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ISSN 1320-176X



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Is Big Data bringing together the traditionally separate worlds of structured and unstructured data?

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Digital world threatens 'reliable evidence' says Archives chief

Basic concepts such as 'original, reliable, irrefutable evidence' are being turned on their head by the digital society, according to David Fricker, Director-General of the National Archives of Australia. In a talk to the recent International Council on Archives congress in Australia, he pointed out that it was up to the archival profession to 'guarantee the long-term availability of the authentic source record'.

'In a world awash with information from various sources, the National Archives of Australia will continue to be viewed as holding the authentic, complete records that can be relied upon as evidence,' said Mr Fricker.

Such true records will preserve the cultural heritage of the nation, support the rights and entitlements of citizens, and provide accountability and transparency of government.

'The business of government is increasingly conducted in cyberspace and, at the National Archives, we guarantee the long-term availability of the authentic source record – the original, the reliable, the irrefutable evidence,' said Fricker. 'We think about these basic concepts a lot – because every one of them will be turned on its head by our digital society – within the next decade.'

Recent public service reforms that call for openness and transparency and the Web 2.0 technologies that put citizens at the centre of planning are matched by increasing levels of scrutiny from the public.

'People rightly expect to find answers in government records and rightly expect to be able to trust those records – that they will be authentic and have integrity,' said Fricker. 'There is also an expectation of easy access to all information. The globalised information marketplace is being shaped by market forces, and government information is increasingly seen as public information.'

While digital information is more accessible by the public, Fricker says that, without effective preservation plans in place, there is also the risk of losing important information – that fragmented information could evaporate as easily as it was created.

'Getting digital preservation right is an enormous challenge,' he said. 'Obsolete technology can render digitised documents inaccessible for future generations. A 'record' is the thing that provides evidence of business activity and preservation must start the moment the record is created.'

He suggested that, in future, the automatic transfer of records would mean the National Archives could receive digital records as soon as they are created, while government agencies would still have access to use them for day-to-day business. Other challenges were balancing the individual's right to privacy and the requirements of national security with the principles of freedom of information.

Search is on for NZ Transport

Two major public sector organisation in New Zealand, the NZ Transport Agency (NZTA) and Ministry of Transport (MoT), have issued a joint tender for enterprise search. The aim is to deliver transparency and discoverability for millions of items in shared drives, SharePoint applications, intranet and web sites, as well as a Correspondence Tracking System, DB-Textworks Library Catalogue, CRM platform and Contracts Database.

Both agencies have highlighted that "Finding information within both organisations is time-consuming and difficult because of a large number of content repositories and, in the case of the NZTA, because of the merging of organisations inconsistencies in how information was managed.

"The inbuilt search facility of some key content management systems, are of low quality leading to poor retrieval of information held in those systems. Costly and labour-intensive migration will need to be carried out in the future to ensure findability of information currently contained in shared drives and legacy systems."

Currently there is no ability to search non-text based information beyond the metadata associated with an individual item. The joint MoT/ NZTA project aims to deliver "a common search engine as a building block to eventually enable transport agencies to share information with each other and to provide a single view of transport information to the public."

"There are linkages between Enterprise Search and Enterprise Content Management (ECM). Wherever possible (and appropriate) links will be made between this enterprise search project and any cross government ECM initiatives."

NSW Transport drives ahead with Pegasystems BPM



Business Process Management (BPM) software specialist Pegasystems is delivering a platform to help the NSW government's Transport Management Centre (TMC) to help improve its incident management capability. The TMC is a key part of the newly-established Transport for NSW (TfNSW), the state government authority that manages the 18,000km NSW State road network. The new Fault Management System (FMS) – the first business system to be installed using Pega technology – will deliver an agile, integrated system for managing intelligent transport system (ITS) faults. The FMS has been designed to more effectively manage faults through to their resolution through capabilities including job authorisation, allocation of identified faults to field staff, service level tracking, escalation and prioritisation of faults and remote access for on-site technicians.

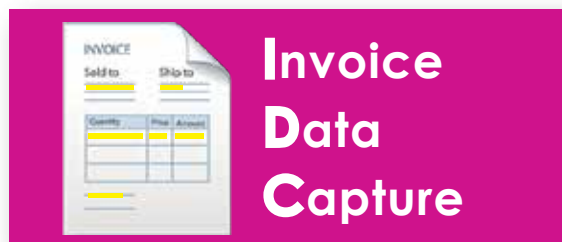
The new technology is designed to better manage operational resources, allow further ITS changes to be readily incorporated, improve asset management, reduce operating costs and allow stronger communication with field technicians via remote access or dispatch.

Luke McCormack, Vice President & Managing Director, Asia Pacific, Pegasystems, said that the partnership with the TMC is representative of the organisation's focus on using technology to create effective and efficient solutions.

"More and more government agencies are leveraging Pegasystems technology to provide citizen services and to deliver measurable benefits in a compliant manner," said Mr. McCormack. "They are achieving rapid returns and increased efficiencies by automating manual processes and modernising legacy systems in complex, siloed environments."

Future plans for the TMC's use of Pega technology include a new callouts system, designed to contact resources from the public and private sectors to assist in the management of transport incidents. This will be the first planned stage in replacing the TMC's Incident Management Systems.

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Victorian Tribunal OK's CenITex FOI refusal

The agency which provides IT services to the Victorian government has been let off the hook from an FOI request from the Age newspaper, with the Victorian Civil and Administrative Tribunal (VCAT) deciding the expensive and time-consuming job of restoring email and calendars from backup tapes was too onerous.

The Age was pursuing CenITex over its performance in 2011 when it blew its budget by \$A20 million and an email blackout left thousands of public servants without email for up to a week. It requested all "Emails, letters, memos or summaries of complaints" relating to its services, from January 1, 2010 to October 2011. It also asked for copies of the electronic diaries of two senior staff.

CenITex successfully argued that all its staff received complaints and therefore to comply the request it would have to restore all emails to and from over 1000 staff, over 1.5 million individual emails. These live on monthly backup tapes at an offsite facility, and CenITex also claimed that it would not have sufficient hardware to restore these emails onto the Lotus Domino server in its data centre.

Keith Cullen, IT Service Manager with CenITex, estimated that it would take 6-8 weeks to prepare the 33 monthly back-up tapes for restoration and another 35 days for the backup restoration process. He also described a "domain search" that would need to be created to enable full text search capacity which for practical purposes could take place on only 3 months of restored tapes at a time. The configuration would take 4 hours per 3 months. The computer would finish the process, taking a number of days.

He also estimated that at least half of the 1.5 million emails were encrypted, which would necessitate the purchase of additional software for decryption and an additional 67 days work for each month's email files, a total of 1462 working days for all.

The total estimate given for the process of restoring the emails ready for processing varied widely, from 107-1902 work days at a cost between \$A57,109 - \$A970,252.

VCAT deputy President Heather Lambrick found "the timelines of 6-8 weeks for the preparatory phase of the restoration process to be somewhat overstated by CenITex. I found it unlikely that CenITex could not coordinate its staff and the Data Centre staff more efficiently than described by Mr Cullen. Nevertheless I accepted that there would be at least some days work involved in the preparatory phase."

CenITex also claimed the process of examining all 1.5 million emails at the rate of 20 seconds per email to determine if they related to the FOI request would equate to 241 work weeks full time.

Cullen gave evidence that "the electronic calendars of the two former employees for the relevant 33 month period are located on mail files contained on the monthly backup tapes. They are not available on the online archive. To identify and locate the electronic calendar diaries, it would be necessary to go through the same restoration process described above. The restored mail files would then need to be interrogated to find the calendars on a monthly basis."

VCAT's Lambrick ruled that, "Whilst I accept that the hardware CenITex possesses is earmarked and used for the core services provided by CenITex, I found it surprising that CenITex, the Victorian Government's centre for Information and Technology Excellence who would have expertise and experience in the recovery and restoration of back-ups, (which I would have expected it would perform on a regular basis on dedicated servers), would not have sufficient equipment for this request to be processed.

"I consider it unlikely that additional server equipment would need to be purchased.



"A significant amount of the time and expenditure described by Mr Cullen pertained to decryption. There was no basis given by Mr Cullen for assuming 50% of emails were encrypted. He simply did not know how many emails would be encrypted but assumed a large number. No samples were attempted as CenITex contended that having determined the process to be a substantial and unreasonable diversion of its resources that it need not proceed to process the request.

"Whilst I found the estimate of one hour per encrypted email to be staggering, I was not given any evidence to contradict the evidence of Mr Cullen, so am left to find that the process required and time frame as described by him is accurate. However there is no basis upon which I could find that as many as 50% of the emails would be encrypted.

"I accept in the circumstances of this case that the examination process would be of itself an extremely time-consuming one, however I am unable to make any real assessment of the time and resources required. The way in which the documents are stored means that they will need to be recovered. I accept that the emails would have to be processed on a server and that it would be a time consuming and labour intensive process.

"The ease with which the specific documents can be identified and assessed has been demonstrated to me to be no straightforward feat. Retrieval is a real and live issue because of the form in which the information is held. I accept that the information sought is not currently contained within discrete documents. Whilst this may be seen by the Age as unfortunate, the right of access is a right of access to existing documents. I find that the documents are stored in the manner described in the evidence before me and that the time in restoring and examining the documents would be great.

"I am satisfied that the identification, location and collation of the documents requested would be arduous in the manner described The checking of the backups would then be substantial and would take many months.

"Whilst the Age criticises the estimates given by CenITex the uncertainty works in both directions. It may be that CenITex has over-estimated some of the timeframes, but it may also prove that some of the timeframes were in reality underestimated. Whilst it may be that the processing of the requests would not in reality take years, I accept that it is more likely than not that the processing of the requests would run into many months rather than weeks."

It upheld CenITex's right to refuse access based on the exemption provided for in section 25A of the Victorian Freedom of Information Act, namely that "the work involved in processing the FOI requests would "substantially and unreasonably divert the resources of CenITex from its other operations."

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K2 Smartforms promises code-free business apps

Software maker K2 has released K2 smartforms, a browser-based, drag-and-drop interface for building electronic forms, tying them to workflow and integrating line-of-business data.

"Creating a well-integrated, intuitive user interface (UI) can be difficult and tedious," said Hennie Laubscher, Managing Director K2 ANZ.

"IT organisations spend an incredible amount of money maintaining and managing the lifecycle of existing applications rather than being focused on new innovations for the business. K2 smartforms reduces this application management overhead and cost of application changes as businesses grow."

"Gartner research finds that development of UIs often consumes 40% of the total solution development time. Some of our existing customers claim this number can be as high as 80%."

BHP Billiton's Russell Thomson said, "With the majority of our solutions being used on an intranet, K2 smartforms has allowed me to create consistent looking solutions, easily and quickly. We have a lot of paper based forms that will eventually be replaced with electronic versions, and until K2 smartforms came along I was looking at a lot of design time using integrated InfoPath forms. K2 smartforms has saved me from having to learn .net coding to achieve some of the standard features on offer in smartforms."

K2 smartforms provides a set of visual tools and controls that eliminate the need for code and promises to cut design time of a business application front end dramatically. It allows for the development of forms in a totally browser based environment.

Reusable form field sets, like "address details" or "employee details" can simply be clicked and dragged from a sidebar onto the form being built, and form components can be reused across multiple forms and applications.

In an experiment posted to easyvshard.k2.com, a K2 smartforms user delivered an expense claim business application more than eight times faster than an ASP.NET developer creating the same application.

"With most products that claim to be 'no-code,' you have to give up a certain amount of control," said Adriaan van Wyk, K2 CEO. "But

with K2 smartforms, we provide a very powerful rules framework, which removes those limits and allows you to build solutions that work exactly the way you want them to."

"Using K2 smartforms together with K2 blackpearl gives us an independent platform to build our automation on.

We now have the tool to rapidly deploy business forms and processes through controlled and predefined workflows," said Mark Kooper - Hamilton Island, Great Barrier Reef Australia.

"With the K2 SmartObjects we can integrate the forms with data from Active Directory, Payroll and other business systems to reduce human error, back-door approvals, and improve productivity. We can do this quickly and reduce our skill requirements for deploying and maintaining these forms and workflow."

K2 smartforms utilises K2's SmartObject framework, so a single form can tie together information from multiple, disparate line-of-business systems. Out of the box, K2 supports integration to Microsoft SharePoint, Microsoft Dynamics CRM, SQL Server, Oracle, SAP, Salesforce.com and other systems, on premise or in the cloud.

Intranet use in modern organisations is driven by forms-based applications such as expense claims, cap-ex requests, leave requests, employee on-boarding, performance evaluations and incident management.

K2 smartforms-based solutions will also support master/detail scenarios like purchase order and invoice processing.

There is out-of-box support for filtering and searching across information displayed in a list view.

"The big difference that K2 smartforms will make for us is that creating the interface will be a totally drag-and-drop process," said Accenture's Wouter Faber. "Currently, about 80 percent of development on a workflow application is spent creating the user interface. Smartforms will help us significantly reduce that time."



Top marks for process flow at Victoria's Luther College

The efficiencies of process automation in SharePoint are providing Victoria's Luther College with a relief from an annual paperwork snowstorm. The private secondary school faced a challenge in designing a more efficient way to handle the registration process which takes place each year as Year 10 students select the VCE subjects they will study for Years 11 and 12.

The College wanted to migrate this from a manual, time-consuming class-selection process to an automated solution that eliminates confusion, reduces paperwork and administrative load, and prevents missteps.

Director of IT at Luther College, Christopher Topp, said "The College was seeking a SharePoint application platform with workflow solutions based around Silverlight and HTML5."

The College's IT environment comprises SharePoint 2010, Office 2010, K2 and SQL Server, SQL Server Reports, Active Directory and Exchange 2010. The student subject selection process is now accessed using InfoPath forms on the College's SharePoint 2010 platform utilising K2 blackpoint and SQL server via Web services.

"We engaged K2 specialists jEyLaBs as an organisation to work with us and evolve the solutions developed on our platforms. We asked Jeylabs to advise us on the areas we could make better improvements to workflow and productivity, and also from an end user perspective on how it would be better received when introduced to a school environment," said Topp.

"The results were immediately apparent in terms of increased efficiency and productivity across the organisation. It has been very well received by the staff at Luther College and the solutions have been really low maintenance which also helps enormously."

As part of the solution, Luther College upgraded from a SharePoint 2007 environment to get better integration with Office 2010. It chose to enhance and improve user interaction through elective printing with barcode scanning, with integrated reporting on the status of the applications and PDF archiving.

The solution has been delivered in a phased approach over a number of years. It allows for automatic roll over of yearly data and archiving of the past year records. Past year records were used for reporting and lookup each new year's submissions. Initial student records were auto created and teachers were able to manage the subject lists and rules in the SharePoint environment. K2 provided the process automation capability.

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Digital designs

Climbing the well-worn timber staircase to the Surry Hills, Sydney design studio of Longina Phillips Designs and the door opens to a hive of a design activity and modern technology. In the case of this busy design studio there is nothing artificial about the distressed finish to the timber stairs and flooring, it is genuine wear and tear from the traffic of hundreds of talented designers and artists that have worked in the Victorian-era terrace building since the studio opened in 1988.

Designers here create the looks that can end up anywhere from the runways of Paris and Milan to fashion sold around the world.

With increased competition coming from low cost labour countries Longina Phillips Design continues to thrive on design.

Founder and Managing Director Longina (Lola) Phillips is grappling with the challenges of digital workflows and secure file sharing in a Web 2.0 era, with a digital asset management (DAM) platform from Cumulus providing the platform for marketing her talented team of designers to a hungry worldwide audience.

While all of the fulltime designers paint and draw with traditional media, they work exclusively in Adobe Creative Suite to enhance

and assemble their design work on a fleet of Mac workstations.

The large airy workspace is lined by shelves stacked high with rolls of fabric, reference books and craft tools, however the heart of the business now is the Windows server racks humming away at the rear of the building holding all of the company IP inside Cumulus.

Longina Phillips Designs boasts it is Australia's leading creative print design studio. It specialises in textile and graphic design for the fashion and lifestyle industry. In 2012 it has doubled the number of Cumulus licenses to 10 and upgraded to version 8.5.2 of the DAM software.

Lola credits the Cumulus software for making a massive impact on the company in terms of improving efficiency and accessibility to key designs. It currently has 13000 designs stored inside the Canto software package. All of the images in these live online catalogues have either been scanned in or saved through Photoshop. New functions in Version 8.5.2 that the design team enjoy using include the ability to automatically send a highlighted image by email as a jpg preview.



The busy workspace at Longina Phillips Designs is brimful of contrasts, turn a corner and you will be met with a traditional lightbox and shelves bulging with pastels and paints, while in close proximity is a state-of-the-art Epson Stylus Pro 990 digital printer and RIP servers. The studio also offers direct digital printing on fabric. For founder and principal Longina (Lola) Phillips, the Cumulus DAM represents a virtual sales person and opens up opportunities worldwide.



Longina Phillips' primary market is Australia but designs are also purchased by suppliers to hot international chains such as Spain's Zara, the UK's TopShop or H&M or Gap in the US.

The Spring-Summer fashions in the stores now feature designs that were completed over 12 months ago. The cycle of design and production takes around a year from the time a designer completes their design until the garment is manufactured and distributed to retail stores.

Lola's designers are now working on the designs for 2014 using visual inspiration from a range of different sources. Predicting the hot looks that are going to be in demand in 12-18 months is not a matter of guesswork, and designers turn to market forecasting services that profile the expected hot looks, patterns and textures.

Access to this forecasting data is not cheap, and subscriptions can be between \$9500 to over \$30,000 p.a. for some of the online forecasting services.

This provides a digital dilemma in Lola's attitude to the rise of social media. Longina Phillips has a presence on Facebook and Pinterest. However Lola expresses some doubts as to the business benefits of these much-hyped social platforms.

"I am not sure whether those who are following our Pinterest updates are potential customers or competitors looking for ideas."

The design team at Longina Phillips work in close proximity to each other within an open plan environment so they have the luxury of employing the age old social platform of face to face collaboration.

"I have 1570 followers on Pinterest but most of them are fellow designers who just repin everything so it's out there for everybody including our competition. I would be more interested in a social platform for my designers if I could keep it private for collaboration."

