IDM

IMAGE & DATA MANAGER

May-June 2013

SHAREPOINT & ECM
Does Microsoft measure up?

DIGITAL RECORDS
A hybrid approach at Ballarat Health

Kodak: The Way Ahead

Content Chaos
Are we in control yet?

ISSN 1320-176X

07

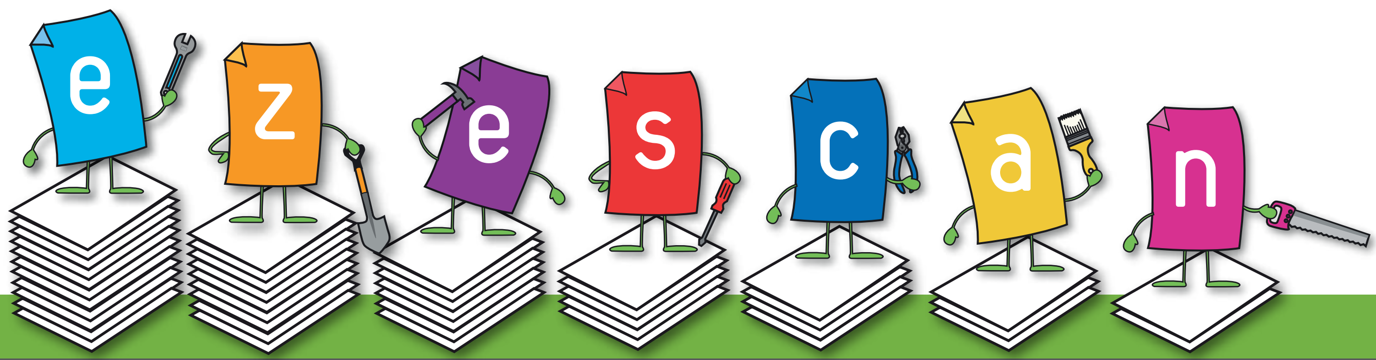
Print Post Approved: PP 255003/09418

Document scanning made easy!

ezescan

transforming paper into knowledge™

- **Initiate** intelligent automated procedures
- **Accelerate** document delivery
- **Capture** critical information on-the-fly
- **Ensure** regulatory compliance
- **Ensure** digitisation standards compliance



Contact EzeScan for more information:

Call: 1300 EZESCAN (1300 393 722) **www.ezescan.com.au**

IDM MAGAZINE

Publisher/Editor
Bill Dawes

Web & Design
Paul Mirtschin

Published by:
Transmit Media Pty Ltd
ABN 631 354 31659
PO Box 392
Paddington NSW 2021, Australia
Telephone: +61 (2) 9043 2943
Fax: +61 (2) 8212 8985
email: idm@idm.net.au

Web site: **www.idm.net.au**

Sign up for the FREE weekly IDM newsletter
http://idm.net.au/subscribe-idm-magazine

NEXT ISSUE
July - August 2013

Audited Circulation:
average net distribution
6,091 for period ended
March 31, 2012

ECM delivers for Healthdirect

Australia's Knowledge Partners has implemented and delivered an enterprise content management (ECM) solution from OpenText to Healthdirect Australia, a publicly funded procurer and provider of telephone and online health information and advice services. The OpenText ECM Suite is now being used to support many essential functions in the rapidly growing organisation.

Healthdirect Australia is a COAG (council of Australian Governments) company and is jointly owned by the Commonwealth and the States and Territories.

Its main service, the healthdirect Australia 24-hour nurse triage health advice and information telephone service was established in 2006. A public tender for an ECM platform was issued in August 2011. At the time, record-keeping and information management within Health Direct was primarily an individual responsibility for each of the organisation's staff.

The IT department provided the core management and control of records, documents and information using the intranet and network drives to capture, track and manage records of transient and permanent value. No archival or disposition procedures were being undertaken at the time.

A need for improved email management was identified as well as better consistency in the scanning and naming of official business records.

Hard copy records were previously either held on hard copy files (limited activity) or scanned and stored digitally on the network drives. Original scanned correspondence was either destroyed, or in the case of contracts, stored in fire-rated safes and tracked via an Excel spreadsheet. Many staff were using shared network drives and Outlook folders to store official digital records. The ECM tender/project aimed to address this issue, along with many others.

OpenText's ECM Suite is now used to manage content relating to management of the Call Centres rather than every interaction with the callers. Staff numbers have grown from 30 to 120 over the past 12 months and all staff are working with the ECM via a Web browser. Healthdirect uses Atlassian Confluence CRM, an Australian product which is hosted locally. The desktop environment is a 50/50 mix between Windows 7 and Apple workstations with laptops running MS Office 2010 and Outlook 2010.

Paper and electronic records are now being managed through their entire lifecycle from capture through to archiving or destruction. Rule based classification is allowing administrators to set automatic capture policies based on users ID, department and document title. Outlook is also integrated with the ECM via an OpenText software component called 'Enterprise Connect'

As a rapidly growing organisation, on-boarding of new staff was targetted as one area where ECM could make a big difference, removing the need for staff to navigate through 'silos' of poorly structured data largely contained in file shares.

Knowledge Partners' Commercial director Carl Lindemann said, "Prior to implementation it was not readily evident or certain if documents when located were in fact the most recent or appropriate for working with. Additionally, viewing and editing documents via mobile devices was problematic with poor security and no facility for collaboration. Now staff can work either in ECM or MS Office (integrated) enabling them to search, save and collaborate on company documents within a secure environment either in the office or on the go."

Kodak clears $US2.8 billion debt

Eastman Kodak has announced a deal to swap its imaging business for a $US2.8 billion debt owed to a pension fund, and will not proceed with a previously announced $US210 million sale of its document imaging unit to Brother Industries. The deal must still be approved by a U.S. Bankruptcy Court, however the company believes removing the debt to the pension fund in Britain was the final major hurdle it needed to clear before it could emerge from bankruptcy, reinventing itself as a commercial printing and servicing company.

It would see the pension plan buy Kodak's Document Imaging and Personalized Imaging operations. Kodak will receive $US650 million and the pension plan, in turn, will write off roughly $US2.8 billion in claims it has against Kodak.

Kodak CEO Antonio M. Perez said the sale "moves us past several key hurdles in our reorganisation, resolving all potential claims worldwide ... pacing our Personalized Imaging and Document Imaging businesses with a new owner that recognises their value and is focused on their growth and success, and providing the remaining liquidity we require to emerge from Chapter 11."

Kodak pension fund spokesman John Kiely said the pension fund won't run the businesses directly, but will put together a management team to run them. And in a statement, KPP Chairman Steve Ross said the DI and PI businesses "will deliver long-term cash flows to support the plan's obligations. The financial stability that KPP will provide for the Personalized Imaging and Document Imaging businesses will be beneficial to those businesses' employees, customers and partners."

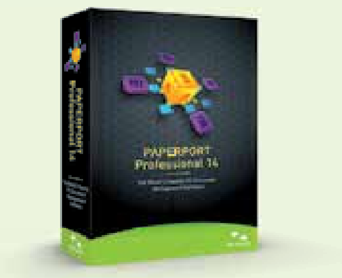
Last year, Kodak sold 1,100 patents to a business group that includes Apple Inc., Google Inc. and Microsoft Corp. Kodak sold the patent portfolio for $US527 million. But the deal also included the companies agreeing to drop legal challenges against Kodak.

Boost your organisation's productivity with these great imaging solutions from Nuance

OMNIPAGE PROFESSIONAL

The World's #1 Scanning and OCR Software

Convert paper, PDF files and forms at lightning speed into documents you can edit on your PC or archive in a document repository



PAPERPORT PROFESSIONAL

The World's Favourite PC Document Management Software

The professional choice for scanning, organising and sharing all your documents

PDF CONVERTER ENTERPRISE

The Better PDF for Business

Create, Convert and Collaborate with ease

Enterprise - specific capabilities

SAVE 25% on Multi-User Licensing Programs
HURRY - Offer ends 30th June 2013. A minimum of 5 licenses required.

