interview conducted online on June 25, 2012, Master Whitaker of the Queen's Bench Division of the High Court (UK) was asked to share his thoughts on the court's attitudes on the use

of predictive coding software and he explained that the use of these technologies would certainly be approved in the UK.

Although there has been no comment from the bench in Australia, there would be no reason to believe that the use of this technology would not be approved. There has been a strong movement to streamline discovery and move towards "quick and efficient justice" resulting from recommendations from law reform commissions and changes to the civil procedure acts. This has led to modernising practice notes and court rules that are designed to encourage cooperation between the parties to narrow discovery obligations and attend case conferences to address issues surrounding the production (Federal Practice Note 6).



United States Magistrate, Judge Andrew Peck, whose rulings have provided court approval for the use of predictive coding.

Predictive coding – The process

Although the review is accelerated, all the usual steps in the Electronic Discovery Reference Model (EDRM) www.edrm.net still need to take place and this process requires the use of both ediscovery experts and legal counsel.

The clients who spoke at Legal Tech accessed the software through their external law firms, and the Rand report confirmed that the use of predictive coding software and legal review is predominately managed by outside counsel. Based on Judge Peck's discussion it seems that counsel is in the best position to put in place the necessary defensible workflow, and negotiate the process protocols with the other parties.

To start, potentially relevant data is identified, preserved, collected, analysed and loaded into the predictive coding software.

Once the data is loaded, the legal team (preferably senior members) review a "seed" set of documents for relevance and privilege. These documents are a statistically selected random sample of the whole document collection; additional individual documents that are clearly relevant or irrelevant can also be added to this seed set which is used to train the computer.

The computer then categorises and ranks the remainder of the documents based on the training from the seed set. Consistent categorisation is something computers do well; if a mistake is found, adjustments to the categorisation of the seed set can be made and the computer can re-categorise the documents.

This iterative process continues until the legal team is satisfied that the categorisation and ranking are correct. Then a decision is made that all documents below a rank are not relevant and those above are potentially relevant. These potentially relevant documents are then reviewed by a secondary review team prior to inclusion in a discovery production.

These workflows are what Judge Peck was most interested in and it is what establishes a defensible discovery process.

Will Predictive coding technology transform the practice of law?

No, it alone is not going to be the cause of the transformation. The transformation has come from the fact that technology permeates every aspect of our personal and work lives; it is the size of the digital universe, its exponential rate of growth, and the fact that almost all evidence is now digital.

At LegalTech, Ralph Losey, lawyer and writer of the e-Discovery Team blog, stated that never before in history has a single generation of lawyers faced such a dramatic transformation of the format of the evidence that they need to manage in a case.

In conclusion, predictive coding is only one of the cures that have emerged to assist us in navigating this new information landscape, but it certainly won't be the last.

The rise of the lawyerbot?

Does predictive coding mean the end of the lawyer's role in ediscovery? Freehills' Andrew Caspersonn wonders whether it really means we can make do with smart machines.

I was browsing through some online articles on Early Case Assessment (or ECA) the other day and came across an article on a particular piece of software. The software was being promoted as an end to end solution and the article contained an interesting quote that I have paraphrased except for the words in *italics*:

"This product has been designed to scan data sets and assess data in the early stages of litigation, i.e. *it conducts an early case assessment*. The product is also made to preserve, cull, and collect electronically stored information (ESI) as well as analyse and report on what it has collected *and conduct a first-pass review*."

I have a technology background and like to see a good piece of software given credit for making a process more efficient. I'm a bit concerned though, by the claim that the piece of software is performing early case assessment (let alone that it conducts a first-pass review...).

This prompted me to put some thought into ECA which leads me to the related topic of predictive coding or Technology Assisted Review (TAR).

Software can be used to achieve a goal or solve a problem, but it can't achieve the goal or solve the problem by itself. The tool doesn't assess the case, it provides information about the data.

In my mind, software that says it performs ECA is a little misleading. Whilst it might help a person filter, view or analyse the data, it doesn't perform early case assessment, it simply provides the user with information about the data. Incredibly useful data, but still just data.

For example, if you point one of the tools at three people's email databases and get it to ingest all the data, the tool may well group related documents using powerful algorithms, assist you to remove spam and provide detailed reports. It might show you who is emailing who and even make you a cup of tea, it won't however provide you with legal analysis about the merits of your case.

Early Data Analysis

Within Freehills, we have started using the term Early Data Analysis or EDA to describe how we use tools that provide you with a quick way to see what data has been collected, find gaps or identify additional custodians. We see it as a more accurate name for what these tools can do.

The tools don't perform ECA and rather than making lawyers redundant, such tools probably make the senior lawyer's role even more important at the beginning of a matter as they seek to understand what data they are dealing with.

In summary, whilst advanced software is making large volumes of data easier to understand and review, the process still requires smart people to put that information together with an understanding of the case for it to be of any use in the real world.

Predictive coding

Predictive coding or Technology Assisted Review (TAR) goes hand in hand with EDA.

TAR in its simplest form uses the same sorts of powerful algorithms used in the EDA phase to group documents with similar concepts and propagate coding between them. In this way, instead of reviewing the entire corpus of say 100,000 documents, experienced reviewers code a smaller set, say 10,000 documents, and this set is used as the 'seed' to propagate the coding to the remaining 90,000 documents



I think it's safe to say that the same principles will apply as with EDA. The tool itself doesn't make the key decisions. Rather, the tool interprets the decisions made by your experienced reviewers and propagates the decisions to the documents it has deemed to have the same concepts.

Likewise, the predictive coding software needs to be in the right hands. It requires experienced reviewers who understand the issues to code the starting set of documents and somebody who understands the statistical concepts to run the processes.

Understanding these key statistical concepts I think will make or break the use of predictive coding in Australia. Concepts like random sampling to create the initial set of documents to be reviewed and to create the sets to check the accuracy of the predictive coding.

Hypothetical

Starting with EDA and moving on to TAR, let's have a look at a not uncommon but hypothetical situation and see how good software + smart people + an understanding of the case can work. (This scenario is based on what could happen and has been simplified for the sake of time and space.) It should not be used as a real world example.

It's Thursday afternoon, 4pm and a portable hard drive arrives on your desk. It might be



Andrew has 15 years' experience as a litigation support analyst at Freehills. He has recently moved to Perth from Sydney to head up the Information Logistics group in the Freehills Perth office. These are his personal views.

something you know about, or it might be a total surprise. A quick look at the drive (after virus scanning of course) shows 45 PST (Microsoft email store) files, each approximately 1.5 GB in size. They look like they have come out of an email archiving program and have the helpful names May2012_01.pst, May2012_02.pst through to May2012_45.pst.

Traditionally we would have run a linear process involving one-off searches and/or processing all emails that could take weeks before anything was available to be looked at by the legal team. This was because our processes were not as refined and the tools were slower and more cumbersome to use.

Using some of the newer tools on the market, the process is much more streamlined and flexible. In our hypothetical, the approximately 70GB is ingested or sucked into the tool overnight and the following morning we have the ability to analyse the data received.

First up, a litigation support expert reviews the logs, checks the exceptions, possibly OCRs any documents that were image based and gets a picture of the data. System and known irrelevant files can also be removed at this stage. Once that's done, say by Friday lunchtime, a senior lawyer and the litigation support expert can sit down together and 'play' with the data.

While this step might be focused on the discovery process, it's even more useful for the legal team to get an understanding of the data. Searches can be run and data displayed in many different ways. From date graphs to show potential key periods of time or to note gaps in emails, to correspondence links showing the frequency of emails between certain people.

In our hypothetical, the senior lawyer decides to look at the email links. They select one of the known key players and start to look at who they were emailing in the critical period. This analysis shows a disproportionate number of emails going to two people not previously considered as having been involved in the transaction. The senior lawyer looks at a sample of emails for the first person and quickly realises they are all personal and could be ignored at least initially.

The emails to and from the second person however are mostly related to the project and further checks with the client show the second person was a key individual who had recently left and so was missed from the initial email extraction. An urgent request can now be sent to the client to provide this additional person's emails.