"We have a longstanding Facebook presence but I have yet to see it generate any notable business. It's still the traditional path of attending international trade fairs and direct business with clients."

"There are plenty of blogs out there using our images without crediting where they come from."

Longina Phillips' main online medium is a weekly email update to clients and registered users of the company blog hosted in Wordpress.

Longina Phillips adapted Cumulus Sites in 2011 and has ported a customised search interface to work with Cumulus Sites.

The firm is constantly trying to improve the DAM solution to offer their users a better user experience when browsing/searching for designs. Lola's latest innovative was to have a customisation

written that allows clients to virtually map the designs onto models (swimwear, skirts etc.) in their browser.

Development is continuous. Mobile Clients to access Cumulus via iPad/iphone are being considered at the moment. That will be a great tool when in the thick of it at industry tradeshow.

This nervousness about digital delivery extends to the external Web interface for the Cumulus DAM.

The cumulus DAM replaced an older system ran on Filemaker. A recent version upgrade delivered the ability to zoom in on thumbnail previews, however this had one unfortunate consequence.

Zooming in on the high res original resulted in a 1280 pixel wide jpg thumbnail that was of high enough quality to deliver an image that could potentially be used as a template for fabrics or clothing in countries of the world that are not that rigorous about enforcing international copyright violations.

"The previews were such high quality that unfortunately would have been sufficient for somebody looking to copy our designs, so we have disabled the zoom feature," said Lola.

Local distributor DataBasics is working on working on adapting this functionality to also provide watermarking capability.

Lola personally monitors all of the requests for new Cumulus customer accounts that arrive via the web page.

"I prefer to contact people directly when they ask to setup a login account to ensure they are a genuine buyer.

"It's a lot of trouble to chase down counterfeiters after they have downloaded or designs," said Lola.

"Apart from the time and effort there are the legal costs of enforcing copyright, it costs me \$1600 for the first letter from our lawyers and \$1700 for the one after that."

FileMaker is used as a CRM application and for sales tracking and MYOB for financials.

Each designer works in a traditional folder structure on the network until a design has been finalised it is placed into the DAM

The process of applying metadata to images is automated by a popup menu that adds the designer's name, target market and technique when image files are dragged into Cumulus.

Sharing large files with customers is usually accomplished via YouSendIt, MailBigFile or DropBox or ftp.



The analogue arts are not forgotten, and the paintbrush still has an important role in the design process.

Dirty data presents roadblock to Open Government: OAIC

Difficulties in making public sector information discoverable and useable have been cited as one of the major challenges in implementing the principles of open government, according to research released by the Office of the Australian Information Commissioner (OAIC). Reforms to the federal Freedom of Information Act 1982 (FOI Act) in November 2010 were designed to progress open government in Australia. These reforms included an Information Publication Scheme that came into effect on 1 May 2011. Under the scheme, Australian Government agencies are required to publish a range of documents on their websites, and are encouraged to publish additional information over and above that required by the FOI Act.

In early May 2012, the OAIC conducted a survey of Australian Government agencies to assess how they are complying with the new publishing requirements of the FOI Act. Seventy eight per cent of Australian Government agencies completed the survey.

When asked to identify which of the Principles were most challenging to implement 30 per cent of agencies identified making public sector information discoverable and useable, 28 per cent identified providing open access to information. Seventeen per cent identified robust information asset management as being the most difficult principle to implement.

Reasons for these difficulties included outdated agency record keeping systems, differing information management practices operating in the same agency and a lack of resources to reformat old documents for digital publication.

'Proactive publication is a core element of transparent, accountable and accessible government,' Australian Information Commissioner Professor John McMillan said. 'I am pleased that 85 per cent of agencies publish the required categories of information on their websites, including information about their structure, functions, appointments and consultation arrangements. Ninety four per cent are publishing operational information that shows how decisions that affect members of the public are made.'

Professor McMillan said the new proactive publishing



requirements require action on many fronts. For example, agencies must publish a plan, decide what information they will publish and ensure that it is accessible and useable by the community. Agencies must also consult the community about its needs and expectations and regularly review the agency's performance.

While pleased with the survey results, Professor McMillan said that many challenges have been identified that agencies must overcome to meet the requirements of the new FOI regime.

'Our survey also sought to measure agencies' implementation of the Principles on open public sector information. These Principles, issued by the OAIC last year, set out the central values of open public sector information — information should be accessible without charge, based on open standards, easily discoverable, understandable, machine-readable and freely reusable and transformable.'

'Going forward, agencies will need help in making information more discoverable, including by applying metadata. Ensuring that online information is accessible to the community, in particular to people with disabilities, is another area where some agencies are struggling,' Professor McMillan added. The survey results are available on the OAIC website: www.oaic.gov.au

Scanning Time Savers

When the number of documents you need to scan numbers in the millions, every shortcut makes an enormous difference to throughput. For NSW based Time Savers, a scanning software solution from EzeScan has delivered just that, significant time savings in backscanning jobs it undertakes for NSW government agencies. Established in 1994, TimeSavers is part of a consortium of Disability Services organisations that employs people with disabilities. One of the services offered is Bureau Document Scanning.

Time Savers provides opportunities for the disabled to assist with document preparation, ensuring documents are delivered to the scanning station free of staples, post it notes and ready for processing.

Three Kodak i4600 document scanners acquired in early 2012 are operated by able bodied staff. Major projects undertaken by TimeSavers include a backscanning project for UGL Rail that involved almost 3 million documents.

Time Savers manager Lyn Meehan asked Ricoh Australia to help with some scanning issues it was having and EzeScan was recommended as the solution. It has

now acquired several EzeScan workstation and EzeScan SERVER licenses. One of the jobs that Time Savers was undertaking required that scanned data was output in a specific format for the HP TRIM EDRMS, something that EzeScan was able to do.

Another large job required that PDF output files were not larger than 2MB each. Previously the operators would have to open each PDF file manually in Acrobat and split them to meet the 2MB file size limit, however EzeScan was able to automate this step in the scanning workflow.

'Different customers have different requirement for scanned output, which can be PDF/A, searchable PDF or raw TIFF. EzeScan gives us the flexibility to handle all these formats,' said Lyn Meehan.

Demos Gougoulas, EzeScan Sales & Channel Manager Asia Pacific, said, 'EzeScan recognises the special work these organisations do in employing disabled people. We have been responsive to the challenges they face.'

'We have implemented new features to help them process some of the specialist scanning requirements they tender for. EzeScan was an affordable solution for them with flexible licensing.'



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Can Windows 8 cure the B.Y.O.D. headaches?

By James Milne

The Bring Your own Device (B.Y.O.D) trend is sweeping the market and causing many headaches for the IT Manager as well as hidden costs.

The release of Windows 8 on the 25th of October is shaping up to address a number of the issues currently being faced by IT departments as they desperately attempt to address the onslaught of devices intended for the consumer market.

Don't get me wrong, as a consumer I love the choice I have when it comes to choosing a mobile device, but the iPads and Android devices were built for the consumer market, not the corporate environment. Bringing mobile devices into the work environment can be considered a double edged sword.

The attributes that make mobile devices appealing to the business user, such as portability and mobility are also one of the major issues faced by the IT Security Specialist. This new level of portability means we can take these devices with us everywhere, into meetings, on-site with customers and even onto public transport.

There are a number of documented cases where devices containing sensitive or confidential information have been found on buses or trains. By allowing business users to cache corporate documents onto their personal mobile devices we create the threat that this information can then be left behind in public places and opens up security headaches when this occurs. We are seeing this situation becoming more common place, so it's not a question of "if" but "when" this happens what can we do?

Windows 8 will have the built in capability to perform a "remote wipe" when your slate or laptop is lost. A number of organisations already have 3rd party tools for performing remote wipes on lost laptops, so when Windows 8 is released you can extend your existing solution to include your windows 8 Slates or you can use the in-built capabilities.

Another Platform to support

The initial promise of B.Y.O.D. is that the business users can bring whatever device they want to use at work and the expectation is that the IT Department does not need to support the device.

Unfortunately, these devices need to touch corporate networks and systems, so it becomes inevitable that some level of support will be required.

These issues can't be solved by telling the business user to "go to the genius bar for support" because the issues may lay with the internal network or systems. It gets even harder to tell the business user to "go get support somewhere else" when they are the CEO or Director of your company.

So slowly but surely we see these devices becoming "supported" devices either directly or by stealth, either way the promise of not needing to support the devices provided by B.Y.O.D. quickly.

Windows 8 builds upon the previous generations of Microsoft Windows, so your existing in-house support staff will need only to bush up on "what's new in Windows 8" and they can then include Windows 8 as a supported platform and their existing knowledge is still applicable because of Windows 8's pedigree.

Besides the supportability of the underlying platform the "apps" that sit on top of the platform also cause some interesting challenges. Let's look at the ownership of these applications as something that should be a simple matter; What if you purchase an application for work and you use a corporate credit card or you expense the purchase of the application, who owns the application at the end of the day?



If you then leave the organisation how does the company retain the application and manage the ownership of the application particularly when the application is attached to your personal app store account. At this point in time, most organisations are not managing these apps and as a result the ownership of these applications is still an issue.

One interesting trend that some app vendors are starting to develop is the concept of a device independent license. For example MindJet, publisher of the popular "MindManager" software, is overhauling its licensing to enable customers to access the software through a subscription that also allows the software to be used across a range of devices. This change in thinking addresses a number of issues with the current B.Y.O.D. model as you are free to use the software on any of your devices (Phone, iPad and PC). If you move on from your current employer the subscription licensing model will ensure organisations are no longer paying for software that their ex-employees are still using.

This change in thinking is a fresh approach to the B.Y.O.D. challenges and it will be interesting to see if other vendors follow suite. Both Windows 8 and SharePoint 2013 have introduced the concept of an "App Store". The SharePoint App store will provide a two tiered approach whereby there is a General App Store and a Corporate App Store.

Windows 8 can be controlled via Group Policies deployed through Active Directory. Both of these mechanisms will enable the system administrators to control what applications are available to the business users which will in turn control what applications are used in the corporate environment. The most common application used on these mobile devices is an Office Compatible suite of applications that are used to view

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SharePoint 2013 First Look

By James Milne

With SharePoint 2013 and Office 2013 on the horizon I thought I would provide the readers of IDM Magazine with a quick overview of some of the major enhancements that SharePoint 2013 is going to provide and what some of these changes will mean to your business.

This article will focus on the "Big ticket" items to provide you with a high level overview to provide you with a quick understanding of where Microsoft has been investing its time in improving and enhancing the platform and we need to prefix this article with the usual caveats that SharePoint 2013 is still in the public beta release cycle so these features could very well change before the final release to market version of SharePoint 2013.

Going Social!

One of the biggest areas of change in SharePoint 2013 is the enhancements to the social aspects of business and collaboration. Businesses and large enterprises can finally start leveraging some of the social features the internet communities have been enjoying for some time. Business users can choose to "Follow" "People", "Documents" and even "Sites". This allows the user to monitor "activities" at a number of levels. You can also leverage your corporate social networks by being able to view what your colleagues are following.

These social features also extend to "Likes", "Tags" and "@mentions". These features build on the principles that you and your colleagues would share common "communities of interest" and allows SharePoint to surface this information in a familiar manner that a number of users are already working with on a daily basis in their social lives.

This means SharePoint 2013 can become the corporate face book or twitter within a corporate context. We have already seen a number of corporations implementing "Social Intranets" on SharePoint 2010, however these social intranets are tipped to become more common place as businesses will soon be able to benefit from out-of-the-box features of SharePoint 2013.

If this trend towards Social Intranets continues we can expect to see a marked change in the way companies create and share content



internally. Just think of how many emails you can cut down on when you can simply follow a document, person or site that interests you. No more emails to "All Staff" declaring you have just finished your document! You can choose to follow what interests you.

Version Management

The versions of a document in SharePoint 2010 were actually complete copies of each version of the file. As the number of versions increase so does the amount of storage required to store the file and the version history. The internal manner in which document versions are handled has changed dramatically from SharePoint 2010 to SharePoint 2013.

The version history in SharePoint 2013 only stores the changes to the file. This functionality is achieved by only storing the changes to the document. This will ensure that sections that have not been modified are removed to ensure optimal storage and that only the changes from one version to the next will be stored in the SQL

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Windows 8 cure B.Y.O.D. headaches?

(continued)

documents, spreadsheets and presentations. There are a number of applications such as "QuickOffice", "Docs2Go" and "Smart Office 2". The compatibility and functionality of these applications vary widely and depending on the level of functionality you require you may need to purchase a combination of applications.

Depending on your business requirements you can also purchase individual products that perform individual applications, such as "Numbers" for spreadsheets, "Pages" for documents and "Keynote" for presentations. The challenge presented here is that to achieve basic business functionality you may need to select a combination of products and if your business requirements change over time you may need to purchase a suite of products at a later date.

Microsoft is about to release a whole new platform starting later this year with the release to market of Windows 8 which will have a heavy focus on slates and tablets. This will be closely followed by the release of the "Surface Pro" slates to offer a Windows platform for enterprise mobile devices.

Part of the next wave release will be the Office 2013 and SharePoint 2013 releases. Combining these major releases together many corporate customers who are struggling with the issues with B.Y.O.D. will be able to provide their business users

with a supported mobile platform that can extend their corporate standard operating environment into the field.

At first glance the new office applications seem very "sparse", however once you get over the initial shock you will notice the look and feel allows you to truly focus on your content. Office 2013 also has a "Touch Mode" which expands the Office buttons and tabs to enable easier interactions on a slate device.

The SharePoint user interface has also received an overhaul to bring it in line with the Windows 8 interface. As you explore the SharePoint 2013 "Team Sites" you will immediately recognise the "large buttons" on the home page of your team site also bear a striking resemblance to the new Windows 8 Start Menu.

The similarities between SharePoint 2013 and the Windows 8 user interface will provide a natural progression as users navigate from the Windows 8 Start menu into their various corporate applications hosted within SharePoint 2013. This natural integration will provide a natural fit for creating applications that run on Windows 8 and integrate content from online corporate systems. Both Windows 8 and SharePoint 2013 will have an "App Store" concept introduced as a new feature. The SharePoint App store will provide a two tiered approach whereby there is a General App Store and a Corporate App Store. This will enable the system administrator to control what applications appear in the Corporate App Store, and thus what applications are used in the corporate environment.

Gartner says Windows 8 is a big gamble for Microsoft

Microsoft is taking a big gamble over the next few months with Windows and Office, the two products responsible for most of its revenue and profit, according to analyst firm Gartner, Inc. It is a risk that Microsoft must take to stay relevant in a world where mobile devices with new modern experiences are becoming the norm.

"When the PC dominated personal computing by providing a single device for messaging, Internet access, gaming and productivity, Windows was a powerhouse for Microsoft," said Michael Silver, vice president and analyst at Gartner.

"However, smartphones and tablets, led by the iPhone and iPad, have changed the way people work, making the PC just one of several devices people use. The PC is increasingly simply a peer with other devices."

With Windows 8, Microsoft is trying to address the excitement of the tablet market by adding tablet interface to Windows.

"Microsoft's approach is very different from Apple's and Google's, where phones and tablets have much more commonality than PCs and tablets," Mr. Silver said. "This plays to Microsoft's strength in PCs, leveraging it not only to enter the tablet market, but also to improve its share of the smartphone market."

"Windows 8 is not your normal low or even high impact major release of the OS," said Steve Kleynhans, research vice president at Gartner. "It's the start of a

new era for Microsoft — the RT era — which follows the NT era, which began in 1993 and is just now starting to fade out. Microsoft eras seem to run about 20 years, so the technology underlying Windows 8 will last a long, long time."

Making radical changes to Windows poses a risk for Microsoft as organisations like to reduce technology risk by deploying mature, stable, well-supported products. Windows Vista, for example, never gained significant success in corporate environments, and its lack of success — Gartner estimates that just 8 percent of PCs run by Gartner clients ran Vista at its peak — has reduced its useful life as 3rd parties have already started cutting support. The bottom line is that IT leaders are questioning whether Windows 8 will suffer a similar fate.

In addition, the new "Metro-style" UI — which includes large buttons for touch and eliminates the ability to boot to the familiar Windows Desktop and have a traditional Windows start menu — is probably the most controversial decision Microsoft has made in Windows 8. The result is an OS that looks appropriate on new form factors of PC hardware including tablets, hybrids and convertibles, but has people questioning its appropriateness for traditional desktop and notebook machines, which comprise the majority of the existing PC market.

Gartner believes that if Windows 8 on tablets is successful, it will have many impacts on organisations. There will be many new device form factors to choose from and users may have very different needs and likes from one another.

Driving user adoption with high fidelity SharePoint Search



The average knowledge worker spends 30 mins a day searching for information in the enterprise. In order for enterprise search to be successful, you must also have good metadata. A successful metadata strategy consists of identifying the tools and processes that will enable the organization to automatically and accurately assign metadata to the content being indexed so that the content can later be found and acted upon.

Manual metadata assignment is time consuming and prone to inconsistency. Because of this, a successful metadata strategy is one that relies on automation. Avepod Paperlogic is transforming the way we go about solving the classic SharePoint metadata challenge by automated document classification and metadata extraction. This approach provides improved data quality and a high precision SharePoint search experience while reducing manual data entry costs and effort.

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And just for the record..

For all the popularity of SharePoint in collaboration, document management or web content management, I am still surprised by how little recognition the Record Management features of SharePoint receives.

By James Milne

The most common statement I hear is "SharePoint is not records management compliant", to which my usual reply is "to what legislations or regulations does your company need to comply with?". Understanding your compliance requirements is the first step to selecting an effective record management solution.

If you are a government agency or your organisation works within a tightly regulated industry you may need to comply with VERA or the State Archive Act. In which case there are a number of third party add-ons which can be added to your SharePoint environment to help complete your compliance requirements.

For the rest of us who don't need this level of compliance the "out of the box" record management features might suit your current record keeping needs. SharePoint 2010 provides a number of features "out of the box" for handling Record Management. SharePoint 2013 rounds out these offerings by providing some very compelling "self service" eDiscovery capabilities.