Maintenance & Support available, providing unlimited technical support plus all version updates and software upgrades.

Contact your preferred software reseller for more information or call Nuance on 1300 550 716

Data#3	estore.com.au	harris technology	Insight
data3.com.au 1300 232 823	estore.com.au 1300 658 600	ht.com.au 1300 139 999	au.insight.com 1800 189 888

NUANCE

Velrada & RecordPoint team for SA Water win

Australian information systems and management consultancy Velrada has secured a number of major state government contracts in Western Australia and South Australia; including a multi-million dollar project with SA Water for the implementation of an organisation wide workflow, search, records and document management solution in partnership with RecordPoint.

"SA Water picked up on our depth of Microsoft SharePoint expertise and the fit of the RecordPoint product, and we were particularly pleased to do this partnering with RecordPoint as another independent, locally owned Australian company. Our solution and services were chosen over what we believe were global international players, and this is a great result for a local organisation employing SA people" said Tom Fuller, SA state lead for Velrada.

"The SA Water project adds to our growing capability and extends our capacity in the SA market. We now have a team of 20 in SA engaged on strategic projects for Department of Further Education, Employment, Science and Technology and Electranet, he added.

"We're excited to add a significant South Australia Government customer to our growing portfolio of Australian public sector customers. It is further proof that we are changing the future of records management. The selection of our solution again demonstrates our ability to enable records compliance in Australia and add significantly to the value of our customers' investment in SharePoint as a platform."

"We are really happy with our blossoming partnership with Velrada and the SA Water project marks the first of many customers we hope to work with together in this region", said Elon Aizenstros, CEO of RecordPoint.

SA Water was looking for a Records Compliance solution as part of their EDRMS strategy to upgrade from SharePoint 2007 to 2010 with RecordPoint to provide users with a single view of all content. The SA Water project win comes after recent wins in the Western Australian public sector; for the design and development of an online Seniors Card System for the Department for Communities; a major consultancy engagement with the Department of Health designing information systems for the new Fiona Stanley Hospital; and a range of projects for the Departments of Planning, Regional Development and Lands, Water, and Indigenous Affairs.

Robert Evans, managing director of Velrada said that these projects demonstrated that government was pushing ahead with the strategy of technology-enabled, citizen centric service delivery.

"The Fiona Stanley project will enable an effectively paperless hospital, and that will extend to all the site based services and information systems. We will be providing solutions that are familiar to people used to social networking and consumer websites; access will be multi-channel and consistent across bedside touch screens, tablets and smart phones", he said.

Commenting on the broader momentum of Velrada in the WA and SA markets he said: "These wins show that there is a strong demand for a consultancy which can cover all aspects of business transformation, change management and information management from the boardroom to operations, not only designing strategies and solutions but supporting their effective implementation. Our blended approach offers clients a compelling alternative to dependence on product-specific vendors or outsourcers, or going it alone using contractors or agency-style businesses. Velrada's strategy of recruiting globally and leveraging local knowledge to bring top consulting and technical expertise to our clients has given us a strong point of difference in the local market".

OpenText HANA support

OpenText has moved quickly to capitalise on the momentum behind SAP's HANA database platform, announcing the OpenText ECM Suite will support the erp vendor's new offering which is shaking up the enterprise market traditionally dominated by Oracle, Microsoft and IBM, SAP HANA is an in-memory computing appliance that combines SAP database software with pre-tuned server, storage, and networking hardware from one of several SAP hardware partners.

It is designed to support real-time analytic and transactional processing. SAP ANZ reports that uptake of the in-house developed database technology is accelerating, with 24 HANA customers already in Australia. These are mainly using the in-memory database platform to speed up business analytics, although there are a number that have migrated SAP's Business Suite to HANA, following SAP's announcement of this capability in January.

OpenText says its ECM Suite for SAP Solutions is designed to enable SAP customers to use common enterprise architecture to organise and control all of their digital information,

Lee Gale, SAP Solutions Director, APJ for OpenText, said "HANA is a disruptive innovation.

"The integration we are announcing is part of a roadmap that aims to deliver faster dynamic searches of unstructured data and provide the ability for ECM users to customise the user interface to provide more granular views."

OpenText has been working with SAP to conform its ECM solutions are fully integrated with SAP Business Suite running on HANA. It is yet to migrate OpenText ECM to the HANA database platform. Currently OpenText ECM supports Microsoft SQL Server and Oracle, although it is believed to be working on a HANA-based offering.

Enterprise social dashboard

If your organisation is using more than one enterprise social platform to collaborate, Axceler is preparing to launch a dashboard solution that will provide visibility into Yammer, SharePoint, Jive, and Chatter, etc.

ViewPoint Enterprise, which currently offers support for Yammer, is gaining support for additional platforms throughout 2013 to show a unified view of an entire organisation's collaboration platform adoption and engagement rates in one view.

It presently shows employee adoption within the Yammer social collaboration platform and the total users that belong to several collaboration platforms over a specific period of time. It allows users to view the most active and least active groups within Yammer, including the volume of posts, how many files were shared and the total number of likes and shares within the group

"Businesses understand the value of collaboration platforms, but it's proven very difficult to validate the investment and ensure user adoption," said Michael Alden, CEO of Axceler. "As more businesses deploy collaboration platforms like Yammer, enterprises need an easy way to see and compare success across any platform as well as justify the investment. With the detailed insight our ViewPoint Enterprise solution provides, businesses can quickly view the company's social collaboration activity and identify exactly what content and internal support is needed to improve and encourage collaboration adoption and engagement across the business."

A free pre-release version, which currently supports Yammer, is now available at www.axceler.io or www.practicesafecollaboration.com. General availability of the product, which will be delivered as a SaaS offering, is planned for September.

movingIMAGE24

Join the video cloud

VIDEOmanager 6

The secure video cloud

MovingIMAGE24 is the leading provider of video management and video cloud solutions in the corporate sector. VideoManager is a software-as-a-service solution for the management, distribution and streaming of web video.

The integration of Canto Cumulus and VideoManager combines the efficient management of digital content with the simple and global distribution of video files in different channels and platforms.

- Manage all media files in one system - accessible anywhere
- Publish media files in all formats
- Streaming in HD-quality
- Highest standards of performance and data security
- Works perfectly with Canto Cumulus

Distributed by
DataBasics Pty Limited

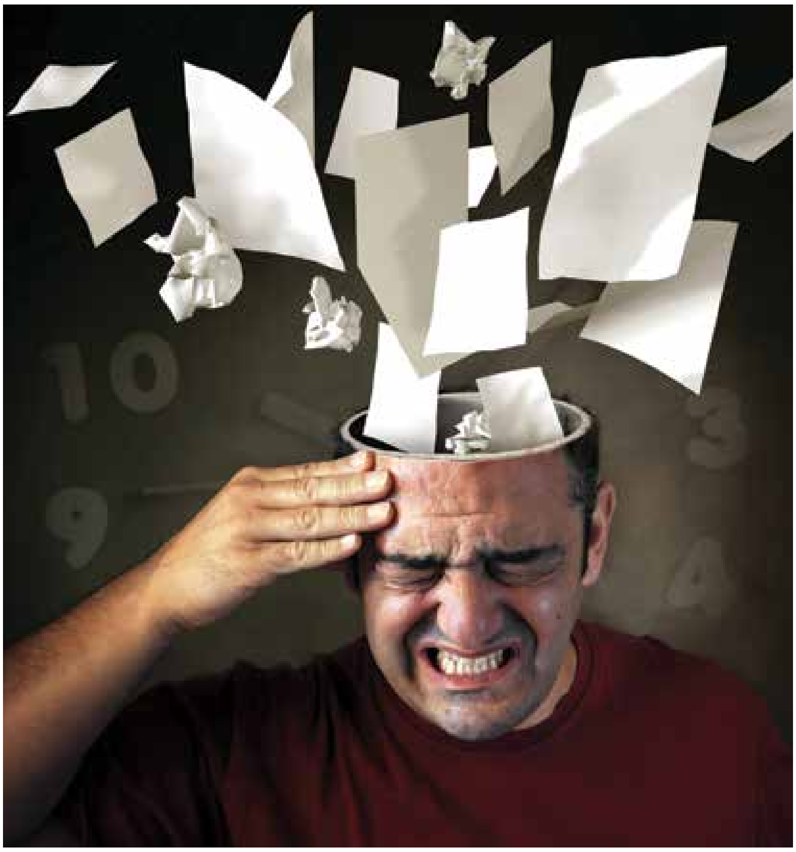
DataBasics

1300 886 238 / www.databasics.com.au

www.movingIMAGE24.com

Content chaos still reigns worldwide according to AIIM

Organisations on average manage two or more Enterprise Content Management (ECM), Document Management (DM) or Records Management (RM) systems according to a new survey conducted by the Association for Information and Image Management (AIIM). Even with multiple systems in place, approximately half of content is held in non-ECM/DM systems, and a stunning 82 percent of firms lack an enterprise-wide ECM solution.