Key words garnered from the quick review of the above correspondence are then tested in realtime. The senior lawyer and litigation support expert flag a group of potentially hot documents for quick upload and later in the day these are loaded to the review platform for review by the entire team.

So by the end of Friday, the legal team have useful information about what documents they have been provided with, a gap in the data has been identified, potentially key documents are available to the whole team and everyone can go home and enjoy their weekend. Well that's the idea anyway.

The beauty of the way these systems are designed is that when more information comes to light or the scope of the matter changes on Tuesday the following week, it's easy for the lawyer and litigation support expert to sit down again and tweak the process.

When required the rest of the potentially relevant data can be moved in bulk to the review database and the discovery review process can kick off which moves us on to TAR.

For this part of the hypothetical I am most grateful for the inspiration provided by Ralph Losey's recent blog posts on the topic which can be found at <http://e-discoveryteam.com/>. Ralph goes into great detail about an example he is using to train his team using the Enron data set.

In our hypothetical it's two months down the track and discovery orders have been made. By refining key words, custodian lists and date ranges, the number of documents that are to be reviewed is reduced to 150,000. Unfortunately, the timeframe is rather short with only three weeks allocated to the review phase.

In a standard linear review, every document is looked at and coded by a lawyer or paralegal. This is the current standard way of discovering documents. Depending on the percentage of relevant documents and how detailed they are rates of review vary from 300 a day per reviewer to 1,000 a day. The higher figures assume less than 30 seconds per document which might be possible if the majority of documents are short emails, but in most cases is unrealistic.

Even with the higher review rates, it is easy to see that it would be incredibly difficult to complete the review within three weeks even with a large team of reviewers.

TAR gives us a process that can hopefully reduce the time to complete the review. Instead of reviewing all 150,000 we get the tool to select a random sample of documents using the required statistical confidence levels. Depending on what confidence levels are used that could be less than 500 documents. In our hypothetical let's start with 1000 documents for review.

These 1000 documents are allocated to the two senior lawyers who have the best understanding of the matter. As they don't need a matter briefing they can start straight away. Assuming they can

IN A STANDARD LINEAR REVIEW. EVERY DOCUMENT IS LOOKED AT AND CODED BY A LAWYER OR PARALEGAL ... RATES OF REVIEW VARY FROM 300 A DAY PER REVIEWER TO 1,000 A DAY.

work pretty solidly on it, after two or three days of review they should have finished.

At this point, we get the software to propagate the review coding across the entire set of documents. We kick it off on Wednesday night as it takes a couple of hours to run. On Thursday morning we get the same lawyers to check what the computer has done.

In our case, the initial review by the lawyers found 10 documents to be relevant. The propagation we would expect then to code a similar percentage of documents from the entire set to be relevant which it does returning 1500.

We could leave the process here and discover the 1510, but that would be placing too high a reliance on the software, so we refine the process by reviewing the 1500 documents marked relevant as well as a sample of say 1000 from the remaining documents deemed to be not relevant.

Our two senior lawyers start on this next set of documents and work through the weekend to have it complete by Tuesday afternoon of week two. A few documents marked relevant were changed to not relevant and vice versa. This now gives us 3500 documents that have been reviewed and Tuesday evening we re-run the propagation.

The re-run changes the figures slightly. Instead of re-reviewing the whole set, the senior lawyers take Wednesday to review the changes and see if they agree with the software's decisions. A couple of changes are made but nothing significant as the decisions were borderline.

Thursday is spent looking through the documents deemed to be irrelevant to see if there are documents that have been missed. While two documents were found to be relevant, they were only just relevant so the decision is made to use the documents marked relevant plus any hosts/attachments to these documents that were marked not relevant as the production set.

Friday and into the first part of the following week is then used to finalise any privilege review, complete any masking and prepare the data and images for exchange. The three week deadline is met.

As I noted at the beginning, the hypothetical is not a real world example, nor is it an example of best practice. Its aim is to illustrate the benefits that can be gained combining smart people and smart technology to deal with the large volumes of electronic data we are seeing more and more in disputes these days.

Nuix 4 adds remote access

Broadening access to ediscovery workflow via Web-based remote access is one of the new features of version 4 of Nuix' ediscovery and forensic investigation software. The new release delivers role-based security for external reviewers, more flexible searching and production options, including item sets and improved handling of near-duplicates.

Support has been added for Skype, Google Chrome, and Evernote databases, Mac OS email and iWork documents, and images of Apple iPhones and iPads, as well as the ability to process and extract data directly from EMC EmailXtender and Symantec Enterprise Vault archives.

Information governance workflows are provided for defensible deletion, cleaning up file shares, managing email risks, finding rogue contracts, investigating fraud, migrating data and remediating archives. A light metadata scan can quickly triage large amounts of data with the ability to reprocess the same files for more rigorous analysis.

Nuix has also announced two additions to the Nuix Investigator suite of products to allow corporate, law enforcement and regulatory investigators to search and analyse data across multiple devices and forensic images.

Nuix Enterprise Investigator is a new single-computer application for data sets ranging from individual devices to seven terabytes. Nuix Investigator Pod is a multi-server hardware and software solution for up to 500 terabytes of digital evidence, and can process up to 100 million emails and documents per day. Nuix also offers Forensic Investigator and Workstation Investigator products for smaller cases.

The Nuix Investigator range features an Evidence Pre-Filter function which enables investigators to triage tens or hundreds of terabytes of digital evidence so they can prioritise the most critical information first.

Brava! 7.1 adds video markup

Informative Graphics Corporation (IGC) has updated Brava!, its zero-client viewer for SharePoint, with improved search and markup capabilities. Brava 7.1 can now markup video files, and SharePoint administrators gain greater flexibility and tighter control to manage Brava deployment.

New Protected Libraries allow users to view, but not download sensitive files, from the repository.

Andy Lowe, product manager for IGC's SharePoint offerings, said, "IGC is dedicated to offering the best viewing and collaboration software, and we have enhanced our capabilities even more in Brava 7.1, and particularly in its integration to SharePoint. We're excited to offer our new video features and think that our security tools will really help many organisations with their information security needs."

Ringtail 8.2 speeds reviews

Integrated visual analytics within the latest version of Ringtail e-discovery software can deliver faster and more accurate legal reviews, according to FTI Technology. Using Ringtail software, e-discovery teams at corporations and law firms can take very large datasets, run sophisticated search queries and then securely automate the review workflow.

With a redesigned and fully integrated Document Mapper interface, reviewers easily can toggle between list views and visualisation features for more efficient reviews.

Ringtail 8.2 further speeds e-discovery through new tools and usability shortcuts, including customisable colour coding of key concepts, coding hints, enhanced "find similar" features and more robust production capabilities.

Ringtail 8.2 will allow users to create a master repository of data that already has been collected and processed.

Data in the master repository can be used across multiple matters,

NZ Courts eye paperless future

New Zealand Courts Minister Chester Borrows has demonstrated new technology under development by the NZ Ministry of Justice, called eBench, which will significantly reduce the court's reliance on paper.

"Our courts are old fashioned in that everything is still paper based and requires manual handling to move it through the system. With 250 000 Police charges filed each year, this paperwork imposes a significant cost on the court system," said Borrows.

eBench was demonstrated to members of the Justice and Electoral Committee, as an example of work underway to modernise the courts system.

"eBench will allow Judges to manage criminal cases electronically, see charges processed up to 70 per cent faster and save the Ministry of Justice and Police approximately 93,000 hours per year. It will eliminate the need for courts to print, sign-by-hand, ink stamp, photocopy, courier, fax, post, file, locate and distribute all this paper," said Borrows.

eBench will also reduce inaccurate or incomplete records, transcription errors and will remove the need for bulky storage of large paper records.

"This is the sort of technology that will help us realise our goal of bringing courts into the 21st century, and is another example of how the Government is using technology to deliver better public services," says Mr Borrows.

eBench will be in place for all electronic filing and recording of judicial decisions in the adult criminal summary court by 1 July 2013.

enabling the reuse and retention of valuable legal work product such as privilege calls while also avoiding unnecessary reprocessing of data.