These record management features will also be available in Office 365, which is terrific news for smaller organisations who don't have an on-premise SharePoint server. It lets you choose a cloud based service to take advantage of these features.

The basic record management functionality that is provided by SharePoint 2010 offers a number of strategies to handle records. First and foremost is the SharePoint "Record Center" which provides the ability to centrally manage your records.

This approach enables your business users to upload their records into a single main area to ensure all records are managed and disposed of in a consistent manner. You can think of the "Record Center" as a "vault" where you lock away your records in a safe place and guarantee that they have not been altered. Keeping your records in a single location makes it easy to manage and dispose of the records. This approach will usually make the record managers within your company happy but you may find business users do not like this strategy as their documents are not stored in their general working area, so referencing these records may become a chore.

In-Place Record Management

As its name suggests, "in-place" record management allows the business users to create documents in their general working areas and when they are ready they can then "declare" the document as a record. This declaration will immediately lock the document down so it cannot be modified or deleted which will help guarantee the records authenticity and integrity. This approach typically proves popular with the business users because the records are kept in the context in which they were created and the business users can freely access the records as they need to in their day-to-day operations.

SharePoint also offers a number of document management features to underpin record management, which can be combined with either of centralised or in-place record management strategies.

SharePoint provides "Version Control" of the documents which can be combined with Microsoft Word to compare distinct versions of a document. This functionality enables you to quickly identify the changes between different versions of the same document.

As you can imagine this feature is very popular when it comes to managing contracts and tracking even the smallest change made to a document. Documents in SharePoint can also have unique document IDs or even Bar Codes generated to uniquely identify the document. Both the document ID and the Bar Codes are searchable which allows you to quickly locate the record in SharePoint no matter where its location.



Information Management

Information Management Policies enable your record managers to create policies that can control the disposition of documents. When these policies are applied to a site you can control the retention of individual files based on file attributes, such as the date of creation. You may also consider an Audit Policy to track and monitor modifications to your records or your site configuration. SharePoint 2013 has also introduced the concept of Site Policies which allow you to create a policy to "Close" or "Delete" a site.

This provides a new level of information management because your SharePoint Team Sites can be "Closed" which removes them from the navigation menus on your sites. This has great applications for managing project related team sites.

eDiscovery & Team Folders

Technology is constantly pushing the boundaries on the way in which we communicate. Social networking is a classic example of how business has changed dramatically over the last few years. As a result we need to constantly challenge what we define as a "record". For example does your current records management strategy include emails and conversations over instant messenger?

These new mediums of communication provide alternative formats for conducting business and making agreements. As a result you need to be able to track and manage these types of communications if they are related to a business decision or agreement.

SharePoint 2013 introduces "Team Folders" which can aggregate content from SharePoint content and Email content from Exchange. If your organisation uses Lync for instant messaging you can enable archiving of your IM communications into Exchange. This will allow you to manage these assets from a retention and disposition perspective and it will also enable a comprehensive eDiscovery solution.

SharePoint 2013 has seen a major investment in eDiscovery to the extent that legal teams can become self-sufficient when handling eDiscovery orders.

Overall SharePoint 2013 is shaping up to be a well rounded platform for any organisation looking for a single platform for Enterprise Content Management. If your organisation isn't big enough to have your own IT Department you should look into Office 365 as all these features and more are available as a cloud service.

SharePoint 2013 First Look *(continued)*

Database. This fundamental change will ensure the size of your content databases will not become bloated with redundant information. For example, we have seen an issue with a client who had stored 700MB of policies and procedures in SharePoint 2010, however the version history was left unmanaged and the content database grew to over 6GB in size.

This is just a simple example of how leaving the version history unmanaged can lead to extreme storage waste and SharePoint 2010 chewing up large chunks of expensive SQL Storage space.

User Interface

The “new interface formally known as ‘metro’” provides a new “crisp” and “clean” interface that allows you to focus on content and provides an ideal interface for the next wave of slates and tablets which are about to hit the streets with the upcoming Windows 8 release. The browser support for SharePoint 2013 has changed and SharePoint 2013 will be supporting IE 8, 9 and 10. Other popular browsers such as Chrome, Firefox and Safari are supported.

The interesting thing to note is that some of the legacy browsers like IE 6 and IE 7 are no longer supported. This is because the new SharePoint 2013 web interface no longer relies on ActiveX components to perform some of the sophisticated operations such as “multiple file upload” and the “DataSheet” functionality. Instead these operations are now supported through DHTML and Ajax support build into the newer web browsers.

Design Mode

As the popularity of SharePoint grows, Microsoft has recognised that the “skinning” of SharePoint has to be made simpler to enable traditional graphic design houses to cope with the popular request of “making SharePoint not look like SharePoint”.

This can be achieved, but it usually requires some specialist skills in the area of creating MasterPages, which is usually an easy task for a SharePoint specialist, but a real challenge for a graphic designer. Unfortunately, it is a rare combination to find a SharePoint specialist that is also a great graphic designer. The reason why this is such a challenge is each of these roles require skills in very different tools sets. For example the SharePoint specialist spends a lot of time in SharePoint Designer and Visual Studio, whereas the graphic designer spend a lot of their working life in tools such as PhotoShop and Dreamweaver. Unfortunately, in SharePoint 2010 these toolsets could not be further apart in skills and platform functionality.

The great news is that in SharePoint 2013 the Microsoft product team has recognised this great divide and have provided a bridge to help close the chasm between the graphic designer and the SharePoint specialist. This means your graphic designers can start using the new “Design Mode” to create great looking MasterPages to ensure your new SharePoint site doesn't look like SharePoint.

SharePoint 2013 has increased the support for mobile devices by automatically redirecting mobile devices to a mobile view of the site. This is ideal for a variety of devices such as Smart Phones and slates.

These mobile devices have a choice of “classic” or “contemporary” mobile views. SharePoint 2013 also introduces the concept of “Device Channels” so you can provide a device specific user interface complete with its own device specific MasterPage. This opens up a number of possibilities for creating web sites that adapt the user interface based on the device being used to browse the site.

Imagine your next corporate portal that adapts to smartphones, slates or even set top boxes and the site layout adapts to take advantage of the screen real estate which is available on the specific device!

Discovery Center & Team Folders

The generation of corporate content is reaching amazing levels as the avenues for communication increase from traditional emails to newer technologies such as Instant Messenger and Blogs and Wikis. Corporations need understand what constitutes a “record” in their environment and how they can manage and dispose of these records in these new mediums. SharePoint 2013 introduces “Team Folders” which can aggregate content from SharePoint content and Email and Instant Messenger content from Exchange. This will provide a single unified platform for managing this content from a records and retention perspective.

SharePoint 2013 has moved to a new “unified search platform” which basically means the core search service has been replaced by the FAST Search Engine. The search results are personalised based on your past search history which provides more meaningful search results because the search service effectively “learns” what topics you are interested in.

The search results also include rich contextual previews of the content so you do not need to open each document to see if it is the document you are looking for. The document preview appears as a bubble next to the item on the result page as you mouse over the entry.

The ability to preview the document from the search results is provided by “Office Web Applications” which can also be used to preview documents in place or even edit the documents through a web browser. This feature was available in SharePoint 2010, however the functionality in SharePoint 2013 has increased to the level that you can now edit your office documents on any mobile device that has a web browser.

At first glance there are a number of major enhancements coming in SharePoint 2013 which will build on the previous functionality of SharePoint 2010.

As this is now the 5th generation of SharePoint we are starting to see the SharePoint platform round out some of areas such as records management and mobile support, and we are starting to see some completely new features such as social capabilities being added to the product.

Overall SharePoint 2013 is shaping up to be a well rounded platform for any organisation looking for a single platform for Enterprise Content Management. If your organisation isn't big enough to have your own IT Department you should look into Office 365 as all these features are now available as a cloud service.



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Hyundai motors ahead with process automation



In 2008 Hyundai Motor Company Australia (HMCA) moved to a purpose-built new headquarters at Sydney's high tech heartland of Macquarie Park. The office complex is a gleaming showcase of all that is state-of-the-art in environmental design and construction.

HMCA's primary business is supplying cars to 150+ Hyundai dealers across the country, managing an extensive marketing program and warranty and spare parts for the leading automotive brand. Outside of the SAP ERP platform all invoices and accounts receivable items were processed manually. Excel was extensively used for reporting purposes. Invoice processing and purchasing at the time involved paper being ferried around multiple locations within the organisation before approval, with manual coding and data entry required.

All was set to change as senior management asked Balasundaram (Bala) Kothandaraman, General Manager Information & Communication Technology to implement paperless operations.

A digital online workflow solution would be needed to cater to the fact that 50% of HMCA's 180 staff is mobile.

With SharePoint as the corporate ECM platform Bala needed an AP automation solution that would integrate well. The firm restricts itself to only two technologies, IBM or Microsoft. An AS/400 platform had been in place before the SAP rollout.

To streamline printing processes at the new corporate headquarters, HMCA implemented Canon's uniFLOW Output Manager software and eleven new Canon image RUNNER multifunction print devices at the head office and regional offices.

This server-based solution provided Hyundai with the ability to monitor and control its print fleet. The print release function is one of the solution's key features whereby employees must swipe an identity card before the print job is released, with any queued print jobs being automatically deleted after a defined period.

All printing and copying, together with the associated costs can be tracked and reported on.



For further efficiencies, Hyundai also integrated its ERP system into the Secure Print system allowing it to remove a number of extra printers used solely to service the ERP requirements.

The solution included 'Scan to Myself' email functionality allowing users to quickly scan to themselves in a one touch operation, removing the need for address books.

Bala sought out a document automation platform that was compatible with Hyundai's existing technologies and able to be adapted.

"I am a firm believer that applications are not developed, they evolve so we knew we would need to add more functionality down the path.

"Scope creep is inevitable so we needed to be able to go with the flow. We are there to serve the users

"It also needed single sign-on capability and to be compatible with SharePoint, as well as being easy to troubleshoot and maintain."

HMCA has settled on SharePoint as part of its Microsoft platform.

"Once a user learns how to operate Windows and Office they think they know everything about IT so it helps with adoption to give them something they feel comfortable with."

Enterprise applications are standardised across the globe for Hyundai subsidiaries, namely SAP and other in-house systems developed for managing warranties and spare parts inventory.

SAP is used for budgeting and payments to dealers and suppliers.

"There are many standard AP automation solutions but these are quite rigid and generally fit less than 50% of our process requirements," said Bala. "I think implementing an ERP application like SAP is the only exception where you can change the business based on the process, usually you must modify the process to suit the business."

Bala and his team began by separating the task into two separate areas, budget approvals and invoice payments.

"We decided to outsource one solution and developed one in-house. By doing this you reduce risk by not having all your eggs in the one basket. Also skillsets in BPM in Australia are very scarce.

"We knew where we wanted to get to, but by doing it in phases we immediately reduced paper consumption and began our journey down the path we wanted to go."

Kofax and Total Agility were selected for invoice approvals and this process was implemented by an outside partner.

Meanwhile Hyundai's in-house ICT team worked to implement Budget Approvals and Purchase Order workflow using AgilePoint for SharePoint.

Workflow

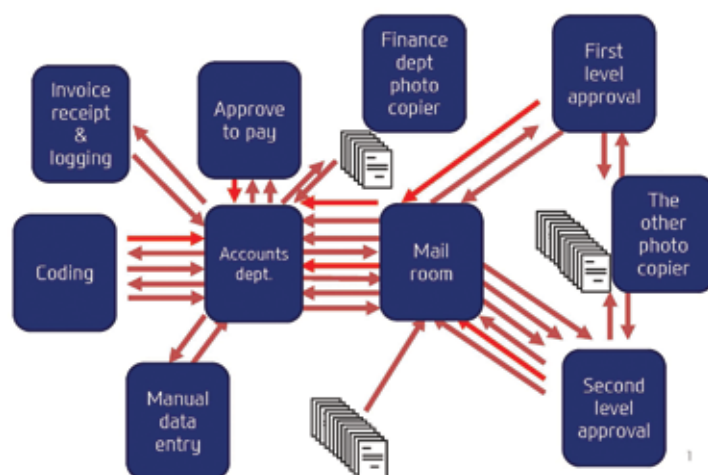
Documents no longer arrive by mail or fax and instead PDF email attachments are automatically scanned by the Kofax software and data is extracted into an SQL database. HMCA does have two Kodak document scanners for any digitisation that is required.

The accuracy of scanning and extraction delivered by the Kofax platform is above 80%.

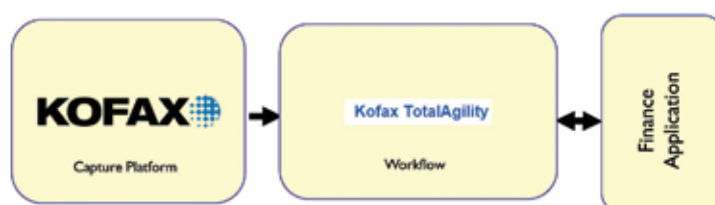
Previously there were two separate manual processes for PO or non-PO approval process that required data entry and manual

(Continued over)

INVOICE APPROVAL - BEFORE



INVOICE APPROVAL - AFTER



general ledger (GL) coding, whereas now there is only one automated workflow for PO invoices only.

The workflow takes place within an SQL database and once an invoice is approved a file is uploaded into SAP and document records kept in SharePoint. There is no paper file retained.

The system is programmed to send out emails at 7am and 1pm each day containing links to invoices requiring approval, so these can be processed first thing each morning or at the end of a day

"It was an executive management requirement that no approval should take more than five days, and many of our regional managers are on the road visiting our dealerships across this vast country.

"Now all approvals are done within two days," said Bala.

Around 28 months after first meeting with management to discuss implementing these new digital workflows, Bala has deployed two BPM systems using SQL server, blended with SharePoint and interfaced with external systems.

Inside the first three months, Bala and his team were able to deliver enough functionality for the organisation to be satisfied in the value of the exercise.

"Once people got a taste of the efficiency that these systems were able to bring to business processes they began asking for more and more functionality and the project was extended.

"With the BPMS technology we can add any approval process to the platform as all of the approval hierarchies are the same. We now have eight approval processes that have been automated with individual InfoPath forms customised for the end user."

Lessons Learnt

- BPMS gives you flexibility but it does not totally eliminate programming

- Try not to custom code, instead use native functions provided as much as possible so that you can fully utilise standard functionality provided

- Build your skillsets in-house and have a good business partner.

The project to roll out the paperless operation has not been undertaken in isolation, as HMCA has also dealt with the implementation of three major ERP upgrades in the past 12 months.

"When you introduce these processes you need to carry the business with you," said Bala. "In my case I knew I could rely on executive management's strong support throughout the implementation phases."



"Scope creep is inevitable so we needed to be able to go with the flow. We are there to serve the users ." - Balasundaram (Bala) Kothandaraman, General Manager Information & Communication Technology



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10 Serious Mistakes companies make with SharePoint



There are many challenges to implementing SharePoint, both seen and unseen. As a result there are plenty of pitfalls and traps to fall into, and it is very challenging to pick just 10 mistakes. Poor governance, not having an intranet strategy, or not having an intranet committee are traditional mistakes, but hopefully there is more awareness about these issues now. Marcus Dervin, director of Sydney SharePoint/Office 365 consultancy WebVine, focusses on more specific issues that are often overlooked, but can derail a SharePoint project team's best intentions.

1. The all or nothing approach

Companies often endeavour to implement a full intranet site including Publishing sites, Team Sites, MySites, InfoPath forms, Business Intelligence and Document Management. An all or nothing approach. While these are great features, they can be overwhelming for end users when implemented all at once, not to mention the SharePoint team. And if they are not rolled out in a managed way, their impact falls short and you end up with lots of nothingness in your intranet.

For example, if someone has many deadlines and tasks to deliver, will they really go and update their MySite? Or even tag those documents correctly? Or even load those documents to the Team Site rather than just email them?

In order to create a successful SharePoint platform in your company, you need to take it step-by-step.

One approach we use in WebVine, is in addition to designing the intranet site, to create a number of small wins for departments also, for example setting up document management for the finance dept. Finance departments are very organised and methodical,

and it's easier to get metadata requirements from them, than from marketing for example. Then when you launch the intranet, showcase the library and have the finance team speak about the benefits of document management. You can do the same for with HR by building an Infopath form for them. And so on.

When people see the results, they become enthusiastic to follow suit, then start working with the remaining departments. You will have a much better chance of user engagement and success.

2. Implementing document management incorrectly

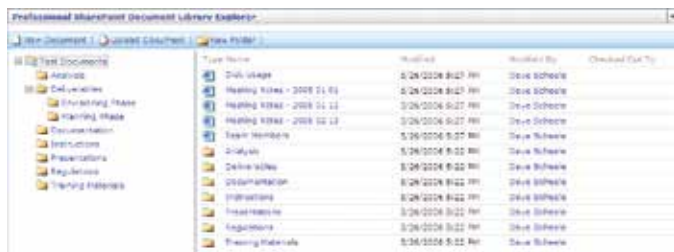
I have seen many SharePoint document libraries and I have rarely seen one that is done well. Often, using a share drive would offer similar benefits, aside from version control and the ability to send links instead of attachments.

If you are using SharePoint, then document libraries can offer tremendous benefits. However staff are not shown or trained on how to derive to most benefit from document libraries, and end up

discarding them.

When you setup a library, the first thing to do is to run a workshop on how to design it. You need to capture the metadata that is applicable to the people using that library. For example, if you are setting up a library for the IT department, it will look different to the Legal department library. You also need to consider using content types and managed metadata in your libraries as these offer tremendous benefits.

With content types you can create a list of templates within a library, so if a user clicks 'New' they are presented with a list of predefined templates. If the templates are setup correctly eg a word document called 'budget report' then information entered in the word document can be captured as filterable metadata in the library. See below for a good and not so good example of a document library.