AIIM's research, "ECM at the Crossroads," looks at the ECM installed base as companies wrestle with content management challenges in the face of of evolving business priorities, mobile access, cloud, social and email management, as well as, industry-specific requirements and spending plans.

Of the 538 survey respondents only 18 percent have implemented a company-wide ECM solution. While an additional 36 percent say they are working toward a central ECM solution, many questions remain across the board.

Where there was once a clear roadmap for ECM - migrate all the content into a centralised system - there is now uncertainty about the best way to achieve such key goals as universal access to information, comprehensive compliance and information governance controls, cost efficiency and greater collaboration. As new technologies have emerged, information professionals are at a crossroads both at a macro decision level and at a more granular level around issues such as how to grant access to mobile devices or move content into the cloud.

"The industry has experienced such rapid change over the past few years that enterprises are finding it difficult to adapt and still deal with the explosion of dynamic content," said AIIM President John Mancini.

"With the rise of the service economy, information is a strategic asset that needs to be managed centrally, but the reality is far more complex with content spread across multiple ECM systems and file shares as well as in ERP, HR and Finance systems. In today's business world, companies that can improve their approach to content management will rise to the top."

Information sharing and collaboration is a key priority with 64 percent of respondents acknowledging the importance of the corporate knowledge base. Even with strong interest and steady advances in search technologies, the ability to track down information from across an organisation is very much a work in progress.

According to respondents, more than half of all their content resides outside the ECM system, making search and access a pervasive problem, while also raising concerns about information sprawl.

There's no question that poor access to information is a major problem, exacerbated by the fact that most content strategies are still in the PC-era. Even though mobile devices have gained nearly universal acceptance, only 11 percent of the respondents give their users a mobile-optimised browser interface to their ECM and only 10 percent offer some sort of mobile apps.

When it comes to the cloud, AIIM's survey results indicate that companies are taking an incremental approach. Using the cloud for ECM is often considered an all or nothing decision - and few organisations are fully embracing the cloud or Software as a Service for all their content - but many are willing to move certain ECM applications individually to the cloud.

Leading the way, somewhat surprisingly, was records management with 14 percent already doing it and 33 percent considering it. To be sure, reservations about the cloud remain, with 46 percent saying they are unlikely to deploy any cloud-based content.

Other key findings in the AIIM report include:

-- ECM is primarily used for document management or file-share replacement by 78 percent, records management for 66 percent and collaboration for 46 percent;

-- Although only 3 percent of organisations have turned off file-share, 12 percent have largely replaced it with ECM and 34 percent plan to turn it off;

-- For 45 percent mobile access to content is very important or vital;

-- More than one in four organisations face a dilemma with their cloud strategy;

-- Users are more likely to build an internal social platform as part of on-premise ECM;

-- Spend on software licenses is set to increase in the next 12 months.

68% of the Survey participants are based in North America, with most of the remainder (19%) based in Europe and 4% from Australia/NZ.

Local and National Government together make up 22%, Finance, Banking and Insurance represent 17% with the remaining sectors fairly evenly split.

For a more detailed analysis, the full report, "ECM at the Crossroads - key strategy choices for universal content access," can be downloaded from the AIIM website at http://www.aiim.org/Research/Industry-Watch/ECM-2013. The research was underwritten by ASG, Alfresco, K2, Kofax, Hyland Software and SpringCM.

Now Information Makes Cents

Top Digital Cities use Laserfiche to increase revenue and reduce costs

In today's government, it's no longer enough to simply store and route documents.

To provide the services your constituents demand, you need the ability to solve your own business problems and create better processes.

Visit **laserfiche.com/cdg** to get your copy of "The New Information Democracy", a special new report from the Center for Digital Government. You'll get insights from local government organisations that are using enterprise content management to make information more easily accessible to citizens – without compromising privacy or security controls.

laserfiche.com/cdg

Run Smarter®

Laserfiche®

Proposed Law changes must force data breach rethink

By Eddie Sheehy

Companies in most Western countries must take extreme care to protect any sensitive information they store relating to employees or customers. In Australia and New Zealand, we may soon be held to even higher standards.

NZ Privacy Commissioner Marie Shroff said in her most recent annual report that "Data breach notification isn't currently required by law, but the Law Commission recently recommended that it should be made compulsory where breaches put people at risk. That would bring New Zealand law into line with practice overseas." In Australia, the proposed Exposure Draft Privacy Amendment (Privacy Alerts) Bill 2013 would see companies fined for data breaches and force them to notify the Federal Privacy Commissioner, affected consumers, and sometimes even the media when data breaches occur. News of a data breach being splashed around in the media is extremely damaging to an organisation's reputation.

Where is private data stored?

Even though business leaders are well aware of the need to protect customer's privacy, the reality for most companies is we don't always store this information in safe places.

First of all, it's important to understand that the biggest data leakage threats don't lie in neatly structured company databases, but in unstructured data such as documents, spreadsheets and email. Because unstructured data is much harder to search, it is challenging for organisations to get a clear picture of what this data contains, where it is stored and who has access to it.

Many organisations make two damaging assumptions when it comes to data leakage. The first is believing they only need to worry about privacy if they are hacked.

Unfortunately, employees can easily leak information, either maliciously or inadvertently. People often make "convenience copies" and store sensitive information in file shares or email it to their personal accounts. They may also take it outside the firewall using personal laptops, smartphones, cloud storage services, flash drives or email again.

The second assumption is that it would be equally as hard for anyone else to find sensitive information stored in their systems, and because of the resources required to trawl through the millions of emails and files to find evidence of privacy breaches, they simply don't.

Again, this is a poor assumption because a person who gets hold of your data only needs a small amount of the wrong information to cause you grief. Also, they may have got hold of it by means other than searching, such as a leak or accidentally being released in a court case or complying with a regulatory investigation.

Real-world examples

We recently cleansed more than 10,000 items of personally identifiable information, personal health information and credit card numbers from the Enron PST Data Set published by EDRM. This is a worldwide standard set of test data for electronic discovery practitioners and vendors, which released to the public following the US government investigation into the collapse of energy firm Enron.

Our investigation unearthed 60 items containing credit card numbers including departmental contact lists that each contained hundreds of individual credit cards, 572 containing Social Security or other national identity numbers—thousands of individuals' identity numbers in total, 292 items containing individuals' dates of birth and 532 items containing information of a highly personal nature such as medical or legal matters.

Our analysis also showed a considerable number of these items had been sent outside the company, for example, by employees forwarding details to their personal email addresses.

While companies today are more aware than Enron was about the need to protect private data, there are also more opportunities for this information to be stored inappropriately.

We have conducted sweeps for private and credit card data in unstructured information stores for dozens of customers and are yet to encounter a single data set without some inappropriately stored personal, financial or health information.

Locate and remediate privacy risks

Recent technology advances have made it much easier to for companies to index large volumes of unstructured data and locate improperly stored sensitive information within it. The methodology we used to identify the personal and financial data in the Enron data can be applied to any corporate data set.

The crucial first step is indexing the most relevant data sources, capturing all text and metadata. This would most likely include email, network file shares, collaboration systems and individual computers.