"Our experience working with corporations and law firms on their diverse portfolios, and often on the leading edge of e-discovery issues, helps drive innovation on the Ringtail platform," said Jessica Block, a Senior Managing Director within the FTI Technology practice.

"With Ringtail 8.2, law firms can benefit from better deposition preparation and work product reuse."

Daegis discovers Notes data

Daegis has added the capability to combine Lotus Notes data with other data sources related to current and future litigations using its eDiscovery Platform. The addition expands Daegis' Cross-Matter Management methodology, which enables data to be preserved and re-purposed in a single secure environment, spanning various collaboration platforms and file types.

According to a report by analyst firm Radicati, as of 2009 there were 425 million active on-premise mailboxes worldwide, nearly a third of which were Lotus Notes and Domino - just shy of the market share held by Microsoft Exchange. Lotus Notes and Domino were also used more frequently by large enterprises than Microsoft Exchange or other collaboration platforms.

With the latest release, Daegis offers the ability to capture, process, search, cull and review files from collaborative Lotus Notes messaging and applications.

Support for Lotus Notes up to version 8.5 includes: TeamRoom documents, document libraries, Domino Discussion, QuickPlace, as well as custom business applications. In addition to the new Lotus Notes capabilities, the Daegis eDiscovery Platform now offers TIFF-on-the-fly enhancements, which enable users to easily convert documents to high-fidelity TIFF images within seconds without the involvement of back-end services, then view, redact or make annotations on the images instantly.

Office 2013 adds ediscovery

Now available to preview ahead of its scheduled October release, Microsoft's next generation Office 2013 suite will provide new ediscovery features that let administrators directly put Microsoft Exchange mailboxes into a legal hold status.

With Office 2010 this required customisation or plug-in software. Virtual folders containing information from multiple applications can also now be put into hold.

SharePoint 2013 has a new site type called Case Management that allows administrators to search SharePoint and Exchange simultaneously. Discovery Managers can perform In-Place eDiscovery and Hold searches across SharePoint Exchange and Lync 2013, incorporate a range of preconfigured solutions for capture and PDF management available for free in the new Office store from Kodak, Adlib software and others.

Office 2013 integrates tightly with SkyDrive, Microsoft's cloud storage system, and now offers the ability to edit PDFs in Word. It will be available via subscription as Office 365 and is designed to run on tablets and Windows phone as well as Windows desktops.

The programs in Office 2013 feature pinch and zoom, which can be used on documents and presentations. Word and PowerPoint will remember where you were in a document and automatically bookmark your last position.

Adlib's PDF Publisher add-on will provide the means to combine documents and publish them to a single PDF from within SharePoint. It will preserve Microsoft Office document links, footnotes and endnotes, and automatically create navigational bookmarks.

Kodak is making available a free version of its Capture Software for Office 2013 that will scan documents to SharePoint document libraries with a single click of a preconfigured button on a Kodak or other TWAIN-compliant document scanner.

Microsoft has enhanced the social networking capabilities in SharePoint 2013 and plans to integrate Yammer's enterprise social networking capabilities when that acquisition closes. Microsoft announced the \$US1.2 billion purchase of Yammer in June.

There are new social networking features in SharePoint 2013 that provide Facebook-like ways to follow, "like", and reply to the status of files, sites, tags, and users.

The software will suggest items to follow and can aggregate outside feeds from Facebook and LinkedIn.

There are tools to enhance file sharing using SkyDrive Pro, which lets users create a desktop folder that syncs with SharePoint.

Team folders for SharePoint and Exchange 2013 can provide shared access to mail, calendars and task lists.



TITUS eases Australian government email compliance

TITUS has announced the latest release of its Message Classification product has been specifically designed to assist Australian government departments to comply with the most recent version of the Australian Government's Email Protective Marking Standard (EPMS V2012.2).

This standard mandates the use and format of protective markings for all email messages exchanged within and between government agencies, and is supported "out-of-the-box" through a specific package of TITUS Message Classification v3.5.

TITUS has produced and included recommended product configurations. These configurations not only ensure support for the new standard, but they also provide customers with interoperability with the previous version of the standard (V2005.6).

This interoperability helps minimise disruption when migrating from the old to the new standard. Guided classification support and tooltips help end users fully understand and get up and running with the new security classifications.

"TITUS has a great deal of history in Australia, and many long-standing customers throughout the Australian federal government," said Stephane Charbonneau, Chief Technology Officer with TITUS.

CER seeks SharePoint RM fix

The Clean Energy Regulator, a new Australian government agency established in April 2012 to administer the Gillard Labor Government's new Carbon Tax, has called a \$170-200K tender for a Compliance Plug-in to its SharePoint 2010 EDRMS.



According to the tender announcement, the plug-in is required to "address known weaknesses in meeting the National Archives best practice standards for records management."

It cites independent analysis of Microsoft SharePoint 2010 by Wise Technology, Microsoft and National Archives of Australia which "found that compliance was substantially met, with gaps associated with Hybrid Records (physical and electronic), physical records, complex security classifications and email. All of these gaps were able to be addressed through third party plug-ins for SharePoint."



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SharePoint goes to war

The Australian Department of Defence has undertaken field trials to deploy Microsoft SharePoint into their tactical theatre. The tests have specifically focused on deploying SharePoint within a low and unstable bandwidth environments and the initial results are extremely positive.

The main focus of the project is the modernisation and strategic planning of communication and collaboration systems for Defence to increase the effectiveness of sharing information, collaborating and communicating. The communications team worked with the consultants at Myriad Technologies to perform initial proof of concept design and ultimately real world field trials of the technology.

Defence has traditionally relied on either Lotus Notes for its communication and collaboration environments, or built bespoke solutions. Whilst these solutions were robust, they are no longer keeping up with the demands of speed, agility and functionality of products like Microsoft SharePoint.

Some of the key challenges facing defence is the geographically dispersed networks both in Australia and abroad. The network connectivity between these sites is limited and due to the volatile nature of the environment the network availability cannot be guaranteed. Sharing information in these hostile environments has previously been limited and the need to exchange intelligence, mission and command data about operations in the field is critical.

Information interchange must be robust and guaranteed. It must also be provided where new Infrastructure is not always an option. Even where expensive communications infrastructure could be



used, it does not solve the core issue of not wanting to replicate everything. In other words, fine grained replication is a core requirements of the solution. Further, the ability to replicate specific information on a specific schedule, rather than hit communication links with lots of less mission-critical data.

The solution needed to be able to operate autonomously, allowing collaboration on documents to occur in multiple locations regardless of the network status. To achieve this Microsoft SharePoint 2010 technology combined with Iora's Geo-Replicator server to server technology is utilised.

Microsoft Office 2010 provides the upload centre to support variable and intermittent bandwidth connections between the Client and SharePoint Server. This allows strong collaboration on documents regardless of the transient state of a specific network connection. Intelligent throughput of the Office 2010 upload centre further facilitates keeping the throughput on the network at an optimal level.

iOra provides a highly advanced 'Epsilon' level of replication. This goes way beyond simply doing a 'delta' replica of data and provides the bare minimum bandwidth necessary to achieve replication of content. It is important to understand that the technology employed is not doing just compression (aka PKZIP). It is utilising a highly evolved byte level differencing engine to drive data interchange rates to the lowest level possible.

The solution involved common data that needs to be shared between locations to be replicated according to time and priority of the information. This fully honours security protocols on both the transport layer and the defined security at each location within SharePoint. Replication of other non-SharePoint data e.g. file system data is also possible with the iOra technology.

The replicated site structure provides a seamless and common site structure for users regardless of their location. This means that the same information can be accessed at the same time in the same way from any one of the regions, allowing teams to collaborate, reducing duplication and providing a 'point of truth'.

By replicating the SharePoint content from one site to the other sites the solution provides an "always on" service which enables the users to access their content at LAN speeds rather than having to go through the slow, unreliable WAN connections.

A significant and clear financial benefit can be identified by comparing the cost of data being transferred across expensive links (or full upgrades to provide better links).

In terms of the benefits to Defence, they now have access to the full SharePoint platform capability – anytime, anywhere - literally!

The same technology can be applied to other areas of defence and other industries. Key examples being Mining, Maritime and essentially anywhere that require a better and more granular solution to network bandwidth and reliability.