How not to setup a library – lots of folders, and no useful metadata



A better example of what a library should look like, no folders, filtered by metadata

3. Just using SharePoint as a CMS

Implementing SharePoint as an intranet site takes a lot of work. Especially if engaging a design agency, managing multiple stakeholders and creating a decent site design. Not to mention creating content. Unfortunately, the resources used to create the intranet site end up being the same resources used to maintain and update the intranet. If resources are limited (intranet resources are usually thin), developing the SharePoint environment further tends not to happen. So you have an intranet that cost a million dollars in licensing, that could have been delivered much more cheaply on another CMS. If you are not offering any value other than SharePoint being a CMS, what's the point in using SharePoint?

Team sites, project sites, document management, process improvements, collaboration, reporting and more all need to be on the strategy plan (just not all delivered at once of course). Otherwise it's one expensively run website you have sitting there.

To get these projects off the ground, you'll need a good understanding of what SharePoint can offer your company, and executive level support (see point 8). Ensure you get this support up front and create a SharePoint strategy that delivers decent ROI. Then you will maximise your SharePoint investment.

4. Lack of SharePoint expertise in the organisation

Making a SharePoint project a success has many facets. Organisations rely completely on their staff to get projects over the line. But what happens when you don't have enough knowledge in the project team? Quite possibly the team doesn't even realise it.

For example, SharePoint is pretty easy to install. But if the administrator doesn't understand the effect of version control, archiving, records management, and a whole lot more, then the site can come to a grinding halt within 12 months.

Understanding how the SharePoint environment will be used and planning for that up front is crucial.

Also, organisations tend to deploy collaboration features and expect people to use them. But soon after you may find empty MySites and discussion groups that are one thread deep. Having SharePoint technical understanding is not enough; you need a plan to ensure adoption in the organisation. Once people see empty pages, they tend not to come back.

Try to find lessons learnt from other companies, attend conferences, do your research, and get external assistance if you need to.

(Continued over)

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10 Serious Mistakes companies make with SharePoint



5. Missing out on key features completely

You don't know what you don't know. As a result, there are fabulous gems within SharePoint that are easy to implement, but are often missed. These features make a real difference to organisations, releasing people from repetitive tasks, so they can actually do productive and enjoyable work.

Custom lists, workflows, content types and forms are awesome and can transform the work culture of a company.

If you are still sending around lots of excel spreadsheets, then it's likely you are missing out on at least one key feature. Custom Lists are a fantastic way of sharing information and getting rid of those excel documents. You can import an excel document and save it as a list to start with, then you can modify the list. For example setting a date field to default with today's date. You can set alerts on the list, so if someone updates it, everyone on the alert is notified.

You can create different views of the list, so the manager (on the manager dashboard page if desired), sees the high level information only.

You can easily filter information on the list, for example I only want to see information related to NSW and with status 'urgent'.

You can share information with other lists, for example if I have a column of projects and that appears in 2 different lists, I can create a look-up list to populate both lists.

The possibilities for more collaborative working between people and teams are endless – just using custom lists.

And there is plenty more that SharePoint can offer. So get under the hood, find out how to use these features, and ensure you utilise these in your organisation.

6. The gap between IT and the business

Business users rely on IT to inform them of what they can do with SharePoint. However, I have spoken to many SharePoint administrators who admit they do not tell their business users about key features as they don't have the time to help them use this functionality.

IT also rely on the business to give them requirements, however, if the business don't have the information to know what is possible, they won't know what to ask for. As a result the business may ask for things that are difficult, costly and time consuming to develop.

So there is this information gap. This gap as many people know can lead to frustration, disagreements and a lack of understanding on both sides.

Perhaps a middle ground may have been found if both sides spoke the same language. Configurations to SharePoint can be made without requiring IT's involvement, with the correct knowledge and permissions. Business goals can be created and met if people actually understand what SharePoint can do.

Have knowledgeable SharePoint people in your team that know about SharePoint's features such as InfoPath forms, lists, libraries, search customisation, the many webparts available, personalisation and more. So they can persuade IT to make some of these features available and IT can be relieved of the burden of doing everything.

7. Assuming staff will automatically use SharePoint

Companies that do not engage their staff in how SharePoint is going to benefit them, soon discover a few issues. It's nice to have a nice looking intranet site with news posts and maybe a yammer feed, but is that it? SharePoint is not just a technology solution; it brings about a completely new way of working. People need to be educated in this new way of working together, step by step. Champions need to be found on a grassroots level, and real business benefit needs to be demonstrated.

And people won't get it without guidance and understanding 'what's in it for them'. So, in order for people to really appreciate SharePoint, they need to see how it can remove those 'daily grind' tasks. This is where SharePoint really comes into play.

* That report that Jo has to email every week to 20 people and then collate answers into a single document can be easily done in 1/10th of the time without Jo having to move.

* Shelley no longer has to email people when she updates certain documents; they are automatically alerted.

* That list of vendors that is somewhere in the file share is now actually accessible, sortable and easy to get to.

* The Finance manager sees updated live finance data at anytime on his customised home page, without having to request the information

When you give people back their lives through freeing up their time, they love SharePoint, in addition they are much more productive and happy.

8. Executive level support and understanding is not there

In order to transform how an entire organisation manages information, you need executive level support. Otherwise you won't get the funding needed to go the whole way. Key stakeholders and people in roles like sales will not see the benefit to harnessing and accessing knowledge in the organisations. They are more focussed on external results, not streamlining internal processes.

However, you don't want to let that derail the SharePoint project, as transforming how people work has tremendous benefits to the company.

If the CEO is aware of these benefits and wants to see them realised, then it's a lot easier to get SharePoint over the line, and delivering tangible results.

After all, who wants to be left in the dark ages of share drives and emails being the primary ways to share (and continuously lose) information. So when the right people can convey a clear message to the executive team of the importance of SharePoint to the organisation, the project has a much better chance of success. Make sure you have those people in your organisation, and if you don't have them, get some help. For some reason people really value external consultant's opinions, even if internal staff convey the same message, so consider hiring them even for this pitch alone.

9. Leaving out Search until the last minute

Many SharePoint implementers do not consider SharePoint Search until the launch, like an afterthought.

However, Search is a very important piece in the SharePoint pie, and if it's not configured well, will not deliver accurate results. The more help you can give SharePoint up front, the more satisfied people will be with the results. And they really do expect Google at their fingertips, after all, that is what they are used to.

Setting up managed metadata or tags so that you can filter results needs to be decided early on, otherwise at the end when you have already configured all of your lists and document libraries, it's too late.

For example, if someone can filter the results by department, topic, region, job role, or whatever filters are most suited to your content, that will be incredibly helpful in searching SharePoint. So understand Search from the outset, take it into consideration, create a Search strategy and implement it. You will benefit from the importance of getting Search right in SharePoint.

10. SharePoint sprawl and incorrectly setting up the environment

If SharePoint is not governed well, it can lead to a plethora of Team Sites and even publishing sites in an organisation. This sprawl leads to a very unstructured intranet, which soon becomes unreliable. People get lost in numerous sites and lose faith in the integrity of the intranet, and this kind of sprawl can lead to deterioration in server performance. Very often, SharePoint environments are not configured optimally. Someone installs SharePoint, which can be done fairly easily, and away they go. I have seen a number of companies with large SharePoint environments, relied on by thousands of employees, have their environments crippled due to a poor foundation.

A lack of understanding at the infrastructure level, and in configuration, can leave SharePoint farms running slowly, giving a poor user experience, a bad name for SharePoint, and even worse, can grind to a halt.

So ensure you have people who know what they are doing when initially setting up SharePoint, who can take into account the volume of data likely to be reached in a number of years, the number of users accessing the system, and many other key factors.



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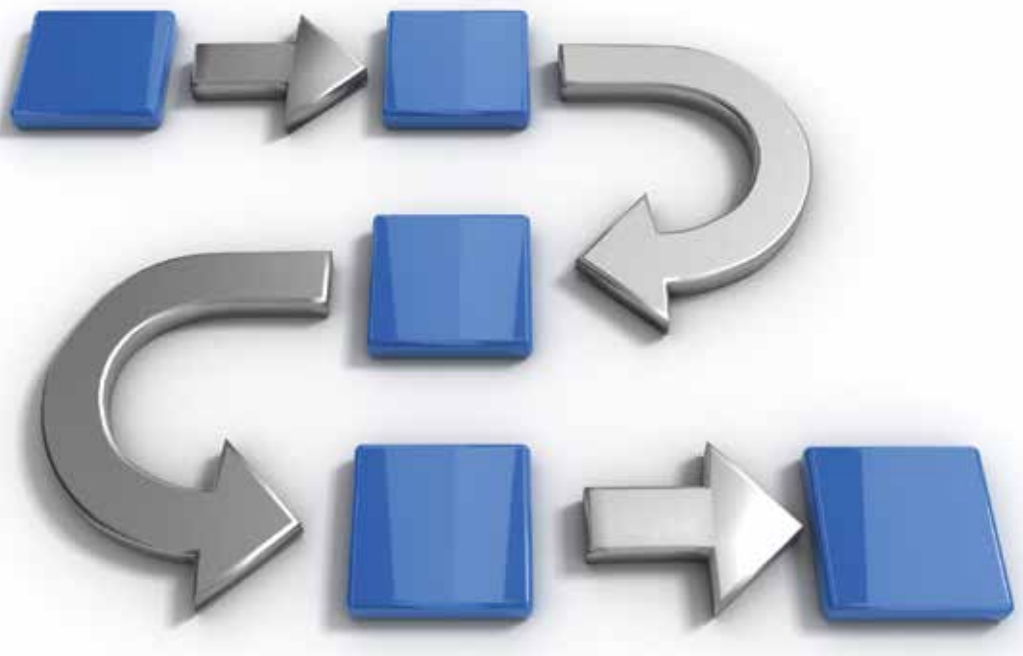
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Practical steps to success for records management in SharePoint

By Desmond Russell



Organisations looking to use SharePoint as a true ECM solution, in particular to accommodate the management of business records, need to rethink long held traditional views and approaches to implementing records management if they want to achieve success

SharePoint and your records management strategy will rely on many interdependent functional, technical and operational elements (shared resources) requiring a coordinated strategy with the business, information technology and records management stakeholders. These practical steps are designed to “stimulate” your strategy by highlighting key areas of consideration, whilst not exhaustive they are critical in designing your records management strategy.

Microsoft SharePoint has matured through each generation of its development and we now have a highly functional platform that is broad enough to touch multiple areas within an organisation.

Core to SharePoint's success has undoubtedly been the growing strength, maturity and adoption of its Enterprise Content Management (ECM) capabilities which has seen it placed in the “Leaders Quadrant” in the 2011 Magic Quadrant for Enterprise Content Management. With this, organisations are increasingly using SharePoint as the core of their enterprise strategy for content management whilst exploring its broader ECM capabilities including records management. This is proving to be challenging in a world where traditional approaches to implementing records management do not align well with a “shared resource” like SharePoint.

What do we mean by a “shared resource”? SharePoint and your records management strategy rely on interdependent functional, technical and operational elements such as metadata, security, taxonomy, information architecture, governance, training and support.

Also each system will have a specific set of business objectives and goals it is trying to meet, therefore a coordinated strategy across these elements is critical to delivering a successful business outcome.

Rethink and challenge your traditional views

It is important that you do not look at SharePoint through a single lens; its use is broader than just records management and therefore you need to consider that end users will want to interact with the system differently. Here are a few things to consider:

- A record is not a type of information but a technical characteristic that is representative of an information state (point in its lifecycle). End users do not make a distinction between records and other information types when creating information; it is all information to them.
- Metadata serves a particular business purpose and not all metadata is useful. The purpose of metadata is linked to the audience who is interested in the information and there is no need to burden users with irrelevant metadata.
- Record controls should be systematically enforced wherever possible. Explore automated means through technology and remove the need to train end users in records management allowing you to concentrate on higher value change initiatives.
- Remove end users from the decision making process of creating records. Use automation wherever possible to make this a systematic process.



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Take the time to fully understand Information Architecture

One of the most critical “shared resources” when using SharePoint in your enterprise approach to content and records management is information architecture, which essentially describes how you organise, label and arrange (aggregate) information. Information architecture is supported by three taxonomical elements which are used by both SharePoint and record management for different purpose.

The diagram below identifies these elements and their characteristics in relation how information is presented, stored and discovered.

- Pathways to information and how information is presented
- Controlled description of content independent of its location
- Where information and content is placed
- Metadata usefulness is determined by the audience



Metadata is another one of those critical “shared resources” that serves a number of purposes across both SharePoint and your records management strategy. One of the most common mistakes is to assume that all metadata is important to everyone and therefore needs to be in and on everything. You run the risk of developing a metadata model that morphs into an unmanageable beast and is met with the highest resistance from end users. I propose that when determining your metadata requirements keep the following key principles in mind; a) identify the purpose for metadata; b) identify the audience and the intent of that metadata

While each organisation's metadata requirements will differ, consider the following in determining your specific model. Consider these key metadata relationships and associated characteristic;

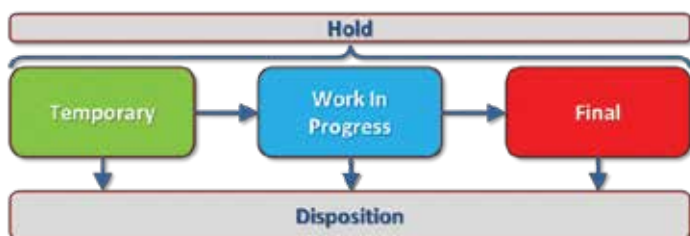
- Enterprise Metadata: This refers to controlled metadata assigned to information independent of its location or context in which it was created, however the business activity it represents (purpose) does not change. This type of metadata will include automated system generated metadata.
- Business Process Metadata: This refers to supporting a specific business process (s) with metadata to aid the execution of the process and is relevant to the intended audience.
- Personalised Metadata: This refers to the ad-hoc metadata assigned by end users to information to create a personalised view ultimately aiding information discovery and access.



Determine Information Value and manage it within a Lifecycle

Every organisation has a requirement to retain its data and information for various business reasons e.g. to support its compliance obligations, security and disaster recovery or for business continuity. Importantly not all information has the same value and rather than attempting to define its value instead considers that as information is created it passes through various states and depending on its state, its value and associated lifecycle management policies are enforced. Using the diagram below to represent Information Lifecycle and its states (one example) you can expect to derive a number of benefits in the implementation of your records management strategy:

- Ensure consistency in the treatment of like information;
- Information is managed from creation to disposition;
- Retention of all information in every state of the lifecycle;
- Records controls are placed within the context of where information is created; and
- Rules are enforced by the technology.



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Adapting record-keeping for the modern worker

By Stephen Bounds



In an age where billions of emails, Facebook posts and tweets are sent every day, treating any store of paper files as being a comprehensive set of records is largely a fiction.

Despite this reality, a surprising number of Australian government entities still 'do recordkeeping' by printing off Word documents and emails and adding them to a paper file.

But even when electronic recordkeeping systems are in place, it is rare for files to be comprehensive. Records managers tend to point the finger at users, blaming them for non-compliance. The truth is much less comfortable—most recordkeeping systems are designed and optimised for paper in an electronic world. This approach no longer works, and the fact that it is broken is becoming more and more apparent.

Because an electronic file can be reviewed and updated by anyone, anywhere, at any point in the file's lifecycle, the switch to electronic recordkeeping should have been the trigger for a radical re-think of the role of record-keepers. Unfortunately, the opportunity has been missed by many but not by the Australian Communications and Media Authority (the ACMA). At the ACMA, as part of an ambitious ICT transformation program we wanted to move beyond the legacy procedures of paper records. Our goal was a new kind of recordkeeping system, better suited to the integrated, electronic environment of the modern workplace.

In designing our new system, every aspect of recordkeeping was up for review except for two fundamental principles:

Principle 1: Records management is about tracking, contextualising, and justifying business decisions and actions in a way that demonstrates their authenticity and integrity.

Principle 2: Records must be retained until they can legitimately be disposed of under an appropriate authority.

As a government agency, these principles are core to the requirements enshrined in the Archives Act 1983. Similar principles exist in state and territory legislation. The ACMA's solution builds on these with a third principle added:

Principle 3: Make business processes the key driver for recordkeeping and not vice versa.

The new ACMA records system is built around SharePoint—an effective, widely used platform for ad hoc collaboration as well as for hosting business processes. At the ACMA, we took a light-touch governance approach, empowering users to design sites, document libraries and lists to suit their needs.

The initial SharePoint implementation was pitched as 'collaboration only'—on completion, records had to be transferred from SharePoint to TRIM as our 'official' records system. However, the success of SharePoint in supporting business processes only highlighted the artificiality of 'doing recordkeeping' as an

additional, extraneous step.

This was a key driver for the strategic decision to fully migrate to SharePoint for document management and recordkeeping. A lengthy internal design and testing process followed before we arrived at a solution involving RecordPoint as the product best suited to enhancing the ACMA's existing SharePoint collaboration platform.

Process-centric record-keeping

From the start it was important to minimise intrusiveness of the recordkeeping system. One of the key strengths of SharePoint is its seamless integration with Windows Explorer and Office, with one-click editing and saving. We also knew that integration with external systems would be necessary, and any requirement to embed complex classification decisions at the point of saving would be unwanted.

From this, key design decisions were:

- using SharePoint sites and its site collection structure to support classification and ownership, for example, by leveraging division/branch/section hierarchy;
- hiding or eliminating steps that do not support business process execution, for example, allowing zero metadata capture of documents;
- focusing on custom metadata that supports business processes, and endorsing the use of naming conventions that make sense to the business;
- making integration with external systems as simple as possible; and using RecordPoint's rules engine to classify content 'behind the scenes', with no visibility to average users.

THE SUCCESS OF SHAREPOINT IN SUPPORTING BUSINESS PROCESSES ONLY HIGHLIGHTED THE ARTIFICIALITY OF 'DOING RECORDKEEPING' AS AN ADDITIONAL, EXTRANEIOUS STEP.

The resulting design switches the emphasis from document-centric to process-centric recordkeeping. One of the first processes migrated in the ACMA to the SharePoint + RecordPoint was an agency correspondence register.

The document-centric process driving the correspondence register files was comparatively simple:

- incoming mail was reviewed and assigned to a staff member for response along with a due date;
- original incoming correspondence placed on file;
- response returned after review/sign-off from senior personnel obtained; and final correspondence sent and copy placed on file.