With a complete index of this data, common investigative steps include:

1. Using pattern matching to identify and cross-reference sensitive information such as credit card numbers, dates of birth and addresses.

2. Searching for names, phrases or email address domain names that could indicate personal legal or health discussions, online purchases or other private matters.

3. Creating network maps and timelines to identify communication patterns and understand messages and documents in the context of external events.

4. Conducting 'near duplicate' analysis to find similar and related content and put together conversation threads.

Once you understand what is in your data stores and where the biggest threats lie, you can delete the high-risk data or move it somewhere that has appropriate encryption and access controls.

Almost every organisation has personal data stored inappropriately. The increasing burden of privacy and data breach regulations, on top of a duty of care to keep this highly sensitive information safe, makes it an unacceptable risk.

By taking a more proactive approach and using the latest technology to understand what lies within your data sources now, you can keep sensitive information safe, for the sake of your customers, employees and ongoing business success.

Eddie Sheehy is the CEO of Nuix, a developer of eDiscovery, electronic investigation and information governance software.

Does SharePoint measure up for ECM?

IDM readers were asked to outline some of their experiences with SharePoint and how it measures up as an Enterprise Content Management (ECM) contender

Over recent years SharePoint has evolved to cover a wide range of enterprise responsibilities including intranets, portals, collaboration, forms processing, business intelligence, business process management and content management.

Microsoft critics like to paint SharePoint as a software system where sharing content comes first, and finding and collaborating on that content from a very specific place comes second.

Many organisations are using SharePoint in in tandem with traditional ECM platforms.

The question of whether it provides a true Enterprise Content Management (ECM) capability, in comparison to traditional ECM suites, continues to be hotly debated.

Even when implemented on its own, SharePoint users often require the deployment of a growing catalogue of third-party add-on products and integrations that fill in SharePoint's functionality gaps and extend its capabilities.

At first, Microsoft's foray into the ECM space was lacklustre. The company gained some supporters, but many corporations determined that SharePoint didn't match the depth and breadth of functionality found in other solutions.

"For a while, competitors ignored SharePoint and deemed it irrelevant," says Mark Gilbert, a research vice president at Gartner Inc.

The product is now on its fifth iteration and has started to gain significant traction. Even though it has garnered many more supporters, the solution still has some warts. "SharePoint has still fallen short of its promise of storing all of a company's information centrally in an organised way," says Melissa Webster, program vice president of content and digital media technologies at market research firm IDC.

Historically, ECMs were designed for large enterprises and carried six- and seven-figure price tags.

"Microsoft has put a lot of pricing pressure on its competitors," says Gilbert. The vendor's solution starts off with free software and works its way to the five- and, in select instances, six-figure range.

Herbert Smith Freehills

The Australian arm of global firm Herbert Smith Freehills is using SharePoint 2010 as its enterprise intranet platform, and Autonomy Interwoven Filesite for enterprise content management. It is also in the process of rolling out Recommind's Decisiv Search and has deployed HP TRIM for some record-keeping applications.

Herbert Smith Freehills was formed after the 2012 merger of Australian top-tier law firm Freehills and the UK's Herbert Smith and is now one of the world's ten largest law firms by number of lawyers.

"Being a document heavy law firm we don't use SharePoint as our enterprise content management system in Australia," said Matthew Jones, Knowledge Centres Manager. Jones is responsible for Herbert Smith Freehills' Knowledge Centres in Australia, which provide high-level research services to lawyers and business development managers. He was previously a Knowledge Manager with the firm's Litigation and Corporate practice groups and a solicitor with both Freehills and Freshfields Brukhaus Deringer.

"We obviously have documents on our intranet and use a combination of SharePoint and Decisiv search, but we don't find that it really does the heavy lifting in terms of the kind of complex large documents that we store and produce.

"A number of law firms have implemented Recommind's Decisiv Search both in Australia and overseas, and we're currently in the process of rolling that out over a selection of our enterprise knowledge. It has already being used to provide staff with access to our knowledge content (legal precedents and other know how) and the Australian intranet, and will soon provide access to matter documents and expertise."

Strategies to unify the merged firm's global intranet and collaboration platforms are also being explored, with a brief to examine the way forward for enterprise social collaboration, using web based platforms.

"We are very interested in collaborative tools and using them effectively is definitely one of the goals of the merged firm, given the geographic spread, but there is a challenge getting the balance right between the capabilities of social media and the security and cultural issues." said Jones.

"The effectiveness of social media within law firms on a large scale still needs to be tested but the potential benefits could be significant."

"I know it's been tried in a number of law firms and there are some success stories, particularly with small discrete teams that naturally lend themselves to greater levels of interactivity."

"We're looking at the whole issue, including the strategic benefits of doing it, the strategic challenges, security issues and obviously some of the practical issues around privacy and client confidentiality."

"SharePoint is being used to provide some extranet capability to allow for document collaboration with clients but adoption has been uneven and the firm is now moving towards web-based solutions with specific capabilities in this area."

"We found that while SharePoint can be useful as a common document library with clients, there are now other tools - like Intralinks Dealspace for example - which allow us to set up online data and deal rooms. SharePoint has a lot of useful features if you implement the full solution, however we have found that it can be easier and cheaper to simply implement a tool which focuses on one specific skill. Similarly, while it can be great for collaboration, it doesn't really allow for the needs of law firms, which often need to keep sensitive documents and matters behind information barriers."

"This allows us to provide a more agile, targeted solution for clients which doesn't necessarily need to be customised, upgraded every few years, or for which you need to purchase additional modules to get the full benefit. Our clients appreciate this and so do our IT team!"

AIIM recently released a whitepaper that explores the topic of SharePoint adoption, titled: "The SharePoint Puzzle." In this Whitepaper, AIIM discusses why organizations selected SharePoint in the first place and how it performed against expectations. AIIM describes the drivers within this report:

"The collaborative aspects of SharePoint were the strongest original driver for exactly half of our respondents, rising to 57% for the largest organizations, with 38% for the smallest. Web portal/intranet (26%) and project management (13%) were also strong drivers but of more interest is the fact that SharePoint was more often selected to be a file-share replacement than a live document/content management system."

> "Its very difficult to have proper ECM or Collaboration separated. They go hand in hand"

Some key findings include:

- 28% of respondents have SharePoint in use across their whole workforce. 70% have at least half of their staff using it once a week or more.

- Over half feel they would be 50% more productive with enhanced workflow, search, information reporting and automated document creation tools.

- Over half (54%) are using or planning to use 3rd party add-on products in order to enhance functionality. Only a third thinks they will stick with the vanilla product.

- Difficulty of content migration and information governance capabilities are given as the biggest shortfalls in expectations.

The City of Bunbury

The City of Bunbury, a large local government area on the picturesque WA coastline south of Perth, has a foot in two camps at the moment. It has commenced a rollout of SharePoint 2010 as its primary electronic document and records management system. SharePoint is also being used for the council intranet and Web site.

Implemented by Perth-based solutions provider Bluebox Solutions, SharePoint 2010 has replaced a large volume of unmanaged network file shares supported by a TRIM recordkeeping repository. It was determined that this environment presented a key management risk in allowing manual version control of documents and resulted in many process bottlenecks.

The network store had grown to over 240GB (396, 600 files) in network files shares and 260GB (770,000 files) held in TRIM, and this was increasing at a rate of 5-10GB a month.

Other problems included limited capacity for disaster recovery and business continuity.

In tandem with the SharePoint deployment the City of Bunbury implemented a capture solution for all correspondence coming in to the records department. This employs a Fuji Xerox ApeosPort-IV C5580 multifunction device equipped with EzeScan software, and an OCR connector which enabled the council to scan documents directly into SharePoint 2010.

Enterprise software in use at the City of Bunbury include the Civica Authority financials and a CRM product called Merit.

Mike Fletcher, IT Manager, City of Bunbury, said council staff were experiencing difficulties in finding content with limited search capacity.

"Duplicate content appearing in different locations across the network was hampering efficiency. There were also issues with embedded business processes and invisible content and transactions. Our objective is one document, many places.