Defence trials Next-Gen desktop

Thales Australia and the Australian Department of Defence have commenced a trial of thin client technology from Citrix under the Next Generation Desktop (NGD) program.

Instead of multiple terminals for different networks, users will benefit from de-cluttered workspaces with one computer, one keyboard, one screen and one mouse, enabling simultaneous access to the Defence Restricted Network and Defence Secret Network on the same screen.

The pilot program is part of a planned future rollout across Defence, using thin client technology to replace traditional desktops, which will substantially reduce hardware, power and sustainment costs for Defence, generating long term Strategic Reform Program savings.

Matt Yannopoulos, Chief Technology Officer, Department of Defence, said: "This pilot program supports a major Defence ICT reform initiative. The pilot has proven the technology is capable of meeting our needs and has offered learnings for implementation design."

The pilot program is being conducted at multiple Defence sites around Australia in order to show that the required functionality can be provided to the end users regardless of their location. The pilot has so far successfully demonstrated that a Server Based Computing solution can deliver a stable, responsive desktop with all of the expected capabilities, including printing.

The prime contractor is Thales Australia and other partners including Raytheon Trusted Computer Solutions (RTCS), Microsoft and Citrix.

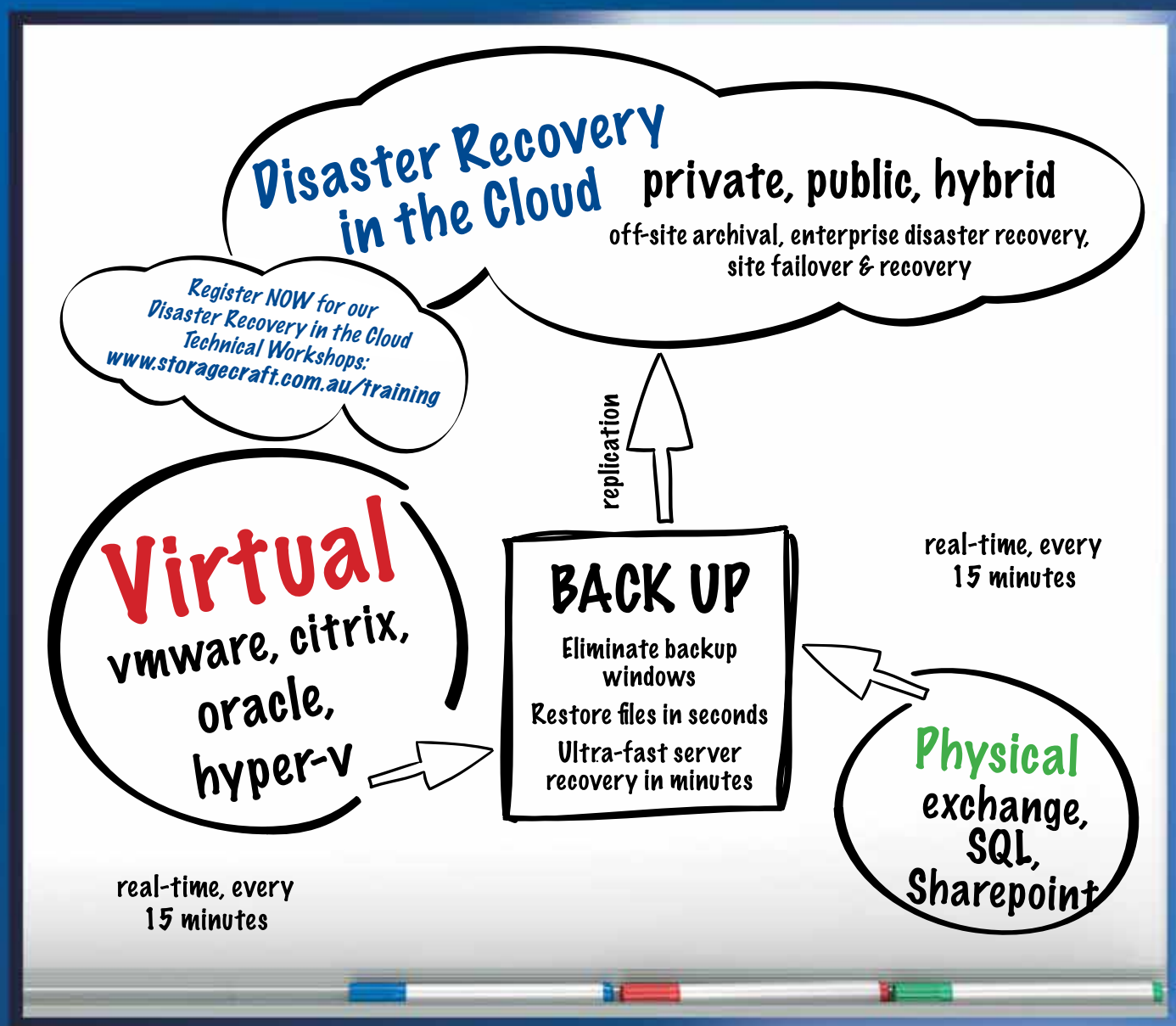


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Doc assembly for TRIM/SharePoint

Anbul Technologies has developed a Document Assembly platform for HP TRIM and SharePoint that can be used individually or in a combined deployment to compile standard documents, letters, forms, contracts in Microsoft Word.

Document Assembly was available as a feature of earlier versions of TRIM, however this feature was dropped by HP from the Version 7 release of the EDRMS product.

Owais Haroon, General Manager Consulting at Anbul Technologies, said the new Doc Assembly for TRIM 7.x product works for both HP TRIM 7.1 and 7.2.

"We have two flavours of Document Assembly one for TRIM and SharePoint, and each offers the same features."

It can leverage existing Templates built in earlier versions of TRIM or create new ones and store them centrally either in TRIM in a SharePoint Folder. Once a template is created the Word documents are dynamically generated.

"Users can choose the final store location as well where to store that document. In case a customer has SharePoint TRIM integration available, they can choose to store the final document in SharePoint which can be managed by TRIM using Auto Manage feature. The document stored in SharePoint is automatically managed in Records Management," said Haroon.

The application is 100% Web based and requires no client software. It is offered as a WebPart that can accommodate any version of SharePoint.

Users can generate documents by selecting custom columns/metadata as well as document clauses.

It is designed for any organisation which generates documents based on their existing templates, such as city councils, insurance companies, legal, law enforcement, contracting and HR companies.

Anbul Technologies is an Australian developer that also offers specific solutions for integrated document management with SharePoint and TRIM.

It has also created two-way integration between SharePoint and the Infor Pathway enterprise application used by many city councils across Australia and New Zealand.

This provides for all the documents generated and attached at Pathway level to be available in SharePoint with Metadata passed directly from Pathway, providing Pathway users with 360 degree view of all their data and information related to an enquiry.

Enquiries to Owais Haroon, General Manager Consulting +61 4040 81962 or owais.haroon@anbultechnologies.com

Widgets give friendly face to Documentum D2

The ability for Documentum enterprise content management (ECM) users to customise the interface with configurable "widgets" is a new addition in a relaunch of the platform as Documentum D2.

The new version provides two types of widgets for personalised control of workspaces: 'functional' widgets for tasks such as browsing the repository, searching for content, managing tasks and previewing content, and gadgets for additional functionality such as Google maps, calendars, and access to Twitter and Facebook. Documentum D2 also incorporates Workspaces, described as containers for widgets and gadgets, that provide layout options for different applications, use cases and user preferences. Workspaces may be configured to be made available to certain sets of users.

EMC has also announced a new Documentum Life Sciences solution, based on Documentum D2. The D2 configuration technology enables auditing, reporting and e-signature support for compliance, lifecycle management and document control services, and industry-specific modelling capabilities all designed for Life Sciences. It aims to simplify document handling, streamline collaborative authoring, and enable compliant use of SharePoint and Microsoft Word.

Canon runs out new A3 MFDs



Canon Australia has launched three new black and white A3 Multi-Function Devices (MFDs) that incorporate a document sharing solution called Advanced Box.