Responses to a number of pieces of correspondence were often in train simultaneously, so process controls were set up off-system using Outlook tasks and reminders. The separation of process from the records being dealt with meant the co-ordination of the two systems sometimes failed. Occasionally, serious process breakdowns led to correspondence remaining unaddressed for weeks or months.

In contrast, the process-centric approach allowed for a SharePoint site to be set up with custom metadata fields that directly supported the business process, including ad hoc summary/report views of status. This made the whole process lifecycle manageable from a single interface, and also ensured correct document management by making this an intrinsic part of executing the process.

Highlights of the new process are:

- assignments and due dates captured directly against each document using custom metadata;
- each document's progress through the process is continually updated as revisions and approvals occur and are received;



- custom SharePoint views make it simple to review status across all outstanding work and take appropriate action, for example, show all 'assigned to me', 'overdue for response', 'waiting for clearance';
- draft response versions and comments can be done in-place on SharePoint rather than through Outlook versions sent via email; and
- final response sent is linked back to the original correspondence received to ensure traceability.

Getting this 'right' means we will be progressively reviewing and revising business recordkeeping processes to ensure we can make the most of SharePoint's collaboration and workflow strengths. This has necessitated a gradual cut-over of recordkeeping to the new SharePoint + RecordPoint system, rather than a big-bang migration.

Over the next 12-18 months we will migrate all active recordkeeping to SharePoint. That said, there is already a natural shift in focus as old TRIM files get closed and new processes and projects are set up on SharePoint. Nevertheless, this is just the tip of the iceberg. SharePoint's strong application programming interface (API) makes it almost trivial for the ACMA to integrate recordkeeping with other systems, with possibilities including but not limited to:

- a bespoke business to government (B2G) portal for annual submission of regulatory forms;
- an agency-wide case management system based on Dynamics CRM 2011; and
- automatic capture of records from social media systems including Facebook and Twitter.

We are also actively exploring the possibilities of SharePoint as an extranet for secure collaboration. Initial trials of sharing SharePoint spaces with service delivery partners and industry experts during policy consultations have been promising.

The rumoured possibility of Australian-hosted cloud infrastructure using Office 365 would be of great interest. Having local cloud services is a critical precondition for any switch to hosting records-compliant collabor-active environments outside of our local premises.

During this period of intense change, it is a challenging time to be an information management expert. But it is also an exciting time filled with opportunities. If you are a records manager who has felt isolated from the rest of the organisation, you will never have a better time to make yourself a key and valued partner.



Kodak gains search partner

Concept Searching, a developer of semantic metadata generation, auto-classification, and taxonomy management software has entered into a partnership agreement with Kodak's Document Imaging Business.

Technology from Concept Searching will be used to offer higher order conceptual metadata at capture stage direct from the scanner, and intelligently route documents, identify sensitive information, and automatically declare documents of record.

Concept Searching's Smart Content Framework is a toolset based on its flagship product conceptClassifier for SharePoint, that provides the enterprise infrastructure framework to mitigate risk, automate processes, manage information, protect privacy, and address compliance issues.

Running natively in SharePoint, it improves search, provides an enterprise metadata repository, automates records management, ensures compliance, protects and secures data, and facilitates migration.

Martin Garland, President of Concept Searching, commented, "We are excited to partner with Kodak, combining our market-leading software technology with its expertise in delivering document imaging solutions.

"Concept Searching is Microsoft's only managed partner in the SharePoint ecosystem delivering taxonomy management and auto-classification, and our Microsoft suite of products is unique in its native integration with the SharePoint 2010 Term Store and managed metadata properties.

"This makes Concept Searching the ideal partner for Kodak customers looking to manage intelligent capture, combining paper records with digital information, while at the same time applying and enforcing policies, mitigating risk and ensuring compliance."

Middletons wins trade mark ruling for Digital Post Australia

Middletons has successfully defended Digital Post Australia in trade mark infringement proceedings brought against it by Australia Post. Digital Post Australia was launched in March 2012 as a joint venture between Computershare, Salmat and US based technology company Zumbox Software.

The court's decision dismissed claims made by Australia Post of trade mark infringement and passing off. The court also dismissed allegations that Digital Post Australia had engaged in misleading and deceptive conduct that it was affiliated with Australia Post by marketing its proposed service from the Digital Post Australia website.

Middletons lead partner and specialist intellectual property litigation lawyer, Chris Round said "the court ruling shows our client had acted in good faith in choosing its name for a digital

postbox, which will be provided free to Australian consumers in late 2012."

"The court concluded that there was no real, tangible danger of deception or confusion and that the ordinary consumer would not entertain a reasonable doubt about the origin of Digital Post Australia's services", added Mr Round.

Digital Post Australia will allow consumers to receive their essential mail digitally in one central, online and secure location. The service will make it simple and convenient to organise, manage and store consumer mail. The service also allows for bill payment reminders.

The court found that while Australia Post has a statutory monopoly over the physical delivery of letters, it is not yet associated in the minds of potential consumers with the delivery of digital mail.

Mr Round commented, "Digital Post Australia always sought to distinguish itself from Australia Post while using its descriptive name to market its services. We are excited to have assisted Digital Post Australia in defending this proceeding and look forward to working with them to develop their business in the coming years."

Chairman of Digital Post Australia, David Hynes was very pleased with the court's decision saying, "despite the proceedings, we have remained focused on moving our business forward and have made substantial progress toward reaching our business objective of delivering the first and best digital postal service to Australians. We expect to announce some important developments in the coming weeks that will further demonstrate the strength of our market position."

The full service is expected to launch to consumers later this year.

Geospatial award for PSMA

An international award has been won by a geospatial information technology project developed in Canberra. The Exemplary Systems in Government Awards, presented in the US by the Urban and Regional Information Systems Association (URISA), recognises achievement in the use of automated information systems.

PSMA Systems, developed by Australian government owned PSMA Australia, has been selected to receive a URISA 2012 Exemplary Systems in Government (ESIG) Award in the Enterprise Systems Category. Its technology for managing and accessing geospatial data is the engine that produces Australia's fundamental national spatial datasets, developed from authoritative government sources

Dan Paull, PSMA Australia Chief Executive Officer said "PSMA Systems has reduced delivery times, improved data quality and provided more flexible access to Australia's authoritative datasets.

"It also provides a technology platform that makes it easier, faster and more cost effective for all types of organisations to extract the value inherent in these and other spatial datasets, particularly in terms of the integration of geospatial information within standard enterprise systems."



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Sage smells sweet for Redmap

Sage Business Solutions, the provider of mid-market ERP accounting software, has announced it will be distributing the Redmap solution for document automation in the Australia/NZ markets. In Australia Redmap will be offered alongside Altec Document Management (IDM) solutions as the only two options on the Sage price list. There are other alternatives offered in other international markets.

Charles Pludthura, ANZ Marketing Manager with Sage Business Solutions said "It is becoming more and more commonplace for our partners are going into a prospect meeting that there is a need to deploy document automation solutions within the business. It's not just those with deep pockets, it's a requirement for many SMEs."

"Our customers are looking to streamline their processes and environmental concerns are assisting the drive to paperless operation."

Redmap will now integrate Sage ERP Accpac, Sage Timberline Office, Sage ERP X3 and Sage CRM solutions with its smartSolutions offering both on-premise and cloud deployments. This offering will provide mid-market companies with the opportunity to automate document processes around accounts payable and receivable.

Redmap, an Australian company, has a customer base in excess of 45,000 businesses around the world, via its OEM and channel distribution agreements.

Benjamin Woolley, CEO of Redmap, said, "Redmap constantly seeks partnerships with organisations that can add value to our business. As a result, Sage is an ideal partner with a recognised solution set offering which helps mid-market companies in all sectors to automate their ERP, financial, retail and inventory systems."

"The fact that a global company like Sage has chosen to partner with Redmap, following an extensive due diligence process, speaks volumes for our business. We are excited about their appetite and capacity to deliver joint marketing programs. This provides us the opportunity to leverage the Sage channel for our document automation solutions and work with a team which clearly wants to actively engage in strategic partner marketing. Tactically, I have to say that we're already delighted with the engagement we have experienced with Sage management."

South Perth integrates CRM

The City of South Perth has gone live with a KANA Lagan CRM solution for local government, that integrates tightly with council's existing back-end systems such as HP TRIM, Civica Authority and Intramaps. Delivered in partnership with solutions provider Datacom, the new CRM platform is designed to give the city's 45,000 residents greater options for customer service, including self-service phone and web alternatives for managing simple inquiries.

It also provides immediate transparency for ratepayers and customers of the City and provides proactive monitoring of all requests. This will allow customers to interact with the city at a time and a place of their choosing, will lead to increased responsiveness and will allow customers to track the progress of their own requests for service.

City of South Perth is using Lagan Agent Desktop, designed to provide government contact centre representatives with an optimised client for handling phone calls from local residents, by email and other channels. The council is also using Lagan Knowledge Management in its call centre to provide fast and consistent responses to resident requests for information.

Lagan Web Self Service will allow the City of South Perth to provide residents with quick and efficient access to existing services via the council's website and other support channels.

By the end of 2012, City of South Perth will be offering its residents access to mobile apps and further web solutions.

"We are pleased to work with the City of South Perth to help provide local residents with simpler access to customer service

tools," said Jo Hutchinson, Datacom. "The benefits provided by the KANA Lagan platform will allow the council to improve its customer service levels and responsiveness overall, which will, in return, result in cost savings for the council, that they can then put into providing other value-adding services for residents."

"With powerful and accessible CRM solutions like KANA Lagan, government organisations across the country can improve their service delivery with fast, streamlined improvements," said Jason du Preez, VP Sales Asia Pacific, KANA.

"There are significant benefits for local councils and other government bodies who deal with the public on a regular basis to providing better access to information, faster resolution of customer service requests and greater transparency into processes. These benefits come via substantial labour and cost efficiencies, which can in turn be used to keep improving service delivery while continuing to lower costs. We look forward to continuing to work with City of South Perth and Datacom to keep improving the council's customer service experience."

CSR moves into electronic invoicing with OB10

Australian building products company CSR has selected OB10, the e-Invoicing network, to offer electronic invoicing to its 10,000 suppliers.

John Denyer, Manager of Transactional Accounting Services at CSR, said, "For CSR, it is very important that our customers and suppliers regard us as a company that is easy to do business with."

"By partnering with OB10, we can offer our suppliers a broad range of choices in the way that they invoice us, regardless of the size of their organisation or their annual volume of invoices. In the near future we hope to expand this capability to our customers, giving them choice as to how they receive invoices from us."

"In addition, OB10 helps us operationally to speed up and simplify the way that we enter supplier invoice information into our system, improving the quality and enriching the content. This allows our Accounts Payables team to process invoices more efficiently and focus on higher-level activities in a more cost-effective manner."

Luke McKeever, CEO at OB10, welcomed CSR to the e-Invoicing network, "We are excited to announce CSR as our most recent customer to join OB10 in Australia. CSR is among many forward-thinking companies adopting e-Invoicing to improve liquidity in its supply chain while benefiting from stronger supplier relations." To roll out e-Invoicing, CSR is working with Scan One Asia Pacific, a provider of automated accounts payable SaaS and P2P consulting services.

Laundry firm cleans up with ELO document management

ELO Digital Office has delivered a Document Management Solution (DMS) for South Pacific Laundry, a 16 year old commercial laundry servicing many of Melbourne's finest hotels from a 8,700 square metre \$13.5 million facility in Brunswick East.

CBD has selected ELO Digital Office to provide its Document Management Solution (DMS), based on its ability to provide a user friendly interface with extensive capabilities. It has been deployed to be used by 20 staff with the number of users set to expand.

"ELO has been a reliable, user-friendly, easy to use yet comprehensive DMS system we had ever encountered. We would recommend ELO to other SMBs," said South Pacific Laundry's Owner Kevin De.

"ELO's ability to integrate seamlessly with 3rd party software such as Microsoft Office products and automate business processes was definitely a key component in our decision."

"We were looking to expand our DMS system in terms of functionality and how it could benefit the organisation. The Laundry handles many types of documents; financial records,

emails, contracts and invoices just to name a few. ELO has been the key instrument in helping us to achieve high efficiency in our daily operation."

Rainer Krause, ELO's Managing Director Comments: "The South Pacific Laundry has been a great way for ELO to show its industry diversity, as well as replacing previous software that was not satisfying the client's needs."

The Laundry has also been able to eliminate manual data entry of accounts data for MYOB and uses OCR for dockets, invoices and archiving of old files. They're new business process involves simply catching the incoming documents and converting them to electronic format, which is then filed in ELO.

"Due to the nature of the company it was imperative to provide an easy to use system that could grow and develop with the company while guaranteeing complete security and confidentiality."

Townsville City Council plugs into livepro cloud



Townsville City Council, the local government body located on Queensland's north coast, is guarding against disaster with the adoption of a cloud-based knowledge management solution from Australia's livepro. The improvements that livepro in the Cloud bring were identified as desirable after Cyclone Yasi tore through the city on February 3 2011. Due to the severity of the storm and ensuing damage, the Townsville CSC was forced to shut down and Customer enquiries were re-routed to Toowoomba City Council. With limited information about what was happening in Townsville, the Toowoomba Customer Service Representatives were limited in the advice they could provide to Townsville residents.

livepro in the Cloud can be accessed securely from anywhere an internet connection and web browser are available, providing business continuity to Townsville City Council in times of disaster or in the event of an unexpected office closure.

The Townsville City Council Customer Service Centre (CSC) has over 30 full time employees and 50 seats and is responsible for a myriad of tasks including responding to customer queries, handling payment transactions for all Council operations and managing reception and visitor needs.

Townsville CSC is an inbound and outbound contact centre

that handles over 200,000 calls per year as well as handling communications through multiple channels including email, web, online chat and social media.

The integrated Knowledge Management solution has reduced Averaging Handling Time (AHT) and on-hold time; AHT is down by an average of 8 seconds and on hold-time by an average of 12 seconds per call.

It has simplified processes around complex service requests; and reduced re-work due to errors. The system has also reduced reliance on email as a method of communicating process changes and information updates.

Megan Leavy, Executive Manager Customer Service at Townsville City Council headed up the search for a suitable Knowledge Management solution.

"Before livepro, we lacked an integrated Knowledge Management system that was user friendly, accurate and acted as a central repository of systems, processes and information."

"We decided on livepro as it specialises in catering for process-driven organisations with the need to define, maintain and rapidly deliver constantly changing information on an active basis and in a consistent way to all personnel," said Mrs. Leavy.

Townsville CSC made the decision to adopt livepro in January 2012 and immediately started the implementation process. They were under a tight deadline as they needed to get livepro up and running by February 15th in time for their busy Council Rates period. By implementing livepro as a Cloud service, setting up and gaining access to the system was fast and did not require any IT involvement.

Megan Leavy said, "Since implementing livepro there have been numerous positive impacts on the CSC business."

"livepro has helped us simplify processes around complex service requests, reducing the amount of errors made by Customer Service Representatives. Reducing errors has made it easier for other Business Units to complete these service requests, and thus helped strengthen the relationships between the CSC and other Business Units. Also, by providing basic training to the other Business Units, they now better understand the role of the CSC and are able to provide Customer Service Representatives with real-time updates and alerts directly through livepro."

"Training time for new inductees has been reduced and further time and cost savings in this area are expected in the future. With livepro, knowledge gaps can be easily identified; enabling targeted training for further cost savings and customer experience improvements."

"Finally, this project also supports Townsville City Council's disaster response capabilities; livepro in the Cloud means that critical knowledge can be accessed anywhere via an internet connection and web browser, enabling CSC staff to work remotely or another Council to access the Townsville City Council knowledge in times of crises."



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Is Big Data bringing together the traditionally separate worlds of structured and unstructured data? Enterprise analytics leader SAS believes the growing uptake of its tools for social media analysis could be the trigger to crossing the divide.

At a Sydney seminar to introduce the company's tools for high performance analytics (HPA), Jim Davis, Senior Vice President and Chief Marketing Officer for SAS outlined how this was not just your traditional business intelligence.

"I don't know of any organisations that aren't thinking about incorporating unstructured data into their BI platform, whether its voice video, measuring consumer sentiment or from social media," said Davis

This is the much hyped world of "Big Data". Agreement on what is meant by the oft-used phrase is not universal. Davis was happy to volunteer his definition of "Big Data" as "data that exceeds the processing capacity of conventional database systems."

Traditionally the task of gaining business intelligence has involved the job of moving transactional data off operational systems to create a data warehouse. This allowed data to be arranged in preformatted "cubes" to allow production of reports without impacting on the performance of business systems.

However the speed and power of parallel processing is now allowing companies such as SAS to offer the ability to analyse immense quantities of data in realtime using its powerful in-memory analytics solution.

"You don't need OLAP anymore. You don't need to wait for IT to build cubes," said Davis.

The HPA tools that SAS provides require a blade server running regular Intel chips that can be configured from 4-blades at around \$A50,000 up to a massive 48-blade server at \$A500,000.

At the launch SAS gave a live demonstration of heavy duty predictive analytics in front of a mix of business and IT managers from Australia's big banks, retailers and telcos.

Oliver Schabenberger, Ph.D, SAS Lead Architect for High Performance Analytics, cited the example of a US bank that was able to analyse a full one billion records using data from 500,000 loans it had made to its customers.

Previously the bank had only been able to run analysis on sample data sets, however with the trends realised in the full analysis it was able to identify opportunities for on-selling products that would more than cover the cost of the analytics hardware.

Schabenberger was able to show in real time the HPA solution completing in 23s a task that would previously have taken up to 10 hours.

"Making high performance analytics near realtime provides a chance to model scenarios and in the financial sector it provides

Believe the hype: Gartner

Big data is "quite hyped up right now, but the promise is there," notes Gartner analyst Hong LeHong.

"Companies are able to process information that they were not able to do before – unstructured information – but it's also about the speed at which they can do this," he says. "For example, take pricing. In the past if you wanted to maximise your margins as a retailer, or maximise your unit sales, you would run an optimisation and only really get to do it once, because of the time it took. Now you can run two or three scenarios in the same amount of time and can understand a number of different customers. It's a subtle change but it really improves decision making.