"There's absolutely nothing wrong with TRIM, but it's not a system for managing digital information which is what we wanted. TRIM is a record-keeping system."

The City of Bunbury also undertook a refresh of its network servers and desktop operating environment, deploying Windows 7, Office 2010 as well as a virtual desktop and virtual storage at its data centre.

Having content stored in multiple filing systems meant the council was not able to fully comply with WA State Records Guidelines. In addition to fileshares and TRIM, staff held documents in email, removable storage and backup devices.

Without an overarching information management plan for unstructured content there were issues with inconsistent indexing and missing context.

Content was buried in embedded folders up to 12 layers deep in some instances with inconsistent naming and indexing.

David Dunn, CEO of Bluebox Solutions, said, "We have been able to implement all of the functionality of a traditional eDRMS using SharePoint, including enterprise search, document security and management, compliance and extensibility."

"SharePoint provides the ability to have council employees to work with centrally defined standards and reference data with strict version management of documents using a familiar interface."

"SharePoint is an integral part of the Microsoft Office suite and is

(Continued over)

SuperIQ goes live with eFLOW

Australian online financial services provider SuperIQ has completed the successful deployment of an eFLOW Digital Mailroom solution to classify and process between 200-4005documents per day. SuperIQ, based in Sydney, is a self-managed Super Fund (SMSF) Administrator. The SMSF sector in Australia is nearly a third of the whole superannuation market and within the next decade it's expected it will reach $A3 trillion. There were 36,000 new self-managed funds created in 2012 and most have engaged the services of a specialist administrator or accountant.

When SuperIQ launched in April 2011 it elected to build its entire enterprise applications platform from scratch using the Appian Business Process Management (BPM) Suite. It has also selected Alfresco Enterprise for document management.

From the outset SuperIQ has been scanning all incoming paper documentation via a Kodak i440 workgroup scanner and attaching the scanned documents to the relevant superannuation fund. However with eFlow now fully deployed the classification of the documents is largely automated.

Geoff Cropley, Head of Business Operations at SuperIQ, explains just how intensive this is.

"For an active self-managed super fund, where people are buying and selling investments, there is a lot of documentation that must be recorded to stay compliant. We were doing manual classification until we could apply some IT resources to getting the eFlow system working. Once we got into it, it didn't take long and we are now getting recognition rates as high as 85% with eFlow

"When we were building our platform we researched the market and chose eFlow because we felt it was the most flexible to meet the needs of recognition for the various types of documents we get in this industry."

SuperIQ is also using eFlow to automate workflow. For example, if its system generates a document that has to be signed, there is a document ID noted on the outbound communication. When that comes back the scanning software looks for that ID and matches it to a workflow task which may then span a new task related to the same document.

The SuperIQ online system enables super fund owners to control their investments, contributions and pensions via a web-based secure Member Dashboard, and also view documentation.

SuperIQ selected eFLOW to optimally set up the automatic processing of at least 300 different classes of documents that the company requires to conduct its daily business.

The eFLOW solution is also designed to scale up to handle a greater amount of documents should this requirement arise. Implemented together with TIS local partner ASI Solutions, the project has been deployed with the continual support of SuperIQ staff during the implementation phase.

"Being an innovative Internet-based start-up, SuperIQ targets a sophisticated consumer segment whose expectations for speed, automation and responsiveness are extremely high; at the same time, as a financial services provider we must comply with strict industry and government reporting and record management standards," said Cropley.

"To meet these requirements, we must rely on best-in-class business applications, and eFLOW plays a critical role in enabling us to streamline our business processes".

Does SharePoint measure up for ECM?

(from previous page)

easily able to integrate with other enterprise systems.

"Unlike a pre-made application SharePoint is platform that requires configuration.

"A successful implementation needs BAs, Developers, Architects and Trainers and the good thing about external consultants is they aren't party to the internal politics."

In preparation for migrating content to SharePoint, the network was examined in order to remove duplicates and unnecessary old files and inappropriate content (.ra, .zip. .pst files, etc).

The council is taking a staged approach to migrating staff to SharePoint with around a third having made the move so far. Staff undertaking the migration engaged to review their own fileshares and consolidate content in a single directory. Once relevant content has been migrated the remaining fileshares are set to Read-Only to encourage SharePoint uptake.

While the remaining staff continue to use TRIM it will continue to be updated with content, however this is expected to end in around 18 months when all staff have been transitioned to SharePoint.

"Being a SQL database its not a major exercise to extract content from TRIM and deposit it in SharePoint," said Fletcher.

A records management plan has been implemented that provides staff with dropdown menus and taxonomy to apply metadata when content is stored in SharePoint, as required by WA State Government record-keeping regulations.

"My goal is to make it very easy for the end-user to do record-keeping, although really we should stop calling it record-keeping and refer to it as information management.

"All of us are creating digital content and the only thing we need to do is create some rules around it. If we keep the means of doing that simple then it's not onerous for the end user to apply those rules.

"A new eDRMS will impact many existing systems and work processes.

"Costs need to be understood and funded and you must be ready to leverage any opportunity for additional functionality. It all starts with understanding the problem and being committed to the solution."

"Buy-in all across the organisation is crucial but the records team is critical. However, SharePoint can comply with State Records requirements," said Fletcher

One Australian company that has SharePoint deployed as an intranet portal is still using traditional ECM systems for content management. It considers that SharePoint does not have sufficiently robust Document & File Management, offers poor email integration and inadequate records management.

"SharePoint has helped put users in more control of document management and collaboration instead of relying on IT, but the organisation has little governance over the SharePoint deployment. So while the user is in control of document management and collaboration, the whole implementation is out of control as everyone does their own thing," said a representative.

"Its very difficult to have proper ECM or Collaboration separated. They go hand in hand, how can I collaborate on something if I am not managing the content and how can I do proper content management if I cannot collaborate?"

Five questions to ask about cloud governance

ISACA, a non-profit, independent association of more than 100,000 governance, risk, security and assurance professionals worldwide, has issued new guidance outlining key questions for boards of directors to ask to ensure their enterprise's cloud initiative is in line with business objectives and the organisation's risk tolerance.

"Board members need a clear understanding of cloud computing benefits and how to maximise them through effective governance practices," said Marc Vael, CISA, CISM, CGEIT, CISSP, an ISACA board member and chief IT audit executive at Smals. This requires the board to see cloud computing not as an IT project, but rather as a business strategy."

According to ISACA's Cloud Governance: Questions Boards of Directors Need to Ask, boards should address the following five questions to determine the strategic value that cloud services are expected to provide and the impact that the cloud may have on resources and controls:

1. Do management teams have a plan for cloud computing? Have they weighed the value and opportunity costs?
2. How do current cloud plans support the enterprise's mission?
3. Have executive teams systematically evaluated organisational readiness? For example, are the right skills available? Do cloud processes conflict with other established processes? Do cloud plans conflict with enterprise culture?
4. Have management teams considered what existing investments might be lost in their cloud planning? Does the adoption of a cloud service nullify already-made technology investments that have not reached their planned end date, and is that noted and approved?
5. Do management teams have strategies for measuring and tracking the value of cloud return vs. risk?

"The answers to these questions will help determine the enterprise's readiness to adopt cloud computing and also help ensure that the necessary governance is in place," said Vael. "The COBIT 5 framework for governance and management of IT can also help enterprises manage investments such as cloud services. COBIT 5 helps ensure consistent practices to maximise value and manage risk."

ISACA's white paper, "Cloud Governance: Questions Boards of Directors Need to Ask," is available as a free download at www.isaca.org/cloud-governance. The COBIT 5 framework is a free download at www.isaca.org/cobit.

This topic will also be discussed at ISACA's upcoming Oceania CACS2013 conference. Held at the Adelaide Convention Centre from 23-25 September 2013, the conference will feature industry experts from Australia, New Zealand and around the world who will present their latest thinking, research and practical experience in topical presentations and workshops.

For more information on the Oceania CACS2013 conference, including registration details, please visit: http://www.oceaniacacs2013.org/. For more information about ISACA, please visit www.isaca.org.