Part of the imageRUNNER (iR) ADVANCE 4000 series, the new models allow files to be stored in hard folders and previewed and accessed from numerous locations, including PCs and other networked iR ADVANCE devices. When privacy is required, files can be stored to personal folders.

The MFDs integrate with Canon's uniFLOW 5.1, iW 360 software to automate tasks such as assigning cost centres, setting restrictions and re-directing print jobs.

24/7 device monitoring automatically reads and reports print counters, tracks toner level and orders replacements.

WebParts deliver SharePoint BI

Infragistics has released a series of customisable web parts that pull SharePoint data sources into interactive visualisations, without the need to write any code.

Known as NetAdvantage for SharePoint 2012 Volume 1, they deliver actionable business intelligence to SharePoint through a new Grid that mimics Microsoft Excel experiences, enhanced Map features, plus gauges and charts.

"NetAdvantage for SharePoint helps enterprises extend their out-of-the-box Microsoft SharePoint 2010 server application into a more immersive, informative and visual experience," said Dean Guida, CEO of Infragistics.

"In a recent survey, business intelligence was cited as one of the top five key drivers of SharePoint use and adoption. Enterprises that invest in the right value-added productivity tools to identify and extract critical business information will increase their return on investment and profitability potential."

NetAdvantage for SharePoint is \$US4995 per server or per 1,000 users in Microsoft Office 365.

Workshare 1.5 adds View nav

Easy navigation of SharePoint Views when filing a document has been added to a new release of Workshare Point version 1.5 SharePoint and Microsoft Outlook integration software.

SharePoint Views provide the alternative to viewing data within a library without the use of traditional folders. With Workshare Point 1.5 users can navigate SharePoint Views when filing a document, making it easier to organise, present, and consume data.

Access to managed metadata to achieve a more consistent use of terminology and better search results as well as allow centralised management.

When filing a document or email to a SharePoint 2010

Document Library with Workshare Point 1.5, users are presented with a dynamically generated profile screen based on storage location that can leverage the managed metadata service taxonomy for consistent and well-structured tagging of documents.

Workshare Point provides a way to:

- Drag and drop email attachments into SharePoint;
- Preview email messages stored in SharePoint from within 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.

“Organisations have invested in SharePoint and are looking for solutions to ensure adoption,” said Scott Smull, CEO of Workshare.

“This latest release allows users to better leverage SharePoint Views and managed metadata, and ultimately helps organisations increase SharePoint adoption through better access to SharePoint functionality.”

Workshare Point 1.5 is available for 14 day free trial download.

TWAIN browser plugin adds OCR

OCR and barcode recognition capabilities have been added to a browser plugin from Dynamsoft that connects to scanners, digital cameras, and capture cards that support the TWAIN standard

Dynamsoft’s Dynamic Web TWAIN software is a browser-based document management solution that uses one common interface regardless of the platform or browser being used.

The plug-in that can be used directly through browsers including IE, Firefox, Chrome, Safari and Opera. It can make use of all. Loaded images can be edited and exported into a variety of formats, or saved in databases.

In the latest version 8.0, two new OCR and Barcode Reader add-ons are available for use with the SDK. The OCR SDK provides Optical Character Recognition, which takes a scanned document and recognises characters to extract its text. The document can then be exported in PDF form, which makes the text selectable and searchable.

The barcode add-on allows scanning of one-dimensional and two-dimensional barcodes, which is useful in a wide variety of applications. Both add-ons were built to integrate into Dynamic Web TWAIN.

Aside from the add-ons, Dynamic Web TWAIN 8.0 also includes new functions and properties related to image resolution, DPI, magnetic data, authentication, file dialogs, and more.

WAND adds automatic tagging to Nintex Workflow

WAND, Inc., a provider of taxonomies and the DataFacet Automatic Tagging Solution for SharePoint, has announced its integration with Nintex Workflow.

The DataFacet Automatic Annotation custom action for Nintex Workflow allows a user to automatically tag documents with taxonomy metadata as part of a workflow process.

Users who have DataFacet and Nintex Workflow installed on their SharePoint environment will be able take advantage of this custom action to control when a document is automatically tagged and base conditional actions on those tags. This custom action can be added to any workflow built using Nintex Workflow’s simple drag-and-drop interface. Workflows can be configured to tag documents with any terminology that is stored in the SharePoint Term Store, including terms from any of WAND’s Foundation Taxonomies.

Many businesses need to create different workflows based upon the content of a document. WAND DataFacet makes this possible for the first time, adding a powerful new automation capability to Nintex Workflow,” said Mark Leher, WAND’s COO.

“Our customers see the value of helping their employees by tagging documents automatically; Adding this to workflows makes users lives even easier. Rules based tagging to well-defined industry taxonomies gives our customers incredible level of control over processes.”

Veeam Explorer enhances Exchange backup and ediscovery

Veeam Software, a provider of backup, replication and virtualisation management solutions for VMware vSphere and Windows Server Hyper-V, has introduced Veeam Explorer for Microsoft Exchange. Currently in beta, the new feature is part of all Veeam Backup & Replication editions (including Free Edition), adding visibility into Exchange VM backups.

VM admins will be able to look inside Exchange backups to find and retrieve individual Exchange items, without an agent.

Free capabilities include:

1. Browsing Exchange databases directly from a compressed backup file and having the mailbox database searchable in less than two minutes;
2. Searching for specific items across multiple Exchange mailbox databases and object types with advanced search capabilities; and
3. Exporting items to a PST file, to MSG files or sending them as an attachment.

1. The new feature will enable VM admins to perform:

1. E-discovery: Easily provide information for internal or external investigations;
2. Exchange item recovery: Export accidentally deleted emails, notes or calendar items from a previous backup, and easily transfer these items to the user; and
3. Retired mailbox archival: Entire mailboxes can be archived to a PST file before deleting.

Ratmir Timashev, President and CEO, Veeam Software, said, “The virtualisation community has found tremendous value in Veeam Backup Free Edition with more than 20,000 downloads since it was released at the beginning of June. Veeam Explorer for Exchange is designed to replace expensive legacy tools currently on the market for Microsoft Exchange recovery and e-Discovery.”

www.veeam.com

ST Imaging adds OCR Text Search

ST Imaging (ST), a provider of digital microfilm and book scanning technology, has released a new version of its ViewScan software that includes ST OCR Searchable Text Tools.

The new tool converts images into searchable text which makes it easier to find and share the history within.

The text recognition solution works both inside and beyond the ST ViewScan Microfilm Scanner Software program, and provides multiple tools for creating searchable text from images. This includes converting while viewing live microfilm images before scanning, as well as automatically converting any saved images before saving them as a multi-page searchable PDF document.

Images previously saved from any scanner or photo image file can also be converted to searchable text.

ST OCR Searchable Text Tools include an unlimited license so you can convert as many images as you want without additional royalties, subscriptions, or fees.

With the ViewScan system you can Collect, View, Organize, Edit, OCR, and Save your selected images to Searchable PDF and other text and graphic formats and share them with the world.

ShareVault SharePoint connector

Online document collaboration provider ShareVault has released a connector that allows users to integrate their SharePoint documents and hierarchies into a ShareVault.

ShareVault CEO Richard Andersen said “Although SharePoint is fantastic for internal sharing, there are numerous challenges associated with sharing files externally. That’s where our connector comes in.

“This feature allows our users to share their critical files without compromising security and avoid the complexities associated with granting SharePoint access to outside users.”

EzeScan Profiles simplify scanning

EzeScan developer Outback Imaging has announced the addition of Scanner Pro-files to its existing TWAIN, ISIS and WIA scanner driver interfaces. Mike Kirkby, Managing Director of Outback Imaging, said, "The new EzeScan Scanner Profiles functionality drastically reduces the time it takes to con-figure scanner settings to scan complex batches of documents."

"Traditionally, documents with variable scanner setting requirements would have to be broken up into individual components to be scanned as separate jobs, wasting valuable time configuring the scanner and then scanning the in-dividual documents," said Kirkby.

"For example; the first part of a document may require scanning in simplex, A4, B&W with fixed thresholding. The second part may require scanning in duplex, A5, B&W with dynamic thresholding. The third part may require duplex, auto colour detection, auto paper size detection. Previously you would have had to create three separate scanner jobs. Now you can easily configure this in one scan job with three profiles.