"A complementary part of big data is complex event processing, which is not the speed of crunching algorithms, but the speed of taking in real-time data to the magnitude of thousands of events per second. So think about a stock market, for a bank to be able to understand its trading position in real time, is a really interesting proposition."

analysis on the day of the trade, which will make people money.”

However the examples that SAS demonstrated were very much in the traditional mould of business intelligence, i.e. the analysis of data from transactional systems held in relational databases.

SAS offers a suite of products for Text Analytics that is specifically focussed on finding information buried in unstructured text.

This includes products for automating classification of documents and creation of metadata, sentiment analysis and consolidating structured data analysis with unstructured text

James Foster, SAS Australia and New Zealand Practice Lead for High-Performance Analytics says uptake for the Text Analytics suite has not been as rapid as traditional structured data analytics.

“However demand is now picking up as users wrestle with ever more unstructured content,” said Foster

This is being driven by a growing need for social media analytics.

“Companies want to know what consumers are saying about them. They can also relate this to lots of information they already have on their customers from call centre records and feedback forms.

“When somebody makes a comment about them on Twitter, companies want to be able to understand who is that person, what do they buy and what influence they have before they decide what action to take.

“Basic listening is already being done, but we can bring analytics to bear on the social media.”

This type of analysis has already been successfully used by the United Nations to predict unemployment rates based on consumer sentiment expressed on social media.

Analysing half a million blogs, forums and news sites, SAS Social Media Analytics and SAS Text Miner examined two years of social media data from the US and Ireland for references to unemployment and how people were coping.

SAS compared mood scores and conversation volume with official unemployment statistics to see if upticks in those topics were indicators of spikes in unemployment. The analysis revealed that increased chatter about cutting back on groceries, increasing use of public transportation and downgrading one's automobile could, indeed, predict an unemployment spike.

It has also been applied to analysing how many people complain of getting the flu as a means of keeping track of potential global pandemics.



“Analytics is now a C-level issue, where it used to be the domain of the business analyst.” - James Foster, SAS Australia and New Zealand



“If Big Data is the new oil, then High Performance Analytics is what will energise the whole economy.” - Mikael Hagstrom, SAS Executive VP, EMEA and Asia Pacific.

SAS believes the use of high performance analytics to analyse social media this way will lead to a growing awareness of the power of its Text Miner product to exploit data that organisations already have, for instance email and call centre records.

“The concentration on social media makes enterprises realise they have been sitting on this data,” said Foster.

The 1823 Call Centre of the Hong Kong government's Efficiency Unit acts as a single point of contact for handling public inquiries and complaints on behalf of many government departments. 1823

“WHEN SOMEBODY MAKES A COMMENT ABOUT THEM ON TWITTER, COMPANIES WANT TO BE ABLE TO UNDERSTAND WHO IS THAT PERSON, WHAT DO THEY BUY AND WHAT INFLUENCE THEY HAVE BEFORE THEY DECIDE WHAT ACTION TO TAKE.”

operates round-the-clock, including during Sundays and public holidays. Each year, it answers about 2.65 million calls and 98,000 e-mails, including inquiries, suggestions and complaints.

“Having received so many calls and e-mails, we gather substantial volumes of data. The next step is to make sense of the data,” says the Efficiency Unit's Assistant Director, W. F. Yuk.

“Now, with SAS text mining technologies, we can obtain deep insights through uncovering the hidden relationship between words and sentences of complaints information, spot emerging trends and public concerns, and produce high-quality complaints intelligence for the departments we serve.”

(continued over)



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Other examples of unstructured data analytics that Foster was able to cite includes its use by manufacturers to analyse warranty claim forms to get a picture on what products are failing and what parts were involved.

"Most examples are around customer/citizen engagement, said Foster.

"Our focus with Big Data is on business outcomes. What are you trying to improve? What information can you leverage to do that?"

"SAS is an analytics company. We are telling people to collect every bit of data that you can. Our focus is on analysing the data that is relevant to your organisation and use it to drive a business outcome.

Although Foster acknowledges an ongoing divide between those who manage "content", i.e. unstructured data and those who are responsible for data warehousing and BI.

"There is generally not a holistic view, as enterprise search is generally seen as an operational issue rather than part of a strategic use of information.

"SAS is known as a leader in business analytics – but we also assist customers around the world in information management. Getting access to the right data at the right time is critical in any analytical activity"

"The fact that in most organisations the data warehousing team is separate to the enterprise content management (ECM) team is an opportunity lost."



"Big Data is not just BI warmed over, it has a heritage but it has evolved because the technology has finally arrived that will allow you to do these things, and it requires a different approach." - Christopher Preston, EMC Information Intelligence Group.



Beyond the firewall

One of the main differences between "Big" data and the data that organisations have traditionally analysed and managed is that it now comes from many locations outside your organisation, according to Christopher Preston, Senior Director, Integrated Technology Strategy, EMC Information Intelligence Group.

"You are actually tapping into databases and data sources that are outside your organisation, and that's what's different. This data is both structured and unstructured and this is where technologies like Hadoop have been applied.

"Organisations are tapping into government or other third party databases, even twitter feeds."

Recent technology innovations now require businesses to incorporate sources such as mobile and social data, digital video, and sensory information into their case management processes.

EMC is promoting the use of its products such as Documentum

Baby steps still required

Most organisations need to address a range of core data needs and technology infrastructure issues before launching big data initiatives, research released by CompTIA, a non-profit association for the information technology (IT) industry, suggests. CompTIA's survey of 500 US IT and business executives found only 37 percent reported being very familiar with the concept of big data. Approximately one in five businesses claim to have a big data initiative underway, while 36 percent plan to embark on one in the next 12 months,

"As expected for an emerging technology with an evolving definition, many executives are still moving along the big data learning curve," said Tim Herbert, vice president, research, CompTIA.

Accounts of large retailers, government agencies, healthcare providers, utility companies and other organisations doing impressive things with big data offer a glimpse of the potential of this trend. But the reality is that most organisations have far more basic data-related needs.

"Not every business will need a big data strategy," Herbert said. "But just about every business will need to effectively aggregate, store, manage and analyse the data they do have, regardless of its volume, velocity or variety."

Slightly more than one-third of survey respondents say they are exactly or very close to where they want to be in managing and using data. In relatively few areas do businesses report proficiency – just 20 percent

of respondents say they are currently doing well at analysing web traffic patterns; 15 percent at measuring email marketing campaign effectiveness; and 12 percent at social media monitoring

"Basic work needs to be done before many companies are ready for a big data initiative," Herbert noted. "Many companies are still struggling with analytics, storage, backup and business continuity."

The CompTIA study reveals a number of other data-related challenges:

- Nearly three in four companies report a high or moderately high degree of data silos within their organization, making it difficult to view data holistically.

- Many do not have a complete or accurate understanding of their data profile, especially as it relates to unstructured data, such as audio and video files and social streams of data.

- Just one in three companies have a comprehensive business continuity and disaster recovery plan in place.

As companies work to improve their data utilisation and move closer to realizing the possibilities of big data, they will have to contend with the possibility of workforce skills gaps.

"Big data initiatives often require bringing together technical, analytical, statistical and creative thinking skills," said Herbert.

"Historically, these skill sets have been somewhat compartmentalised, a situation many companies will need to address."

xCP and Greenplum to drive action and insight from big data.

"Better business decisions can be made by responding to events, analytics-driven triggers and learning from previous cases," said Preston. "The issues are many. How do I process that at scale? Traditional databases and traditional BI tools simply can't do it. A limitation with BI today is you are only looking at a fraction of the points you could potentially be looking at.

"The mantra in big data is different to the typical BI approach. No matter how remote you think the relationship might be, bring the data in because you will be surprised at what insights, correlations or patterns that you may derive."

Preston notes that traditional BI has always had the aspiration to deliver in realtime but has never been able to deliver on that promise due to native limitations.

"Traditional business intelligence (BI) is like an orchestra, it's very structured and there is a conductor, everyone knows their place. Big data is more like a jazz ensemble, where people are riffing off each other, it's very iterative."

Business processes have traditionally been tied exclusively to particular functions within an organisation, e.g. accounts payable, accounts receivable, HR.

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"BI has been used in the context of process for decades, at any step of the business process I could always bring up a dashboard or have that as an event trigger based on tracking certain heuristics, i.e. a certain item of work has been sitting too long at a given step.

"Big Data is coming in at the next level where I might be able to proactively deliver information to you as a knowledge worker based on an event or transaction, when you actually need it and whether you know you need it or not.

"I might be able to use weather patterns or other events to detect something that may affect my supply chain, for instance the 2011 flooding in Thailand that had a huge impact by damaging production facilities for car parts and computer components. If I see a similar pattern emerging I may be able to divert my supply chain to another region or engage different partners and do that dynamically

"You could always do that with process management but the issue is what are the triggering mechanisms and this is where big data actually enhances that.

Managing the unmanageable?

Big data stands apart from conventional data management practices, according to Forrester analyst Michele Goetz, who explained the "volatility and velocity of data change too frequently to manage."

Traditionally, data quality was achieved by cleansing the data that was collected, eliminating the data that was irrelevant and removing duplicates and so on. But for some time analysts have been pondering how we might apply this principle to big data practices, which offer a problem on a different scale.

Goetz believes the answer to the data management conundrum is that big data will be played out under different rules. That's because the "nature of big data doesn't allow itself to traditional data quality practices," she explained, adding: "The volume may be too large for processing. The volatility and velocity of data change too frequently to manage. The variety of data, both in scale and visibility, is ambiguous."

"What it really gets down to is how do you get to this greater precision of decisioning."

Preston also sees there is a huge treasure trove of information sitting in documents held by organisations in a range of repositories which people haven't fully tapped into yet.

"Traditionally ECM and BI have been split, what you now see is the development of a new role, the data scientist, entrusted with job of helping a knowledge worker within an organisation be more effective.

"We all manage and apply structured and unstructured information every day as we work. With Big Data we can enhance that with analytics to proactively route information to the right individual at the right time. That creates a totally different dimension for process improvement."

Big data blogger Leon Katsnelson, who works in database development with IBM, writes, "There is no magical point of terabytes, petabytes or any other arbitrary marker on the volume scale that serves as a signal for people to get interested in big data.

"It is more of a feeling that you have ventured out in some big waves and you are in the environment that far exceeds the design parameters of your ship. It does not mean that you need to batten down the hatches and hope to weather the storm.

"Big data is not a fad or a hurricane that will pass returning us to the calmer seas. It is quickly becoming the fact of life for the modern enterprise and IT will have to learn to deal with it.

"There are people out there who travel the world over seeking out giant waves to ride. Take a look at some of the startups and established companies who have embraced the big data challenge and are enjoying the ride."



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Used in over 35 countries ELO is truly global. ELO is a VERS compliant Australian Federal & State Government supplier. With solutions for Records Management, RM for SharePoint, Document Management, Invoice Processing, Revision Proof Archiving, Integrated Workflow, Email Archiving and Business Process Automation ELO is the natural choice for all industries and company sizes.

ELO is scalable from 5 to 50,000 users and can be deployed onsite, in the Cloud or through ELOBox – the innovative high quality all-in-one solution. ELO is available directly from ELO or through Certified Business Partners.

Completely scalable ELO is "One of the Best Value for Money Solutions!"



Anbul Technologies

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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.



Kodak Graphic Communications Group

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www.kodak.com/go/scanners

From the world's fastest scanners and integrated imaging products to service and support, KODAK Document Imaging creates solutions that meet real-world customer demands. Today, we are meeting the need for high-speed colour output, plus integrated imaging technologies that convert digital files to film... and back. Our mission is to make it easier for customers to manage their documents for less cost -- with greater efficiency, and with guaranteed access to images -- by delivering innovative, customer-focused, and operational best-in-class products and services. KODAK Document Imaging has redefined document scanning with a host of built-in innovations applied throughout the imaging chain. We call it Perfect Page Scanning. It is a perfect example of how we apply Kodak's imaging resources and experience to a whole new application, leading the industry in innovative solutions for digital document preservation. With one of the largest, most experienced service organizations in the industry, our products are rivalled only by our award-winning service and support. Around the world, our customers and business partners depend on KODAK Service & Support to protect their document management solutions and keep their equipment operating at peak performance.



ABBYY FlexiCapture 10 adds SaaS-based document capture



ABBYY has announced the latest release of FlexiCapture 10, its software for data and document capture, now provides access to all document scanning and verification functions via Web interfaces, for deployment in SaaS and cloud environments.

It also allows companies to quickly implement distributed document capture processes, saving resources typically spent on local software installation and maintenance. ABBYY FlexiCapture 10 now offers a complete set of Web-based operator stations including a new Web Capture Station that combines both scanning and verification functions in a single interface.

Additionally, it offers a range of enhancements, such as content-based auto-learning technology for document classification and extended verification functions.

ABBYY FlexiCapture 10 provides intelligent technologies for automating the process of extracting data from a variety of documents, including machine-readable forms, semi-structured and unstructured documents. It can process multiple types of documents in a single stream and scales from a standalone application to enterprise-level projects with distributed processing.

Additionally, it provides highly intuitive tools for setting-up document capture processes, enabling users to train the system with simple point-and-click operations.

The product now includes a dedicated Web Scanning Station, a Web Verification Station and a brand new Web Capture Station, which combines both of those functionalities in a single interface.

Web-based stations are designed to address the needs of organisations with a distributed network of offices or points of service, such as insurance companies, banks, healthcare providers and travel agencies.

FlexiCapture 10 now supports "secure" verification designed for better protection of sensitive information in documents. It can divide all data contained in one document into several groups and forward them separately to different operators for verification. For example, one operator checks "sums" while another is checking "names" from the same documents, yet they are unable to interconnect those pieces of data.

Since its initial release, FlexiCapture can be trained to automatically distinguish documents of different types based on a set of sample images. With the latest product release, its auto-learning technology has been further enhanced to support both image-based and content-based approaches to the document classification.

In the image-based classification mode, the system can quickly process similar looking documents, such as forms or invoices from the same vendor, and allows users to achieve faster data extraction. The new content-based approach helps classify and

process unstructured documents that may have very different layouts within the same document type (e.g. contracts, letters, etc.). Content-based classification applies full-text analysis of documents looking for words and phrases that are considered distinctive for certain document types.

ABBYY FlexiCapture 10 now supports 13 interface languages including English, French, German, Hungarian, Chinese (simplified characters), Czech, Italian, Korean, Polish, Portuguese (Brazilian), Russian, Serbian, and Spanish.

Alfresco goes for the record

Content management provider Alfresco has updated its Records Management (RM) platform to Version 2.0, extending compliance support for all kinds of content from traditional office documents to rich media files and from scanned images to team collaboration files. It offers a Multi-level File Plan that allows records managers to define much deeper record structures.

RM 2.0 has been completely re-architected to enable support for Alfresco Enterprise 4, a base for helping organisations manage social content collaboration, enhanced mobile access and cloud connected integration with business productivity tools.

It allows users to define their own customised file types with associated metadata and declare them as records.

Improvements in record search make it easier to define queries and to locate critical records while saving 'favorite' searches making it quick to run regular administrative reviews.

There is native support of the IMAP protocol, enabling the filing of emails from any email client, without the need to install a plugin. Alfresco RM appears as a mailfolder allowing users to simply file records with drag and drop or automated by the use of email rules.

The module's functionality also includes enhanced permissions model based on user capabilities and roles, as well as support for complex transfers and vital records and their reviews. Alfresco's RM 2.0 also includes search, workflow and hold tools to comply with transparency and Freedom of Information Act regulations.

ArchiveOne extends email eDiscovery and search

C2C has announced the latest release of its ArchiveOne email archiving and management platform, with enhanced features for data archiving and disposition, PST file management and dynamic mobile access to email data. Administrators now have multiple options for email disposition during archival including the ability to archive and stub, archive and delete the original email or archive email attachments only.

They can discover PST files that are either attached or detached from their originator's mailbox, and assign ownership to the PST files of former employees. Administrators also can select from a range of discovery, decision and disposition options before migrating the PST files and data into Exchange or the archive.

A new web portal provides for the integration of the searching and browsing of both live mail and archived mail from mobile devices and desktops. End users can search their production email data and archived data from anywhere, using their BlackBerry, iPhone, Android or Microsoft mobile or tablet device.

The administrator console now allows for complete email search and browse features for "live" production emails, emails stored in users' PST files and archived email. A 30-day trial is available.

ArcMail SharePoint archiving

ArcMail has launched a solution for archiving, searching and safeguarding data residing in SharePoint promising email compliance, data protection and rapid information retrieval services.

"Research indicates that up to 70 percent of organisations worldwide depend on the power of SharePoint in some way, which means securing the data it contains has become increasingly

essential for businesses today,” said Rory Welch, president of ArcMail. “Yet as the use of SharePoint expands over time, the associated data it generates grows at an exponential pace, and the process of storing, managing and searching through that data gets increasingly complex.”

ArcMail SP is an all-in-one archiving solution that lets users search multiple, fully-indexed data sources simultaneously including SharePoint, Microsoft Exchange, Google Apps email (Gmail), IM and other messaging platforms. With ArcMail SP, all critical SharePoint files are securely stored and integrated into a single, centralised archive.

The solution captures, archives and indexes all SharePoint documents, including associated links and files, and safeguards them in ArcMail Defender or Cloud Gateway appliances.

ArcMail SP also supports standard records management policies for content preservation, remediation and retention.

It works through the use of a server agent that listens to events on the customer's SharePoint server and sends the associated documents to the customer's ArcMail Defender or Cloud Gateway appliance. The appliance then archives and indexes the SharePoint data, making it searchable and available in seconds.

HELIOS Announces Support for OS X Mountain Lion

HELIOS UB2 server software for cross-platform network client connectivity is now fully OS X 10.8 Mountain Lion compatible, with support for critical OS X 10.8 features including Spotlight search and Time Machine backups.

HELIOS UB2 provides AFP server volumes, and the advanced HELIOS printing system with Bonjour TCP printer drivers. Mac OS X 10.8 network clients profit from Spotlight search, file comments, and Time Machine backup support for server volumes.