A hybrid approach to digital records at Ballarat Health

Healthcare is well behind most other industries from banking and finance to retail when it comes to digital transactions and information sharing. For the large proportion of private and public hospitals across Australia, the paperless future is a long way distant.

Currently, in most hospitals, a patient's physical chart is still the focal point for care delivery. If that chart is not at the foot of a patient's bed, records can't be checked or updated and the risk of error exists. Many hospitals are keen to turn to technology as a cost-cutting measure, but face the difficulty of replacing established processes and legacy systems.

Paper is still the glue that ties these systems together and provides the means of recording clinical notes on patients, ordering prescriptions, laboratory tests, pathology and radiology, as well as providing specialist referrals and patient discharge summaries.

Ballarat Health Services has recently deployed the Rhapsody Integration Engine from Orion Health as its new platform to provide connectivity between critical clinical, patient and administrative applications, including pathology, admission, discharge and transfer systems.   Orion Health is a global software developer for the healthcare sector founded in New Zealand.

Rhapsody will streamline and speed message handling between applications at Ballarat Health Services, which provides hospital, emergency, diagnostic, aged and mental health services to patients within the Grampians region in Victoria.

The organisation relies on its integration engine to ensure that data such as patient contact details, clinical documentation, and clinical test results, is shared among information systems and remains readily accessible to all health professionals involved in a patient's care.

Rhapsody was chosen to replace Ballarat Health Services' previous integration engine because it offered a robust, well-supported solution with the additional capacity required to meet the organisation's message exchange load well into the future. In an environment where any interruption to data flow or message exchanges can impact patient outcomes, it was considered the most reliable solution available. Rhapsody will also enable Ballarat to easily connect to Australia's Personally Controlled Electronic Health Record (PCEHR) in the future.

Kelsey Grant, Solution Director – Asia Pacific, Orion Health said, "The information systems at Ballarat Health Services range from legacy to leading-edge applications. All contain data that needs to be shared with other systems. Rhapsody is a future-proof investment for Ballarat that ensures no application stands alone and that every solution contributes to the delivery of quality of patient care."

There are still a large number of clinical documents created from paper that must be scanned upon the patient's discharge.

Ballarat Health Services Director of Information Management Kate Nolan said, "We introduced a scanned medical record using the BOSSnet Digital Medical Record platform from Australia's Core Medical Solutions three years ago.

"This enabled Ballarat Health Services to provide a platform for an integrated electronic medical record.

"So messaging is really important to maintain a single view of each patient's medical records."

The new messaging platform will allow a change in patient information in one location to spread out to five other clinical systems. So, for instance, results from a pathology test will be distributed to other clinical systems as well as being included with the scanned medical record, removing the need for paper lab results.

"There is lots of detail collected in the various clinical systems and you have to ensure that the output summary that is collected in the BOSSnet single medical record is relevant

"We are also working with vendors of some of our clinical systems, so that the BOSSNET single medical record can be accessed from within these systems. Patient data that is created

(Continued Over)

"Messaging is really important to maintain a single view of each patient's medical records." - Kate Nolan, Ballarat Health Services Director of Information Management

Businesss Process Modelling brings efficiency to medical team meetings

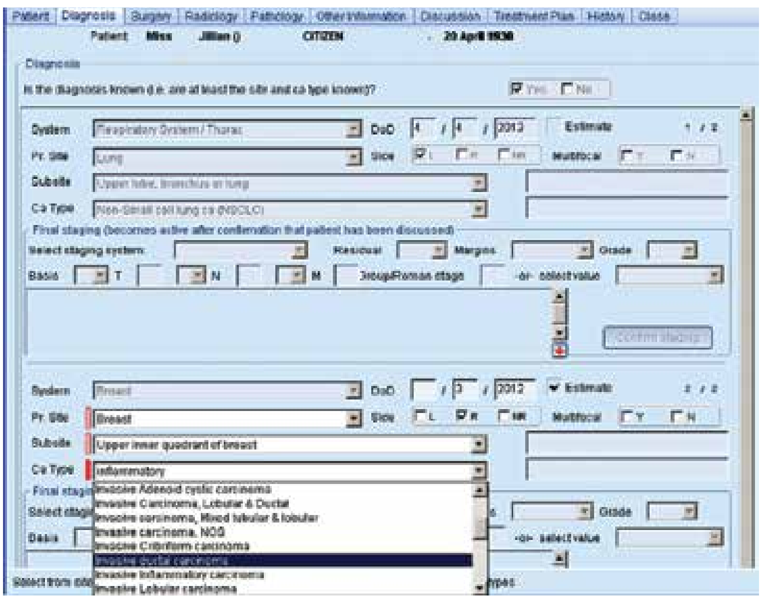
The Grampians Integrated Cancer Service (GICS) in Ballarat is one of the nine Integrated Cancer Services (ICS) in Victoria which were established in 2004-2005 to facilitate the implementation of the Cancer Services framework for Victoria. GICS works to facilitate planning and improvements in integration and coordination of cancer services to meet the needs of people with cancer across the Grampians region.

One of the services GICS offers is the organisation of multi-disciplinary team meetings or MDMs for short. During the MDMs, the clinicians involved in the care of a patient discuss the treatment (plan) of a patient with their multi-disciplinary colleagues.

Organising the MDMs used to be a paper-based and manual process: An invitation for a MDM was drawn up based on a Word template. Once filled, this document was then faxed to clinicians or printed out and delivered to pigeon-holes. In the following week, clinicians would fill in the form and fax them back to GICS, where GICS staff would copy all the information from this form onto four other forms, which included pathology requests, radiology requests, medical history requests and surgery reports.

The manual process continued from here, as other documents such as the MDM agenda, patient list, patient data sheets and patient treatment plan forms were put together by copying and pasting data from the original form submitted by the clinician. After the MDM, hand-written treatment plans were copied and faxed to the appropriate places, leaving only a paper record for GICS.

That was the situation back in 2009. But as the demand for MDMs increased, it became obvious to Dr. Stephen Vaughan, Director of GICS at the time, that this situation was not sustainable. Moreover, valuable information on the patient was either never obtained or basically "lost".



A screenshot of the MDM system. The Perceptive Process Case Management software featured in this article is like a "toolbox": It contains bits and pieces that can be put together to build a process support system.
This can include things like obtaining or writing information from/to other repositories, creating documents based on a template, integrating with other systems (e.g. mail), etc. Also, execution of these processes is by no means fixed: The user can manage exceptions to the regular process flow, as happens in everyday work, by skipping or redoing certain steps.

Clinicians tended to fill in the bare minimum of the patient information, which required lots of follow-up by GICS staff and treatment plans were not systematically recorded to allow for auditing later on. So early in 2010, Business Process consulting firm Pallas Athena was engaged by GICS to help streamline the MDM organisation process. The goal was to build a process-driven system that supported the organisation of MDMs to make the whole process more efficient while also maximising the capacity of the system to capture crucial patient data.

Also, the new system would take advantage of the fact that information only needs to be entered once and could be stored for future use. Pallas Athena used the Perceptive Software Process Modelling tool that is part of the Perceptive Process suite of Business Process Management (BPM) tools to model the original process.

Through discussions with GICS staff it became clear which areas needed to be improved and what those improvements should look like. Again, this was recorded in the process model, which became the blueprint for building the process support system, which was done using the Perceptive Process Case Management software.

The initial version of the system was built over a 6 month period. It was based on the original process of organizing the MDMs with all correspondence taking place by email and all documents being automatically created, based on templates. If clinicians did not have email, the document could still be faxed or printed out. Luckily, the latter form of communication has pretty much disappeared over the last two years.

On the flip-side, clinicians returning documents still primarily use the fax. When the fax with the patient information comes in at GICS, a staff member still has to copy the information from the fax into the system.

To get rid of this inefficiency, Pallas Athena last year developed a web-based interface for the patient submission, called eSubmission.

"It is a rather unique approach", explains Casper Stoel, principal consultant of Pallas Athena, "The forms in the web interface are directly based on the forms in the Case Management system. This means that if GICS wants to add or change a field related to the patient, this field automatically appears on the web interface as well. This saves time and money, as forms only have to be maintained in one place!"