"The combination of EzeScan Scanner Profiles with any TWAIN, ISIS or WIA compliant scanner will help our customers further simplify their scanning workflows, allowing them to confidently handle any scanning challenges they might be faced with."

SharePoint meets open source with Windward

US developer Windward claims to have come up with a document creation and management tool that extends the native capabilities of SharePoint and turns it into a "unified, comprehensive and easy-to-use system."

The complete solution is composed of three parts: the AutoTag tool for designing document templates, the Windward engine for generating documents, and Windward's open-source SharePoint add-in, Arrow, which offers additional SharePoint functionality such as scheduling and version control.

"It's rare that the code for a full-blown commercial product is turned over to the end users – but that's exactly what we did here," said David Thielen, Windward's founder and CTO.

"We made Arrow open source so users are better able to customise it to work with their unique SharePoint setups."

Designing, formatting, and editing documents takes place in familiar Microsoft Office programs; and users can schedule items to be created and run automatically, so documents are being generated while they're working on other business tasks.

The scheduler offers a range of options and timetables, allowing documents to be generated daily, yearly, and anywhere in between. And because the Arrow component is open source, users and SharePoint consultants can tweak the code so it easily accomplishes tasks critical for their organizations.

Sharegate adds Sharepoint content migration

A tool to copy Exchange Public Folders to SharePoint has been introduced by Sharegate, providing for migration of documents, emails, contacts, events, notes, posts and tasks from Microsoft Exchange to SharePoint. It offers a drag and drop interface for migration of content to SharePoint with the complete metadata, authors and timestamps.

Sharegate has also recently launched a Bulk metadata editor. This tool provides bulk editing capabilities on SharePoint lists and libraries. In just a few clicks, it is possible to massively edit the SharePoint metadata of over thousands of files or items without having to modify their properties one by one. This includes fields that cannot be edited with SharePoint's Datasheet view, like a document's content type or page layout.

Cumulus rings in the changes

Canto has added more than 50 new features in the the latest version of its flagship Digital Asset Management (DAM) software, Cumulus Version 8.6.

The web publishing and portal solution Cumulus Sites can be administered in the newly designed user interface (UI), eliminating the need to edit an Extensible Markup Language (XML) file for configuration on the server.

"In our fast-moving and dynamic environment people need to be able to administer Cumulus anytime, anywhere via a web browser, dispensing with the need to install a native client on a local computer," said Uli Knocke, Canto ceo.

The new File System Companion allows administrators to set up event-driven asset locations that "watch" what the user is doing and handle management tasks in the background. This allows automatic version control that stores the entire version history of a document or image.

"Companies still spend a lot of time and resources trying to locate the most recent version of a file. Data gets lost or overwritten, especially media and graphics files that are subject to a complex design and production process. Cumulus 8.6 solves this problem," stated Canto chief technology officer and cofounder, Thomas Schleu.

With Cumulus 8.6 users can now visualise the location of an asset based on GoogleMaps geodata stored in the file via Sites.

Cumulus 8.6 is available at no additional charge to those on active service agreements with Canto.

www.databasics.com.au

Scan2Go takes aim at iPad document management

Scan2Go is a new document management solution for scanning, syncing, and securely accessing documents on the iPad developed in a partnership between PSIGEN Software and Colligo Networks.

Scan2Go incorporates PSIGEN's PSI:Capture document capture platform, to scan and migrate paper documents to Microsoft SharePoint, which can then be securely accessed, remotely or offline, through Colligo's Briefcase, an iPad app for SharePoint.

"For many of today's organisations, critical documents still live in file cabinets or binders, making them impossible to access in the field or on the road," said Stephen Boals, VP of Sales, PSIGEN.

"Scan2Go makes this information available when and where you need it, delivering immediate access on mobile devices, online or off. We've seen great demand for secure remote access to paper-based content, and are excited to work with Colligo to solve this challenge for SharePoint users."

www.psigen.com/index.php/scan-2-go

Recommind introduces Content Delivery for SharePoint (CDS)

Recommind has announced a new module for Decisiv Search, Content Delivery for SharePoint (CDS), for indexing and displaying content of any kind, from any location, within SharePoint 2010.

Content Delivery for SharePoint makes it easy for organisations to assemble and display enterprise content within SharePoint 2010, no matter where that content happens to reside. Previously, to access information stored outside of SharePoint, organisations needed to use an unwieldy host of third-party connectors, each with its own

interface and configuration options.

Content Delivery for SharePoint indexes content wherever it is, enabling users to place the content on a SharePoint page by displaying the results of a simple preconfigured search query. Content Delivery for SharePoint thereby removes the need for multiple Web Parts from different vendors, providing a unified view of SharePoint content that simplifies site and page creation, accelerates design and deployment of SharePoint environments and reduces overall costs.

The list of features available through Content Delivery for SharePoint includes:

- * Delivery of any enterprise content to SharePoint, from any location;
- * Unified, consistent display of content through CDS Web Parts;
- * Easy deployment, configuration and modification of Web Parts without the need to write code;
- * Single collection of Web Parts to display enterprise content;
- * Respect for existing security permissions, ensuring correct access to content from within SharePoint;
- * Ability for users to adjust presentation of search results for each Web Part; and
- * Ability to search specifically within a Web Part.

CVISION shrinks OCR data

CVISION Technologies has launched PdfCompressor for Kofax Capture 5.0, a module that promises to enhance file compression and OCR in Kofax Capture. CVISION has created the module to deliver a higher rate of compression for scanned and captured documents while remaining integrated into existing Kofax Capture document workflows.

It promises colour output up to 100x smaller and black and white up to 10x smaller than typical Kofax Capture output.

PdfCompressor for Kofax Capture uses JBIG2 and JPEG2000 compression formats and CVISION claims it performs equally well with both colour and black and white images.

CVISION also promotes its OCR engine as able to recognise more characters than average OCR products, enabling users to locate text instantly.

It offers Optimisation features, including PDF/A compliance, web-optimisation, customisable document metadata insertion, and OCR confidence reports. Additional new features include blank page removal and auxiliary output format options.

A free evaluation version is available for download.

Virtual remote scanning

Software developer triCerat has announced a release candidate (RC) version of its Scanect remote scanning software that compresses files and uploads images directly to a document management application.

The company says it is particularly effective for organisations encountering problems supporting scanning in Citrix XenApp and XenDesktop, as well as Microsoft RDS and VMware environments.

"Scanect alleviates user frustration caused by unsupported scanners and applications, speed, and bandwidth issues," says Eric Musgrave, Vice President of Research and Development at triCerat.

"Scanect also saves system administrators time because it eliminates the need to manage scanner drivers and network security."

Compatible with TWAIN and WIA protocols and capable of supporting all-in-one and mixed environment scanners, Scanect software queries local scanners for their capabilities, including automatic document feeder availability, resolution, supported paper sizes, etc.

The scanned product is then be forwarded to be virtualised on the server or virtual desktop. This increases application compatibility by creating a single point of compatibility with the triCerat virtual scanner driver.

Backing up to beat the IT horrors

The day the Microsoft Exchange email server failed could have been the title of a horror story for North Queensland motor dealership Mike Carney Toyota, if a backup strategy had not been in place.

Fortunately, IT Manager Chris Candy had taken the precaution of implementing StorageCraft ShadowProtect real-time backup, recovery and disaster recovery solution with its Granular Recovery for Exchange (GRE) option.

Chris recalls: "If I had not done so, I could have spent the next few days restoring that corrupted server, which would have impacted on the company's ability to conduct business effectively."

In the event, ShadowProtect enabled him to have the Exchange server fully operational within an hour. Chris says it was "a terrific result and helped to deliver substantially better business continuity than our previous product used to deliver."

Before installing ShadowProtect Server edition Candy had to spend about 30 minutes looking for each lost file, as he needed to go to the company's backup location, find the relevant tape, load it into the tape drive, index it and finally sift through until he found the required file. Now he can restore required files in seconds using drag and drop procedures, and backups happen automatically as often as every 15 minutes instead of once a day.