Apple's OS X 10.8 Mountain Lion is also fully supported as a HELIOS server platform by HELIOS UB2 with current updates installed. The cross-platform HELIOS Admin application makes configuration and maintenance of large multi-user server installations for mixed Mac, Windows, and remote web users easy and convenient.

Helmut Tschernernjak, President of HELIOS Software reports: “We are excited to deliver full Mountain Lion server and client support in the same time frame that Apple ships its new operating system. We have a strong commitment to Mac environments and no other vendor offers this high level of compatibility, including modern technologies like Spotlight search for meta data and full text content searches.”

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M-Files 9.0 plugs into SkyDrive

File sharing and collaboration with Microsoft SkyDrive is now possible with the M-Files cloud and on-premise enterprise content management (ECM) solutions. M-Files users can now use SkyDrive to share and collaborate on content with others that do not have direct access to M-Files, such as customers, partners, and contractors. Files shared via SkyDrive are accessible through essentially any device, including PCs, smart phones, tablets, and Macs. This eliminates the need to share content via large email attachments.

Co-authoring, or the ability for two or more parties to edit the same document simultaneously, is a key feature of SkyDrive that is fully supported in M-Files 9.0.

Co-authoring is possible using Office applications such as Word, Excel and PowerPoint installed locally on users' PCs or with Office Web Apps if Office is not installed locally.

In addition to allowing multiple users to make simultaneous changes to the same document, M-Files users can now easily invite external parties to collaborate, enabling them to review, comment on and edit documents even if they are not M-Files users.

Kodak module centralises scanner management

Organisations using Kodak's desktop scanners across their organisation will be able to monitor, manage and update these capture peripherals through a new central server and web based administration interface. Kodak Asset Management Software will enable IT directors and system administrators to remotely monitor scanner performance and status, deploy driver and profile updates, and gain insight to identify trends and streamline processes.

Available as a server and client module, Kodak Asset Management Software helps businesses optimise time, budgets, resources and efficiency related to document-based processes and applications.

“Kodak continues to meet the needs of a growing distributed capture market. Businesses with many scanners in multiple locations face challenges related to tracking, managing and supporting these devices,” said Tony Barbeau, Kodak's General Manager for Document Imaging.

“Kodak Asset Management Software is designed as an affordable yet comprehensive way to support these needs. Its unique offerings drive system-level improvements for customers.”

Asset Management Software's Server Module includes a centralised dashboard and management tool based on information collected in a database. The database and dashboard offer comprehensive information on desktop scanners including software and driver versions, consumables usage and supply levels, and available scanner updates. The Client Module loads onto a user's PC, sends updates to the central server database, and receives upgrades and updates.

Asset Management Software will initially support Kodak SCANMATE i900 Series Scanners, Kodak i1200 and i1300 Plus Series Scanners and Kodak i2000 Series Scanners.

For initial setup, Asset Management Software allows users to register, install, and configure devices. The software platform also enables technical staff to remotely monitor and troubleshoot scanners in the enterprise. Users and administrators can receive alerts and set thresholds for paper feeding and consumables usage. The software can also manage, store, and secure scanner profiles and user settings. It supports multiple login accounts with different levels of privileges for secure operations.

“We took a very close look at what our customers needed and wanted. We developed a simple graphic user interface and paired it with a powerful database to deliver access to information on the status of document capture devices that comprise a larger platform,” said Will Hebert, Kodak's Future Product Manager for Document Imaging.

“As a result, the Asset Management product offering provides one of the most complete and easy-to-use software interfaces available. We will work closely with customers to ensure they receive the most from their investment in distributed capture systems.”

Asset Management Software includes Software Assurance, which provides users with software updates, version upgrades and support resources.

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Parascript promises easier forms processing



Parascript has launched a new software toolkit that automatically recognises document types by look and content (whether static or variable in position) and can locate key data in machine print, hand print and/or cursive to help organisations easily extract important information.

FormXtra SDK 5.0 also offers a new .NET based API that offers greater customisation.

“We are excited about this major announcement and FormXtra SDK’s even more powerful offering. No other document processing platform provides more in one single engine, from automatically identifying form type to locating and recognising data and enabling even tighter integration capabilities with other technologies.

“FormXtra SDK 5.0 gives integrators and their customers the power to automatically process more forms, more efficiently than before,” said Alexander Filatov, president and chief technology officer for Parascript.

FormXtra SDK 5.0 uses advanced location techniques to identify data for recognition and extraction on any page within a batch. It can process images that do not perfectly match a pre-defined template, such as scaled-down faxes.

It introduces new capabilities allowing for recognition of tables that may not be discretely defined, such as on transactional data found on invoices and purchase orders. FormXtra SDK 5.0 can also help locate sensitive content that needs to be redacted in order to support compliance.

FormXtra’s new, more universal .NET API offers a greater degree of control and functionality for integration. Combined with multiple CPU and 64-bit computing support, developers can create complex, high-volume workflows with rich document processing rules that are tightly integrated with their technologies.

NewsGator adds Social Sites 3.0

NewsGator has unveiled a new release of its Social Sites software that is compatible with both SharePoint 2010 and SharePoint 2013 offering a redesigned user interface called Lookout that provides intelligent information streams and more user control over how enterprise information is consumed.

With drag-and-drop simplicity, users can configure a

personalised way to view all and only the content that’s relevant to them — creating a very different social experience.

Users simply select the types of content they need – including activity streams, people, communities, topics, subjects, notifications, etc. – and Lookout intelligently filters out the “noise” from the useful information, serving it up in a multi-columnar dashboard view.

With Lookout, NewsGator aims to solve the biggest problem with the rapid adoption of today’s social business tools: overwhelming users with information in activity streams and often missing important information in the process.

It says Lookout serves up information with a different kind of interaction model that, in a single glance, shows users what’s new and what they need to pay attention to.

“Our customers told us they needed a better way to filter, refine, interact and consume large amounts of information in the social streams,” said Brian Kellner, EVP of development and product management with NewsGator.

“Social Sites 3.0 is the result of that feedback. We designed it to intelligently offer customers a variety of customisable features that allow them to better consume the streams’ information flowing inside their organisation and help customers.”

Nuance Dragon Dictate for Mac 3

Nuance Communications Australia has released Dragon Dictate for Mac 3, offering more powerful, accurate and personalised voice recognition software for the Mac.

Dragon NaturallySpeaking voice recognition technology allows Mac users to see their spoken words instantly captured in real time on their screen. The latest version promises a 15 percent increase in accuracy, new Smart Format Rules and new correction capabilities for a personalised experience, wideband Bluetooth support, and the ability to transcribe recorded audio files from a single speaker.

Dragon Dictate now detects formatting changes such as abbreviations, numbers and more, so dictated text appears the way you prefer. With its revamped correction process, Dragon Dictate now allows you to use speech to correct individual words or phrases through a single, easy to understand window that lets you select alternate word choices, or spell and train new words.

Additionally, Dragon Dictate includes a richer list of alternative word choices, so when making a correction, it’s more likely that the word or phrase intended will be presented as an option. When a correction is made, Dragon remembers and learns your preferences, making it more accurate each time. And with the Vocabulary Editor, you have the ability to set alternative written forms of words or phrases (e.g. grey vs. gray).

Dragon Dictate for Mac 3 gives control in more applications, so that you can use your voice to get more done. It offers an Express Editor so that you can dictate into a text field for which it does not have Full Text Control. After you finish dictating, you can transfer the text from the Express Editor to the desired application quickly and easily by voice. In addition to general support for Mac OS X Mountain Lion, Dragon Dictate for Mac 3 offers built-in commands for the new Notes and Reminders applications in this latest OS release.

Audio file format support includes .wav, .m4a, .m4v, .mp4, .aif, and .aiff audio file formats, as well as any recorded notes using the free Dragon Recorder app for iPhone, iPad, and iPod touch (4th gen).

16kHz wideband Bluetooth wireless headset microphone can be used a higher-quality audio signal. When Dragon detects that a certified microphone is paired with the Mac, Dragon offers “Enhanced Bluetooth” as an audio source type. The improved audio quality eliminates the requirement for Bluetooth users to do initial voice training, allowing them to get started faster than ever before.

It is available from September 26 for \$A199.95. Registered owners of Macspeech Dictate or Dragon Dictate can purchase an upgrade for \$149.95

<http://australia.nuance.com/dragon> or 1300 550 716

The Top 10 Innovations in document management history

To help celebrate its 10-year anniversary, US document management provider, Cintas Corporation has come up with a selective Top 10 list of innovations in document management throughout history. The list highlights key inventions and developments that have shaped the way information is stored, organised and destroyed throughout history.

The Cintas top 10 list includes:

1. 5000 B.C.: The original "tablet" – Long before the digital tablets of today, a very different tablet was used to record and document information. As early as 5000 B.C., tablets of stone, clay or wax were inscribed with stories, scriptures and mathematical calculations. These rectangular tablets were typically the same size as a legal sheet of paper and weighed almost 12kg each.

2. 3000 B.C.: Papyrus – Although now practically extinct, the papyrus plant was once used as the main paper source in ancient Egypt and Mesopotamia. As early as 3000 B.C., this sturdy plant was gathered from the banks of the Nile River and formed into rolls held together by the natural gum of the papyrus plant. The papyrus documents of ancient Pharaohs are still in existence, which demonstrates the immense durability of this natural material.

3. 1440: Printing press – The printing press, invented by Johannes Gutenberg in a small German town in 1440, is still widely recognised as one of the most influential innovations of modern time. Through the combination of oil-based ink and metal components, Gutenberg introduced movable type to the world and consequently, the spread of knowledge.

4. 1770: Eraser – Before the introduction of the common eraser, stones, wax and even pieces of bread were used to erase unwanted markings. It wasn't until 1770 that English engineer Edward Nairne discovered the practical application of rubber for the removal of pencil markings. According to Nairne, he accidentally grabbed a piece of rubber instead of bread crumbs, resulting in the discovery of the eraser.

5. 1898: Filing cabinet – Edwin Seibels found the pigeonhole filing system to be inefficient and time consuming, so he invented the first vertical filing system in 1898, which ultimately revolutionised record keeping. The vertical filing cabinet streamlined business operations allowed for easier data retrieval and increased office efficiency.

6. 1899: Paper clip – Norwegian inventor Johan Vaaler is credited with receiving the first patent for a paper clip



in 1899. The original paperclip was used to attach tickets to fabric and differed in appearance from the common office paper clip of today. The double oval shaped paper clip still in existence was originally designed by Gem Manufacturing Ltd. in England, and is widely recognised as the "Gem" clip.

7. 1909: Paper Shredder – The first paper shredder was invented in 1909 by acclaimed inventor, Abbot Augustus Low.

8. 1914: Optical Character Recognition (OCR) – OCR technology enables written text to be easily read and converted into a digital format. Initially, this technology was used to develop reading devices for the blind and telegraph code throughout the early 1900s.

9. 1957: Personal Computer – The first personal computer was introduced by IBM in 1957 with a modest price tag of \$US55,000. The unit was the first programmable computer for use by one person in an office-style setting. At the time, the 340kg machine performed speedy arithmetic calculations for academic settings, military intelligence operations and the sciences.

10. 1982: The Internet – In its most primitive form, the Internet Protocol Suite was introduced in 1982 as the first worldwide network of data. Through the creation of the Internet, information can be sent around the world in a matter of seconds rather than days. Today, document imaging providers use the Internet for "Scan-on-Demand" programs, which enable businesses to archive all paper files off-site and convert documents into digital format on a need basis for cost-efficient file conversion.

Version One announces partnership with Eclipse

Version One's paperless office solutions will be offered to Eclipse's ERP and financial software customers, including users of Microsoft Dynamics (AX, NAV and GP); Infor FMS SunSystems; and e5.

Bradley Stroop, Chief Executive Officer from Eclipse, says, "We have selected Version One as a preferred provider of document management to our global customer base as the company has a global presence, an excellent reputation in the document management arena and its solutions can tightly integrate with all major accounting and ERP systems."

Using Version One's solutions, which replace the paper-based management of business documents with the electronic creation,

delivery, storage, authorisation and processing of documents, users can streamline their accounts payable processes while benefiting from significant cost and efficiency savings.

Version One's solutions also reduce manual data entry of invoice information by up to 80 per cent, provide greater visibility of the invoice authorisation process, free-up document storage space and support organisations' environmental agendas.

Moving forward, Eclipse is looking to roll-out Version One's solutions to its customer relationship management, people management and student records management systems, enabling the paperless management and processing of documents outside the finance function. UK document management and imaging software author, Version One, has announced a partnership agreement with Eclipse Computing (Australia), a provider of enterprise and financials applications across the Asia Pacific region.

Kodak attacks SharePoint workflow

Kodak has announced a new enterprise capture system built on SharePoint 2010 and designed to help businesses automate workflow processes, known as Info Activate.

The user interface has been kept deliberately simple to allow knowledge workers to simultaneously digitise paper documents and initiate a business process with a single click.

The company says Info Activate has been designed to be less complicated than traditional capture and enterprise content management (ECM) systems and fit neatly into an existing SharePoint installation.

It is compatible with standard SharePoint modes such as thin-client operation, content libraries, business connectivity services, dashboards and third-party add-on technologies and modules.

"Info Activate Solution represents a significant milestone in Kodak's expanding software portfolio," said Tony Barbeau, Kodak's General Manager for Document Imaging. "Its scalable framework will enable IT administrators and software developers to more easily design, deploy, and maintain an enterprise-wide capture system to support workforce collaboration."

Businesses can use Info Activate Solution to create customised digital workflows for any business task that involves paper documents such as case management, claims processing, invoice processing, account registration, payment processes, contracts and approval workflows.

Each business workflow is represented within the user interface by a one-button job shortcut or "tile." Businesses and their IT administrators configure each tile to capture paper documents into a specific transaction or workflow process.

Tiles are accessed from a thin-client capture portal on users' web browsers. The portal can be configured so that users only see jobs that are relevant to them, a feature which helps businesses prevent errors caused by misfiling.

Businesses can use any TWAIN-compliant device to capture images from their paper documents. Scanned images receive high-performance image processing from essential editing capabilities and built-in Kodak Perfect Page Technology. Users can also index documents by entering metadata into input fields during capture.

Info Activate Solution provides IT administrators with the ability to control both document capture and workflow processes, which keeps information organised, searchable, relevant and easy to find. IT administrators can use existing skills from their experience with SharePoint to assign document libraries, build lists and modify workflow properties to specific departments' jobs and other programmed tasks.

Info Activate Solution functions inside SharePoint 2010 for tight integration, however, it also provides file output for use with other major ECM platforms. It can also output digital documents into common file formats including several types of PDFs, rich text or TIFF, and supports a wide variety of naming schemes.

"Customers with Info Activate Solution can rely on our service professionals and partners to align their businesses to the demands of a digitally-driven workforce," said Barbeau. "Together, Info Activate Solution and Kodak's service and support teams make it easier than ever for a business to implement a document management solution across their organization."

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Alfresco syncs enterprise content

Alfresco has a new platform to allow users of its ECM platform to securely share content outside of the organisation's firewall, a solution it calls enterprise sync.

The technology allows enterprises to rapidly build extranets, collaborate with customers and simplify employees' access with mobile devices, while IT remains in control of all corporate content.

"The trend of the 'consumerised enterprise' has led to other vendor solutions that focus and address consumer needs, not those of the enterprise. Unfortunately, this industry trend has created content chaos and companies are demanding a better alternative," said John Powell, CEO of Alfresco.

"We are distinctly positioned to create the next phase of ECM to bring seamless synchronisation to the market with Alfresco that is enterprise-proven, IT-tested and business consumer-approved."

It allows employees to select documents and folders from Alfresco Enterprise and sync them to Alfresco in the cloud. With this new functionality, there's no longer a need to worry about where a document was last updated – in the office or the cloud. With Alfresco Enterprise Sync, all files are synchronised across locations.

Alfresco has also announced a beta release in November of Desktop Sync, promising the ability to seamlessly sync between files saved to the desktop, cloud site or on-premise solution.

Twitter tackles customer care

LogMeIn has announced the debut of new Twitter integration and social media capabilities for BoldChat, its web chat and multi-channel, online customer engagement offering.

The new Twitter management capabilities in BoldChat are designed to help businesses and customer service agents manage the rapidly growing number of customer interactions on Twitter, such as managing and responding to tweets from a single interface,

reporting on Twitter-based customer interactions and agent resources as well as auto-assigning conversations to suitable agents based on skill or availability.

The new capabilities complement BoldChat's multi-channel suite for web chat, email, SMS, and click-to-call features, and enhance customer interactions across pre-sales inquiries to post-sales support.

Aimed squarely at online sales, marketing and customer service teams, the new capabilities come as more and more consumers turn to Twitter as a primary service and support channel. Recent research shows that customers who posted enquiries on social channels will spend 21% more with companies that offer a great experience and are likely to tell 55 people about bad experiences, compared to sharing a good experience with only 42 people.

"Twitter is quickly becoming a go-to channel for customer engagement, but to date, managing these customer conversations has meant trying to turn a social media marketing tool into a customer service tool. In contrast, BoldChat Twitter management is designed from the ground up for engaging and managing customer conversations," said Steve Castro-Miller, VP, Chat Products, LogMeIn, Inc.

"We believe that the right approach is not just adding one more social tool to the mix, but rather giving sales, marketing and customer service teams a single, unified tool for managing all customer interactions, regardless of channel."

Forensic imager has the touch

Guidance Software has launched its Tableau TD3 Forensic Imager, a modular, touch screen-driven forensic duplicator.

The colour touch screen on the TD3 makes it easier and faster to start collections or to view data. The wizard-driven UI uses touch gestures to select and initiate all TD3 functions. The TD3 also

includes a pop-up software touch-screen keypad for alphanumeric data entry, log review or network connection setup. The TD3 also supports a USB 2.0-connected physical keyboard.

The TD3 supports collecting data in a forensically sound, "write-blocked" manner and is capable of data collection from SATA, IDE, USB 3.0/2.0/1.1, SAS and FireWire storage drives. The modular design of the TD3 means new modules snap together without the need for bulky cables. For example, IDE and SAS devices can be imaged thru TDPX5 (IDE) and TDPX6 (SAS) expansion modules.