Of course the implementation of the MDM system wasn't all smooth sailing. One issue that kept popping up initially was the time commitment from GICS' side. While the system was being developed it needed to be reviewed about every fortnight. It was difficult at times for GICS staff to free up time to do this. Later on this issue was addressed by assigning a staff member to act as an interface between GICS and Pallas Athena. This worked very well for both sides. GICS was sure that the requirements were correctly implemented and Pallas Athena was sure it was getting timely feedback on its releases.

Another issue that made the whole project challenging was the "moving target" risk. "Once a customer starts using a process support system and understands the possibilities, they usually want to add all kinds of features", according to Stoel.

"Feedback about the functionality also led to some changes in priority. Looking back we have stretched the scope considerably, from implementing the organisation of MDMs in a process-based system, to capturing as much relevant clinical data as possible about the patient before and during the MDM. GICS has come a long way in what they are doing with the system."

(Continued Over)

Ballarat Health

(from previous page)

digitally within any of the hospital's clinical systems is able to be messaged to BOSSnet to be included in the digital medical record."

However there are still a large number of clinical documents created from paper that must be scanned upon the patient's discharge, for example multi-disciplinary patient progress notes, admission and discharge forms.

"We are in a hybrid mode," said Nolan.

"Our experience has found that ambulatory episodes of care in allied health and mental health services are the highest users of direct data entry, typing their notes directly into BOSSnet via an e-form. We have developed over 118 e-forms.

"In addition to this e-discharge summaries continue to be expanded across all clinical specialities and sent via Argus Secure Messaging to GPs. This has a direct impact for clinical users enabling timely access to clinical information; previously these types of clinical documentation would have been handwritten and scanned and we are only scratching the surface."

Scanning is performed in-house and has grown to over 1.2 million documents annually although with the increase in e-forms Nolan hopes this will reduce over time.

"You always go through resistance when you implement any new system especially with clinicians but now they've seen what it can do they've got an appetite for more. To jump from what we had to fully electronic that's a massive leap whereas now we are on a strategic roadmap for further electronic medical record development".

"Presently we have a digital medical record which is a hybrid of scanned documents and direct data entry as well as information that arrives via HL7 messaging from other clinical systems."

HL7 is the messaging standard used in healthcare for interoperability between electronic Patient Administration Systems (PAS) and other clinical systems. Any new system implemented at Ballarat Hospital is able to communicate via HL7 messaging but some legacy systems cannot.

"Our big gap at the moment is electronic ordering for pathology, radiology and medication," said Nolan. "We are working with CMS and other BOSSnet sites to introduce this functionality in the next 12 months. In addition to clinical alert management and internal referral management."

Results can be viewed from pathology and radiology in BOSSnet but a doctor still has to fill out a paper form and stamp and sign it before it is delivered with the sample to the pathology department. Referrals to specialists are still provided on paper although Ballarat has begun using secure messaging to electronic discharge summaries from BOSSnet to GPs.

Ballarat Health Services employs the IBA WebPAS Patient Administration System with manual data entry required for patient information. While BOSSnet has been deployed for scanned medical records for patents, Ballarat Hospital's financial and HR records are still stored on paper; however the platform from CMS could be used if it chooses to go down this path.

The recently implemented clinical coding query process uses a digital work flow to record and track coding queries for patient admissions. Coders review the admission documents electronically and use an E Form to record any coding queries.

Coding queries generated by junior coders then appear on a work list and are reviewed by a senior coder before approval. These approved queries then appear on a report accessible from BOSSnet. They are reviewed and answered by a medical staff member using an e form.

This completed query is then available for review electronically by the coding manager. This totally electronic process with access to the DMR at all points has increased the efficiency of the coding query process and allows for queries to be responded to remotely as well.

Andrew Howard, Global ehealth Director - Orion Health, is a former CIO of the State of Victoria and acted as interim CEO of Australia's National Electronic Health Authority (NEHTA) delivering the Personally Controlled Electronic Health record (PCEHR).

He says that while most hospitals in Australia have an integration engine that links different clinical systems to their patient management application to identify the patient, only a small percentage have taken the next step in providing a single view of all that data across different systems and using the integration engine to drive that into a central store.

"A surprising number of the larger metropolitan hospitals don't have a centralised electronic medical record. There is a lot of paper out there," said Howard. "A single clinical repository for a healthcare organisation is a fantastic solution when it's in place and operational, but most hospitals can't rip out and replace every single system they have.

"What Ballarat has done with Rhapsody is connect their systems within the hospital while also providing the capability to connect outside into the PCEHR and provide a coordinated view.

"Orion is also able to provide a clinical and consumer portal to bring together all of that information from clinical applications, radiology, pathology and pharmacy, and imaging into a single view. Ballarat may look at this at a later date

"What you don't have at the moment is a full alignment of government policies to drive that across Australia."

Process Modelling

(from previous page)

The MDM system is now fully in place and being used during the meetings to record the discussions. Louise Patterson, GICS Project Officer explains: "This has increased the credibility of the system: We are not just talking about it, the clinicians see it being used. In turn, it increases the willingness of clinicians to do their part. Now with the eSubmission the accurate submission will be mandatory for certain pieces of information, which will help to make the rest of the process run more smoothly."

The current system contains information for over 175 completed MDMs and more than 1000 patients. It is rapidly growing now that the system is used for all the MDMs at GICS.

"We are very excited with the possibilities now that the system is live" says Bridget Wislang, Strategic Manager of GICS. "We were used to capturing just the minimal set of patient information, but now we are capturing a sizeable dataset which will help us and the clinicians in improving patient outcomes. Having all this data will allow us to track and monitor data patterns to provide feedback about the diagnosis and treatment to the clinicians involved in the patient's care. Over the long term we will be able to provide this feedback during the MDM, which could help clinicians to make more informed decisions".

However there is still plenty of room to expand and improve.

"We would like to see all the cancer patients in the region in the system for a full data set. Also, instead of mailing providers to request information, we would like the providers to have their own interface where they can see what information is being requested from them.

"Even better would be to interface directly with the pathology and radiology provider's systems to collect the desired test results", states Stoel.

"A first step might be to talk directly with the Ballarat Health Services' BOSSnet system, where the majority of our patient information comes from" suggests Wislang.

She continues: "We might not have figured out yet what the next step will be exactly, what we do know is that we are going in the right direction!"

Brava document viewer for SharePoint 2013

Informative Graphics Corporation (IGC) has announced the launch of its Brava! in-browser viewing for SharePoint 2013 that supports Office documents, CAD drawings, PDFs, images and video. A Protected Libraries feature extends SharePoint security so that users with read-only permissions can only access documents through Brava and cannot view, print, transform or comment on documents.

Brava! high-fidelity vector viewing delivers crisp detail at any zoom level and precise measurements in CAD drawings. Takeoff lets users count items on drawings and aggregate areas for purchasing decisions.

In addition to supporting major web browsers on both PCs and Macs, the Brava HTML viewer for SharePoint 2013 has an interface optimised for use on the Apple iPad. When launched on the iPad, Brava delivers a touch-friendly interface with easy access to features that mobile users need.

Blumark are resellers for Brava Products in Australia
http://blumark.com.au

Mitre 10 NZ adopts Digitally Signed Documents

Mitre 10, New Zealand's largest home improvement and garden retailer with more than 150 stores nationwide, has embraced Secured Signing's trusted digital signature SaaS solution to streamline the signing of suppliers' contracts, Company policies, Human Resources documents, and senior management's requests for approval.

"We needed an inclusive and compliant Mitre 10 branded solution that met our entire business signing needs, and were able to implement the Secured Signing system easily and rapidly," said Blair McNeill, Mitre 10's General Manager.

"Our team was able to customise, track and manage the signing process, which enabled a prompt trade and shortened paperwork turnaround that was instantly realised by our customers, staff, and managers."