ShadowProtect GRE complements ShadowProtect Server to provide a fast and easy recovery of individual exchange mail messages from a ShadowProtect backup. With those existing images, IT administrators can use GRE to access an Exchange EDB backup file contained in the backup image, navigate to the required email files – either entire mailboxes, individual email messages, or email attachments – then drag and drop the required data to a production Exchange server or save it as a .pst file.

Initially Chris bought ShadowProtect GRE to recover individual emails from mailboxes because the cost of the company's previous tape-based email backup was too high.

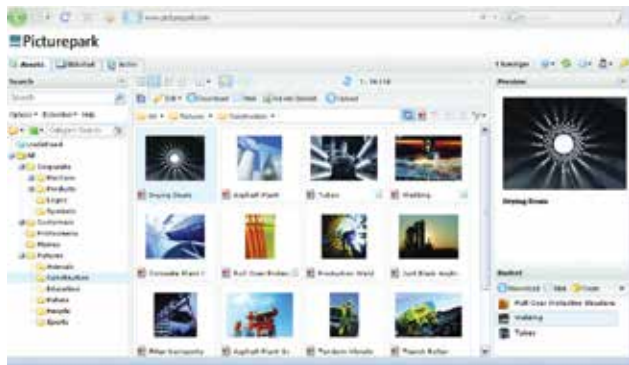
Today he also uses ShadowProtect Server to back up all of Mike Carney Toyota's main servers incrementally (ie only new files) every hour, ensuring that they can never lose more than 60 minutes' business data or database transactions.

Before ShadowProtect, a tape backup of 450 GB took almost nine hours. ShadowProtect does the job in only 1 hour. The StorageCraft solution also restores that data in an hour, compared to the 10 hours it took using tape backup systems. Restoring a file takes only three minutes, compared to at least an hour using tape.

In addition to realtime backup and recovery, Chris uses inbuilt migration capabilities with the included hardware independent restore (HIR) technology. He rolls out new servers in a three-year rotation of equipment. When he buys a batch of new servers, he takes a ShadowProtect image from one to put on the network, then tests that machine to make sure it's perfect. When he is satisfied, he rolls out the rest of the machines using that image. If a server happens to crash or drop a hard drive, he can have the crashed server back up within an hour without major data loss – delivering true business continuity.

Chris says: "ShadowProtect makes my job really easy and our IT department always look like heroes."

Picturepark launches SharePoint DAM connector



Swiss digital asset management software maker Picturepark has released a SharePoint Connector that provides access to the approval workflow, security and asset processing options built into the Picturepark DAM.

"Working alongside Picturepark, SharePoint's powerful content management and collaboration features can now provide enterprise users with a feature-complete workflow for digital asset production," said Picturepark CEO, Ramon Forster.

"All the DAM control SharePoint organisations need to better manage the files, and easily and securely share outside the enterprise, is now available through the SharePoint Connector for Picturepark."

The SharePoint Web Part serves as a live portal through which users find and access assets in Picturepark.

SharePoint users can also import assets from Picturepark to be placed on SharePoint pages. All SharePoint file types are supported, including images, videos, AutoCAD, PDF and Microsoft Office. SharePoint users can be notified when new or updated files are available, and accounts on the Picturepark DAM are not required.

"What we've done is add a layer of digital asset management right over existing SharePoint installations, without disrupting SharePoint users," explained Hector Medina, Picturepark Director of Sales for the Americas.

"Even better, use Picturepark's SharePoint Connector and Dropbox Connector side by side and you have a complete solution for DAM-controlled digital asset development, collaboration and direct-to-mobile file syndication."

Dropbox Connector for Picturepark was released by the company in April. SharePoint Connector for Picturepark is available now.

Picturepark browser-based digital asset management software is available in the cloud (SaaS) or on-premise configurations

PDF Xpress image extraction

Accusoft has announced the release of PDF Xpress v5, a PDF SDK, which includes support for the latest PDF versions, new support for PDF portfolio and attachments, and the ability to extract images and pages from a PDF. Using PDF Xpress developers will be able to build more feature rich applications by giving users more control over PDF documents. Developers can now build a portfolio PDF viewer that can view all of the attachments of a PDF Portfolio, as well as add and remove PDF attachments.

Legal professionals often need to share information about cases. All case related documents can be contained in a PDF portfolio, which can contain images, Word documents, spreadsheets and more, all in one single PDF document.

PDF Xpress v5 provides support for PDF portfolios, allowing developers of legal applications the ability to create viewers or report on the contents of the case PDF portfolio during discovery.

"PDF Xpress v5 is a high level SDK that requires very little code to add PDF functionality to document imaging applications," said

Steve Wilson, Director of Native Core Imaging at Accusoft.

"Among the many new features available, users can now extract images and pages contained in a PDF, which expands their ability to access and reuse the information in a document."

The ability to extract each image in a PDF and extract pages from a PDF document are also new features with PDF Xpress v5. Users can now easily move, add and delete groups of pages, or extract specific pages from a PDF document. PDF Xpress v5 can even automatically create a new PDF document using the extracted pages. Image extraction from a PDF file is useful when creating web pages, PowerPoint presentations, Word documents, etc. from images contained in a source PDF document. For example, web developers can utilise images and text from a PDF to produce web content. The uncompressed image data can be extracted and easily passed to other Accusoft components for further image processing.

Finally, users have greater control over PDF properties with the version 5 release. Developers can add and edit the properties of hyperlinks, determine the PDF version of a document and change bookmark properties with PDF Xpress v5.

www.accusoft.com/pdfxpress.htm.

Packaging the cloud in a box

If you find the cloud a daunting prospect, Tech by Design is offering a solution that provides all the benefits of cloud backup in a simple appliance that connects via a standard Internet link.

Tech by Design has obtained the exclusive manufacturing and distribution rights in the Australasian region to a range of remote backup appliances from 3X Systems (US).

The portable offsite backup and disaster recovery solution is available in a range of configurations for both corporate and small to medium sized businesses.

The range begins with the 3X Systems Cube. This offers 100GB of storage and 12 months of maintenance for \$A2745. Storage capacity can be expanded up to 450GB.

The Tera Series is a IRU unit offering from 300GB (\$A4395) up to 1600GB. An Enterprise version can provide from 2TB (\$A14,845) up to 10TB.

"The 3X Remote Backup Appliance offers a safe, secure, easy-to-use and economical method for businesses to have a best practice backup solution that is scalable and provides off-site storage of private data," said Scott Henderson, CEO of Tech by Design.

"The 3X remote backup appliance also allows companies to be in direct control of their data as it resides on an appliance they own, so there are no concerns about where sensitive data is stored in the public cloud or on offsite tapes".

The 3X appliances will be manufactured exclusively at the Tech by Design manufacturing facility in Caloundra, Queensland and distributed throughout the Australasian region.

www.techbydesign.com.au

Oracle unveils Document Automation app

Oracle has released Documaker Enterprise Edition 12.1, a new Enterprise Document Automation (EDA) application, designed for creating documents quickly, with less IT assistance through enhanced collaboration features.

The enhanced collaboration features include an editable text areas in the application's Work-in-Process workflow that enables users to collaborate to create documents, contracts and agreements, while tracking all changes with a full audit trail.

Oracle's new EDA application also include an enhanced Microsoft Word Add-In functionality that enables users to move documents from Oracle Documaker to Microsoft Word and back again, preserving design, formatting and output quality.

Documaker Enterprise Edition 12.1 supports Microsoft Word 2010 and 2007 and the new release also features a project management-style library,

OnePlaceMail gets in SharePoint

New 'Insert from SharePoint' and 'Open from SharePoint' capabilities have been added to the latest release of OnePlaceMail 6.2, taking advantage of key SharePoint platform capabilities such as the Document ID feature (if enabled in 2010).

OnePlaceMail R6.2 provides the ability to insert links or attachments from Microsoft SharePoint when writing an email message. This discourages duplicate documents, reduce excessive storage in Microsoft Exchange or network traffic from emails with attachments.

Links can be added to items within a SharePoint Library (Document or Picture Library) or a SharePoint List (e.g. Event, Task, Issue, Custom list, etc...).