The TD3 also features a Gigabit Ethernet network interface that allows it to be used as a remote write-blocker to preview or collect data from a storage device located in a remote location. This feature can be used in lab environments, or between network-connected offices in the event that accessing data remotely is more convenient and safer than physically transporting storage devices.

Each TD3 forensic imager kit includes one TDS1 SATA drive enclosure, which directly connects to TD3 to form a stable and cable-free base. The TD3 Forensic Imager, TDS1 SATA Enclosure, TDPX5 IDE Expansion Module and TDPX6 SAS Expansion Module are all available now. For more information on the TD3, please visit www.tableau.com. e-mail: sales@fulcrum.net.au

Canto adds cloud partner

Canto, maker of Canto Cumulus digital asset management (DAM) software, has announced a new technology partnership with MovingIMAGE24, a specialist in video cloud solutions. The cooperatively developed solution combines efficient management of digital content with easy worldwide distribution of video files on different channels, platforms and devices.

Cumulus is an established digital asset management system that allows users to organise, find and share any type of digital files including videos. Cumulus hands over video files in the background to VideoManager 6, MovingIMAGE24's cloud-based solution for managing, editing and publishing video files.

VideoManager 6 will then convert the video files into the required formats and provides links and metadata required for download and embedding. Users of the data and video management solution can use these directly via the Cumulus interface. Additionally, VideoManager 6 allows users to edit video files online, define chapters and initial screens, import them into social networks and stream on any device.

Ulrich Knocke, Canto CEO, commented: "I am extremely impressed by the possibilities this partnership offers to customers. VideoManager 6 perfectly complements the Cumulus video functionalities. Customers can continue to manage all their media files in one system, plus they are now able to use video files in different formats, to provide links for download in any desired format, stream video files cloudbased via a player integrated in VideoManager 6, and embed them into other systems and platforms."

Dr. Rainer Zugehor, MovingIMAGE24 CEO, added: "The integration of VideoManager 6 into Cumulus combines the benefits of both systems. Users can continue to centrally manage their source videos in the DAM system on their servers while benefiting from our cloud solution for the distribution of videos. Thanks to this interface, working with video files will become much easier for Cumulus users, saving them valuable time."

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FileWiggler upgrades free online file conversion

M² Solutions has announced an upgrade to its free online file conversion service, FileWiggler, to include support for document and image files.

Users can now upload or provide a URL to virtually any raster image file and have it converted to another image or an editable text document. For document output formats, FileWiggler uses

LEADTOOLS' OCR technology to find and convert the text in an image into PDF, PDF/A, Microsoft Word, Microsoft Excel and more.

"We are very excited about what our team has accomplished," said Dima Daher, President of M² Solutions. "Not only does it look awesome and provide the same multimedia conversion service, but you can now convert pretty much any file from one format to another. This opens up a vast number of opportunities for customers whether you're converting a video, song, JPEG or even an editable document format like DOC or PDF."

www.filewiggler.com

OnePlaceMail R6.3 means business

Scinaptic has announced the release of Version R6.3 of its OnePlaceMail Outlook Add-in offering improved usability and tighter integration with business workflows and line of business systems. The latest update promises performance increases of up to 95% when saving emails and email attachments to SharePoint. Line of business data can now surface directly within Microsoft Outlook, Office and File Explorer with no additional configuration required. There are significant enhancements for SharePoint People/Groups columns support; and a new capacity to launch actions and applications from within Microsoft Outlook.

OnePlaceMail's support for External Data columns (Business Connectivity Services) allows email/files to be tagged with metadata from external systems, and provides full support for both a pop-up picker user interface and resolve actions as well as support for External Content Type filter.

Support for the SharePoint People/Groups column has been enhanced with improved usability and better performance when selecting the relevant people/groups and saving to SharePoint.

A new Launch capability expands support for defining multiple SharePoint Search locations/scopes from within Outlook.

The configurable Launch ribbon menu allows for shortcuts to web pages, files and applications to provide quick access for users to perform actions directly from Microsoft Outlook.

An enhanced browsing experience from within Outlook now supports page navigation controls and ability to open the current page in a full browser. The "Email as Attachment" context action is now available in custom library definitions and column mapping can now be achieved with columns that are not shown in Create/Edit forms.

OnePlaceMail Release 6.3 also provides support for SharePoint 2013 Preview environments. Further capabilities for Office 2013 and SharePoint 2013 are set to be rolled out in the forthcoming R6.4 update. *Enquiries to info@scinaptic.com*

Canon to acquire I.R.I.S. Group

Canon has announced it intends to acquire full ownership of Belgian capture, OCR and document conversion software developer, I.R.I.S. Group SA. It has held a 17% stake in the company since July 2009. It says this will allow both companies to cooperate more closely in developing a range of end-to-end office solutions and to develop a more consultancy based sales approach.

Rokus van Iperen, President & CEO, Canon Europe, Middle East and Africa, explains: "Canon has identified business solutions and professional services as important focus areas for future growth and we believe this investment will bring long term opportunities to build on our success in the solutions and consultancy businesses to date."

"We will be working closely with I.R.I.S. Group, as a stand-alone company, to deliver more advanced solutions and services and greater customer value."

Some of the company's products include:

- * a compressed PDF files generator called IRISCompressor;
- * IRISNotes 2 Digital Pen;
- * Readiris OCR software; and
- * IRIScan Anywhere Mobile Scanning Solution

ABBYY takes capture on the road with FineScanner



ABBYY has updated its FineScanner app to provide enhanced mobile capture capabilities on the iPad and iPhone.

FineScanner offers a range of settings to enhance the quality of scanned images and create one-page and multipage files that can be printed, emailed or uploaded to online services to Dropbox, Google Docs, and Evernote for archiving and back up.

"ABBYY FineScanner virtually turns your iPhone into a handy mobile scanner, so you can get high-quality images of documents wherever you are," commented Katya Solntseva, director of mobile platform products department at ABBYY.

ABBYY is also targeting the mobile capture app at those professionals who constantly deal with documents away from a company office, for instance insurance, financial services and the legal industry.

"This app simplifies the process of creating and sharing copies of everyday documents – such as bills, insurance certificates, prescriptions and more – and provides easy-to-use storage for all of them."

ABBYY's Mobile Imaging technology provides manual and automated settings to enhance the visual quality of a scanned image before character recognition. This provides settings to adjust brightness and contrast ratio, as well as automatic crop frame detection. It can save images in colour or convert them into black and white or greyscale, with automatic detection of page boundaries.

FineScanner enables users to create multipage files out of scanned or uploaded images from the device's gallery by using the "grouping" feature.

To save time, a set of quality-improving functions can be manually defined for any image from the group and then applied to the rest with a single tap. Additionally, a sequence of images can be easily saved as a multipage PDF document or a series of JPEG files.

Corporate users and organisations can utilise ABBYY FineScanner as an alternate entry point to an enterprise workflow system, allowing employees traveling for business to make reliable electronic copies of handouts and paper documents and pass them to their co-workers, partners or customers.

ABBYY FineScanner for iOS is available via the Apple App Store (accessible through iTunes). Supported interface languages are English and Russian. The compatible devices include the Apple iPhone 4S and 4.

www.abbyy.com/finescanner_ios

Axient unveils Hybrid Fax Cloud

On-premise or cloud? It seems this question is at the heart of every platform or technology choice these days, and the world of enterprise fax is no different.

At this stage you may be asking the question. What enterprise uses fax these days in the era of instant messaging?

Well surprisingly many in fact, and the exchange of documents by fax is still crucial in Purchase to Pay and Order to Cash processes for many large organisations. Fax remains a leading choice for its

capacity to confirm transmissions, handle large files, and dispense audit trails. A recent survey of US healthcare institutions by OpenText found that many still rely heavily on faxed documents due to their legal properties and ubiquity, but traditional faxing creates a lot of paper that is difficult to track and vulnerable to tampering.

The fax medium shows no signs of disappearing into the museum of obsolete telecommunications protocols like telex and the telegram. Industries such as healthcare, manufacturing, financial services and transportation rely heavily on fax over IP services – with the market for servers projected to grow at 10.9 percent CAGR to \$US360 million in 2016, according to analyst firm Davidson Consulting.

Fax communications actually has its roots in the telegraph era in the 1840s, however it was the invention of fax over IP and virtual, software-only solutions that secured its future.

The world of enterprise fax solutions got smaller with the 2011 acquisition of Message Manager and the 2012 acquisition of EasyLink by Enterprise Information Management (EIM) giant OpenText. EasyLink's hosted fax over IP service is now offered as part of an offering known as the OpenText Cloud.

OpenText's on-premise solution called RightFax is currently the dominant network fax solution for the corporate and government market. Other competitors in this space include Esker and Biscom.

Australia and New Zealand's largest RightFax reseller Axient offers what it terms a Hybrid FaxCloud (HFC) solution for IP Telephony and fax.

This architecture promises to reduce telephony costs by up to 50% and simplify fax telecommunications. A RightFax IP fax server is installed on-premise to integrate with email, desktop, CRM, ERP, document management, imaging, archival systems but the telephony is in the cloud.

"There are still many organisation today that are faced with the challenge of reducing cost and simplifying their fax systems," said Mark Howarth, Axient Managing Director.

RightFax provides a multitude of options to capture and route inbound documents when they enter the enterprise and to connect and integrate with imaging, workflow and archive systems.

Axient customers in Australia and New Zealand are utilising the Hybrid FaxCloud (HFC) solution for functions such as sales order processing, trade settlement processing, online customer service and accounts receivable processing.

"The Hybrid FaxCloud was easy to implement, reduced our telecommunications infrastructure and simplified our ongoing fax management for all of our 120 Australian locations," said Adrian Moore-Crouch, Chief Information Officer at Advanced Personnel Management.

Funnelback 12 tackles Big Data

Search technology company, Funnelback, has announced the release of Version 12 of its website and enterprise search offerings.

Funnelback Version 12 was unveiled at the Funnelback User Conference in Brisbane on 30 August 2012.

"Version 12 significantly enhances the speed and scale of searching in the enterprise," said Matthew Sheppard, Manager of Research and Development at Funnelback.

"As the issue of Big Data increases globally, the need for powerful search technology with the ability to search multiple information sources and across large data sets becomes paramount. Funnelback Version 12 unlocks the value of enterprise information like never before," said Sheppard.

Funnelback 12 adds faster and more powerful data searching capabilities. These include better performance of file share and HP TRIM gathering, and "Search as You Gather", the ability to search immediately as content is gathered.

The latest version of Funnelback also returns more informative search results with date-based facets, easily categorising results by dates, and TextMiner, a new feature that helps define terms and

acronyms for users, providing direct access to more information and context on a query.

Version 12 also features a new web-based administration interface designed to simplify maintenance and customisation.

Funnelback Version 12 comes with better APIs for integration with other data sources, more tunable ranking algorithms and faster query completion.

Funnelback Version 12 is available on Windows and Linux, and also as a cloud service.

OpenText steps up legal Tempo

OpenText has announced the availability of a cloud based filesharing platform developed for the legal industry, OpenText Tempo Express. It combines the document management capabilities of eDOCS with OpenText Tempo for secure access to sensitive documents and information at any time, from any mobile device.

This new offering provides an alternative to external, consumer-facing services and helps prevent users from circumventing the IT department to secure these services on their own.

Because of the critical importance of maintaining client confidentiality, the legal industry is especially challenged to find safe and secure cloud solutions that give their firm a competitive edge while safeguarding confidential client information.

"This latest version of OpenText Tempo Express provides law offices with a very simple, cloud-based content sharing and synchronisation service that lets users easily share files in a secure environment," said Todd Partridge, vice president and general manager, eDOCS and Legal Solutions at OpenText.

This collaborative solution addresses legal needs and allows in-house hosting to ensure that privileged client information stays secure, while also offering lawyers and their clients a way to access and share their documents on the go and in a very user-friendly manner."

OpenText Tempo Express provides a self-contained environment that can be used without a previously existing content management system or alongside other content repositories.

TRIM and Autonomy united

An integrated offering from HP and its acquired subsidiary Autonomy promises the ability to automatically apply policy, based on meaning, to both structured and unstructured data, regardless of format or location within an organisation.

The new, integrated releases of the HP TRIM 7.3 records management and Autonomy ControlPoint 3.0 policy application products are built on Autonomy's Intelligent Data Operating Layer (IDOL) platform

ControlPoint's can automatically identify and classify business records using Autonomy IDOL's meaning-based analysis and, if appropriate, declare and manage these business records via the HP TRIM record repository. Autonomy ControlPoint can apply policy to content across multiple repositories, which eliminates the need to move content or duplicate data, enabling customers to reduce storage costs while mitigating risk.

In addition to the integration with Autonomy ControlPoint, the new release of HP TRIM 7.3 incorporates:

- Automatic classification of all records in HP TRIM to increase transparency and eliminate manual overhead;
- Expanded access to third-party systems via Autonomy IDOL Connectors to break down silos and to manage-in-place without data relocation;
- Unified universal search and view across diverse unstructured data sets and files including Microsoft SharePoint files to improve productivity; and
- Enhanced performance with IDOL-powered indexing to improve search effectiveness.

iqx SharePoint portal delivers people power for SAP

Australian developer IQX Business Solutions has launched a packaged set of SharePoint web parts and forms that can be used to quickly configure a self-service portal for employee management for SAP.

ESS (Employee Self Service) for MySites enables common employee functions to be accessed via SharePoint including Personal Details, Leave Application & Balances, Leave Calendar and Payslips.

This configurable template solution supports both SAP and SharePoint workflow and does not require that the SAP user has deployed SAP's Netweaver Portal or the DUET integration platform SAP developed in collaboration with Microsoft.

IQX's "Template" approach allows for rapid but customised solutions incorporating pre-built components and minimal consulting services.

ESS for MySites is one of number of packaged business process solutions developed by IQX, founded by former SAP channel partners Dave Cole and Richard Frykberg along with technical director Alex Xie.

IQX is focussed on SAP users that need simple solutions for implementing business processes that require access to structured and unstructured data, both from SAP and non-SAP sources, e.g. CRM, BI and other applications. The unstructured data may include emails, audio and video, drawings and plans, with internal and external participants.

In addition to its in-house developed solutions, IQX distributes a range of third party document management and analysis tools for SAP including GL Wand for Excel-based reporting and GLSU for Excel-based journal processing

IQX has developed portals, forms-based solutions and mobile apps for SAP functions such as procurement, warehousing, maintenance and records of employee qualifications.

IQX sales and marketing director Dave Cole said, "These type of applications typically require a sophisticated SAP user who can bring together data from SAP, fileshares, SharePoint libraries and other data sources. This type of user requires a high level of proficiency and as a result a high ongoing investment in training, whereas our packaged solutions present the data through familiar SharePoint and Office interfaces and handle all the data integration."

A recent project at UGL limited brought data from multiple SAP sources together with qualification documents and certificates stored in SharePoint to deliver a powerful and intuitive Qualifications Management Solution.

Another series of Web parts and forms developed by IQX provides full employee, customer and vendor on-boarding solutions for SAP via SharePoint including external system access, document submission and live SAP validation and updates. The template solutions provide electronic forms, approval workflows and SAP integration to facilitate the timely, accurate and consistent setup of new data in SAP.

Template Solutions for ESS for MySites and IQ.Partner On-Boarding are both available for all versions of SAP from 4.7 upwards from \$A19,990 with an optional 18% p.a Maintenance and Software Assurance fee.

Tel: (02) 9432 7813 Email: sales@iqxbusiness.com

Industry Watch

Intelledox partners with FYB

Intelledox Pty Ltd, creator of the document generation and smart web form solution infiniti, has announced a partnership agreement with electronic document and records management system (EDRMS) solutions specialist FYB.

FYB is a HP TRIM and Information Governance specialist that focuses on the delivery and implementation of EDRMS and ECM solutions.

"This partnership with FYB leverages and strengthens our integration capabilities with HP TRIM," said Michael Puckridge, Intelledox Partner Manager Asia Pacific.

"Organisations, especially local and state governments, are focusing on improving their document and information management processes. infiniti is the perfect addition to a document and records management system like HP TRIM, as it provides a dynamic document generation solution front ending the HP TRIM records management solution."

infiniti automates document-centric business processes and uses smart web forms, allowing organisations to create accurate, compliant, dynamic documents and correspondence at a rapid pace.

"Intelledox brings a dynamic and unique addition to our existing solution set," said Daniel Dawson, FYB CEO.

"infiniti enhances our HP TRIM deployments, ensuring tighter information governance and management of the full document lifecycle. We are extremely excited to be partnering with Intelledox, and are looking forward to providing this solution to our customers."

FileBound finds workflow partner

FileBound Australia has signed a partnering agreement with The Information Management Group Pty Ltd (TIMG) which will see TIMG deliver a cloud based Document Management and Workflow solution for use by its clients.

This partnership will allow TIMG's clients to access all of the benefits of advanced document management and workflow without the capital expense of an onsite installation.

"We are very impressed with the strategic vision of TIMG as it relates to business automation and in particular cloud based deployment" said Lee Bourke, CEO of FileBound.

"TIMG has an outstanding client base and is a very high quality partner for an innovative organisation like ours."

"This partnership gives us the ability to solve some of our clients more serious business problems" said Greg Lennon, National Software Sales Manager of TIMG.

"We can now deliver fantastic outcomes such as accounts payable automation, human resource process automation and contract approval and review management just to name a few. We also think our clients will like the opex finance model we have developed for these services."

Discovery market to hit \$US9.9b in 2017: Analyst

According to a new market report published by Transparency Market Research, the global e-discovery market was worth \$US3.6 billion in 2010 and is expected to reach \$US9.9 billion in 2017. In the overall global market, the US is expected to maintain its lead position in terms of revenue with 73% of global e-discovery market share in 2017.

Key factors driving the global e-discovery market include increasing adoption of predictive coding, growing risk mitigation activities in organisations, increase in criminal prosecutions and civil litigation and growth of record management across various industries.

In the next five years, the e-discovery industry growth will get further support from increasing automatic enterprise information archiving applications, growth in multi-media search for sound and visual data, next generation technology growth for cloud computing i.e. virtualisation and increasing involvement of organisations in the social media space.

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