There is also the ability to browse for other SharePoint locations (Security Trimmed) using the SharePoint hierarchy tree, and SharePoint search capabilities are provided from within the Insert from SharePoint window.

New generation FileBound

The FileBound Version 6 network appliance is now available throughout the Asia Pacific region, offering the ability to use pdf e-Forms, perform global searches across the entire document store and access to a recycle bin.

FileBound's new graphical workflow designer means that any intermediate level computer user is now able to develop and modify an organisation's automated workflows. There is no need for any expensive software development.

With FileBound Version 6 offers all the benefits of document access and workflow task approval delivered to your smartphone or tablet device.

ABBYY's OCR engine is built in to automatically do full text OCR processes over documents as well as setting up automatic document indexing processes.

The device can be configured to automatically poll and import documents from a Microsoft Exchange mailbox. These imports can then automatically kick-off a business workflow.

With Version 6 organisations can automatically monitor the twitter feed for preset search terms. Once these terms are found FileBound can then import the tweets as a document that can be routed to an appropriate workflow.

This functionality allows organisations to manage positive and negative brand communications in a timely and effective manner.

Call 1300 375 565 or email sales@filebound.com.au

Axceler centres SharePoint governance policies

Axceler has introduced a wizard-like tool for centralising global SharePoint governance policies with version 4.6 of its ControlPoint governance and administration solution.

The wizard reduces the complexity of defining and implementing governance policies such as storage limit values, versioning settings for lists, permissions analysis and audit settings.

ControlPoint 4.6 also increases administrative mobility by enabling users to access ControlPoint on an iPad through Safari. In addition, the new version of ControlPoint includes the ability to manage Microsoft Project sites with the rest of a SharePoint environment, giving users the ability for real-time monitoring of permission changes, and allowing duplication of custom permission levels and permissions comparison.

"The initial results of our SharePoint governance research indicate that even with the best-laid plans, most organisations have limited implementations of governance across their SharePoint environments," said Michael Alden, president and CEO of Axceler.

"We are continuing our strategy to reduce the complexity and increase the usability of SharePoint governance and administration."

OpenText unveils RightFax 10.5

OpenText has announced a new release of RightFax 10.5, which includes an Internet connector for transmitting faxes across the Internet, allowing users to send and receive faxes at Internet speeds with more intuitive administrative controls.

The RightFax Internet Connector provides a non-telephony route to send faxes to other RightFax users. The fax is routed via the connector to another RightFax Fax Server anywhere in the world, eliminating telephony charges.

Because the fax is transmitted via the RightFax Internet Connector, businesses can now send hundreds of pages exponentially faster than via traditional faxing over the public switched network or PSTN.

Each RightFax fax number used by the RightFax Internet Connector is individually registered and verified, helping to ensure that each number belongs to the intended recipient.

Each fax transmission is also encrypted for higher information security and privacy.

A Web Services API is now available to integrate with RightFax for custom applications independent of vendor, platform, and language.

An OpenText eDOCS connector is also available to support full functionality between OpenText eDOCS 5.3, OpenText's content management solution for law firms, and RightFax.

SAP Connector now includes Unicode support and System Landscape Directory (SLD) registration, while a new personalised, interactive connector is now available for Hewlett-Packard OXPd devices.

RightFax now de-skews incoming fax images to help correct their orientation.

In addition, images are de-noised to remove scan artifacts and transmission noise.

The overall look and feel of the RightFax FaxUtil, Web Client, and Enterprise Fax Manager have been redesigned and updated with new icons to provide a fresh look without changing the functionality.

Each fax image is stored in its own individual subfolder, facilitating consistent server performance over time, and RightFax now leverages Microsoft Message Queuing (MSMQ) for scheduling and delivering outbound faxes, which efficiently processes high volumes of documents, and allows full scalability and utilisation of RightFax licensed channels.

RightFax 10.5 comes prebuilt with enhancements to take advantage of the OpenText Cloud, a platform for Enterprise Information Management built with new wholly-owned subsidiary EasyLink.

<http://faxsolutions.opentext.com>

The Governance Policy Manager streamlines the creation of broad governance policies and the application of instances of those policies across appropriate objects in a SharePoint environment. For example, quota limit policies can be created, applied and enforced against different sets of sites, since the sites for one team may have a different quota than the sites for another.

It expands management of dynamic and ongoing change requirements, with real-time monitoring of permission changes; enables rollout configurations to multiple objects giving administrators the ability to define once and use everywhere; and the addition of Duplicate Site and List properties to assist in SharePoint configuration.

Industry Watch

Lexmark International has announced a new Australian distribution partnership with specialist print distributor, **Alloys**.

New Zealand consulting firm **Provoke** and Australia's **Sharepoint Gurus** have been recognised in the annual Nintex Partner Awards held in conjunction with the 2012 Microsoft Worldwide Partner Conference (WPC) in Toronto, Canada. The inaugural Nintex Partner Awards were given in three categories: Solution Innovation (Asia Pacific) - won by SharePoint Gurus, Marketing Impact (Asia Pacific) won by Provoke NZ, and Business Excellence - also won by Provoke NZ.

Wide format scanning manufacturer **Colortrac** has broadened the distribution network for its scanners and software in Australia, adding **ACA Pacific** in addition to existing distributor DES.

"The addition of Colortrac to our portfolio represents an expansion of ACA Pacific's solutions offering. In addition to being able to offer industry leading brands in the A4 and A3 high speed document scanner space, we now have the ability to supply class-leading wide format scanners, such as those from Colortrac" says Henry Patishman, Sales Manager at ACA Pacific.

Kofax and open source vendor **Alfresco** have announced an alliance to jointly offer their ECM and process automation solutions. The two companies claim their alliance delivers a complete information management platform that will drive down the total cost of ownership.

Australian SharePoint consulting firm **Seers** has signed on as a Value Added Reseller for the PSI:Capture scanning solution from **PSIGEN**, via Asia Pacific distributor **UpFlow**.

"In combination with Seers technical skills and drive, their clients will now benefit from the perfect solution to onramp documents into SharePoint and Office 365 solutions" said Steven Chenery, CEO of UpFlow.

Australian accounting software developer **Reckon** has acquired UK company **Linden House Software Limited (LH)**, with plans to integrate its Virtual Cabinet document management solution (DMS).

Linden House is UK reseller of the INVU DMS, and has also developed Virtual Cabinet as a simple way to scan, index and search for files. It also offers a Client Portal (CP) solution to allow businesses to collaborate online.

Reckon subsidiary company APS currently sells a modified version of the Worksite document and email management system.

NZ SharePoint systems integrator **Provoke** is targeting the Australian and NZ enterprise markets with a social software platform called **Neudesic Pulse**. As a local reseller Provoke will aim to exploit Pulse's strong integration with Microsoft solutions such as SharePoint, Dynamics CRM and Lync. Neudesic Pulse is available across cloud, on-premise and mobile platforms, and it integrates with Microsoft solutions as well as legacy applications.

HiSoftware, a provider of content-aware compliance and security solutions, has announced the addition of **nSynergy** to resell HiSoftware's compliance and security products for SharePoint in the United States, United Kingdom, and Australia. nSynergy have offices located in Sydney, Melbourne, Canberra, Brisbane, London, New York and Shanghai.

OpenText is acquiring a cloud-based electronic messaging platform with the \$US310 million purchase of US company **EasyLink Services International Corporation**.

EasyLink automates the creation and delivery of high-volume outbound transactions from back-end systems into fax, email, SMS, or EDI messages.

It is designed for applications such as trade confirmations, letters of credit, customer statements, business reports, and other high-volume communications that must be output in a range of formats and customised to each client.

Subsidiary company Xpedite Systems has offices in Sydney and Melbourne.

EVENT DIARY

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www.gartner.com/technology/summits/apac/business-process

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www.gartner.com/au/symposium

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This event attracts some of the best SharePoint experts from around the globe alongside speakers from local organisations sharing their own successes and lessons learnt.

www.sharepointconference.co.nz

Australian SharePoint Conference

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www.sharepointconference.com.au

Australian SharePoint Conference



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