To accommodate the specific requirements, Secured Signing's Smart Tag product was integrated with a mail-merge feature, which creates the required document with a signature placeholder and sends bulk invitations to any number of invitees for online signing. This encourages a quick response from a large number of designated signatories and enables the company's head office to monitor and manage the signing process in realtime.

Secured Signing offers a cloud-based, digital signature service that enables its users to capture their graphical signature, fill-in, sign, seal, and verify documents from anywhere, anytime, either on their desktop, or by using a mobile tablet device.

ABBYY TextGrabber for iOS

ABBYY, a leading provider of document recognition, data capture and linguistic technologies, has announced the availability of TextGrabber + Translator 3.0, the latest version of its iOS-based application for extracting, digitizing and translating snippets of text.

Combining ABBYY's on-device optical character recognition (OCR) technology for mobile platforms with the VoiceOver functionality from Apple, the application provides special capabilities for visually impaired and blind users that allow them to easily comprehend information from various printed sources. The program can read aloud captured or translated text in more than 30 languages and may work as a reliable reading aid for millions of people with visual disabilities.

"We developed the new TextGrabber looking closely at users' needs and expectations. Our primary focus was to help people with low vision or sight loss to live a more independent life with an easier access to information", explained Katya Solntseva, Director of Mobile Products Department at ABBYY. "Now they can quickly extract information from product descriptions, signposts and signboards, address plates or restaurant menus, newspapers or magazines and have it voiced for them".

ABBYY TextGrabber + Translator 3.0 enables Apple customers, including those with sight disabilities, to translate captured text via Google Translate, export the results to other applications like Twitter, Facebook, Evernote, etc. or send them to friends via SMS and e-mail. Each button and interface element of the application is distinctly named aloud and supplied with a brief audio comment on what it is for, thanks to the VoiceOver feature of Apple iOS. The application ensures text-to-speech conversion providing voice for the results of text recognition and translation, as well as for the "how-to-use-the-app" recommendations available in the program starting with this version.

Cloud Capture with SkyDesk

Fuji Xerox has announced the launch of a Smartphone photo digitisation app for its cloud CRM and collaboration platform targeting small and medium sized businesses (SMBs), SkyDesk.
It says the PhotoNote app for iOS and Android will digitise handwritten characters using proprietary character-recognition technology. All users need to do is to take a photo of what they want to digitise by using a smartphone or digital camera, and then upload the photo to the cloud. The app will automatically conduct image processing and Optical Character Recognition (OCR) conversion. The images are then stored as digital information in a highly visible format with text data attached.

In addition to the recorded time/date and tags, text information within an image digitised by OCR is automatically attached to the original image, to help with search. The app will come in both free and paid versions with subscription plans for 6 months priced at $A16.50, $SGD21 (ex GST) per user. *www.skydesk.jp/en/*

The ABCs of BPM

Are you sure you understand where Business Process Modelling (BPM) fits in the information management landscape? To get a clearer pricture IDM spoke with Pegasystems Vice-President , APAC, Luke McCormack

Pegasystems Vice President for APAC, Luke McCormack

IDM: How would you explain BPM to a business executive who is not familiar with the concept?

LM: Typically, when demystifying BPM, I talk about the fact that business processes are the DNA of their businesses, so the way in which their businesses operate. It may be some process that operates deep in the back office of an organisation or it could be the way in which a customer engages to open an account.

At the end of the day business processes are what makes an organisation tick when we think about technologies that support business process, analysts coined the term "business process management." For us it is a term that is a little bit restrictive because we think that what we do is far more than just business process management. It's really about the complex processes and the hand off, the interchanges of information, the interaction of engagement of customers and the engagement with their core systems and their underlying foundational technology.

IDM: What are the reasons that an organisation should be considering BPM software solutions such as those from Pega Systems? What are the circumstances where that's something that they need to reach out and look for assistance?

LM: Organisations, regardless of their maturity, will have what we call execution gaps where the existing technologies have been filled by post-it notes on monitors or spreadsheets or Access databases. Basically a sort of a disintermediation of the way in which processes are executed, so there are gaps in the way in which the business is executed and those gaps typically fill with whatever is available at the time. And what that leads to is inconsistency of service and the way in which people execute their roles. It leads to pockets of capability, so an instance where Keith over in the corner may be the only person who knows how something is done. It leads to errors because you don't have a consistent approach. And probably the biggest thing that would confront organisations that fall into this category is they just lack agility. Their ability to change their business at the pace in which the market might demand is restricted because they have a whole set of what we call these execution gaps where things are stored, as I say, on post-it notes or in pockets of IP around the organisation. Their ability to change those, they need to go and change every small knob and dial within the organisation and they don't have control of their business and therefore they're not agile and can't move at the pace in which some of their customers in the market would demand.

IDM: How sophisticated does an organisation's information management maturity need to be to consider BPM? A recent AIM survey found 82 percent of firms lack and enterprise-wide ECM solution. Do they need to have ECM in place to undertake BPM or can that sort of help move them towards a higher level of information management maturity?

LM: I see ECM as a fellow traveller of BPM. The organisations that choose to digitise their content and store it using ECM technologies that is something that has certainly yielded great returns and helped those organisations become more effective. But ECM is certainly not mandatory when it comes to BPM and we see content as an enabler, as a fellow traveller. It's just another piece of information and maybe by way of example there is content generated in many customer-focused transactions. A good example would be a loan origination, a mortgage application. So there are going to be documents that are going to need to be captured but for us BPM is more than just those documents. It's not a document-centric view. They are an important part and they are an artefact that's required for completion of a loan but BPM is around automation of the end-to-end process and really trying to make sure that at the centre of the process is the customer. So whether it be the capture of the information at the interview stage or whether it be the dissemination of information requests for additional pieces of information, all of that is orchestrated through a BPM layer and some of that is captured within an ECM style technology. We do work with many very, very large and complex organisations but we also work with some very small government agencies, for instance, that don't have vast back offices or vast IT departments but they have very particular business problems that they need to solve and their ability to adopt our technology is eased by our ease of adoption, if you like, but also it's really around the business problem that they're trying to solve. There is no classic identifier that says BPM is mandatory. It's more a case of understanding the business problem and for us BPM is not a technology discussion. It is a business discussion and we're lucky enough to have market leading technology to support the outcomes of those business discussions.

IDM: Gartner recently reported that Australian BPM spending will be up 10 percent this year (see opposite page) Why do you think that's such a strong prediction for Australian uptake?

LM: vWell, I think partly because there has been a recognition in the market that packaged solutions are not living up the promise of ease of use, ease of change and matching the agility required in most organisations. That also I think is a case for traditional CRM in that it's heavily data-centric and somewhat monolithic. And so I think there's been a recognition that BPM does delivery agility to organisations and as a result of that BPM technologies have become far more interesting and certainly have got a lot more traction in the thinking of organisations as they set strategy, technology or business strategy. So I think that it's a lot to do with the failed promises of other styles of technology and certainly in our experience BPM is delivering the returns that organisations expect from their technology dollar.

Australia to spend $70M on BPM in 2013: Gartner

Australian organisations are forecast to spend almost A$70 million on business process management suites (BPMS) in 2013, an increase of 10.4 percent over 2012, according to Gartner. Worldwide spending on BPMS is expected to reach US$2.8 billion, up 9.5 percent compared to 2012.

Gartner vice president and distinguished analyst Janelle Hill said: "Significant changes in the BPMS marketplace over the last two years have altered the market landscape, especially growing interest in open-source BPM-enabling technologies, market consolidation driven by several acquisitions and the advent of next-generation intelligent BPMSs (iBPMSs). The market is now mainstream and experiencing continued, healthy growth."

Total revenue in the global BPMS software market is expected to grow at a compound annual growth rate of 10 percent over the next five years, according to Gartner analysts. Although the BPMS mainstream market continues to grow, it is maturing and changing. Gartner market research has shown that the market grew at double-digit annual percentage rates for every year between 2006 and 2010 before slowing to a single-digit rate of 9.7% in 2011. This slightly slower growth can be attributed to economic conditions and a maturing market, as well as to consolidation driven by recent acquisitions.

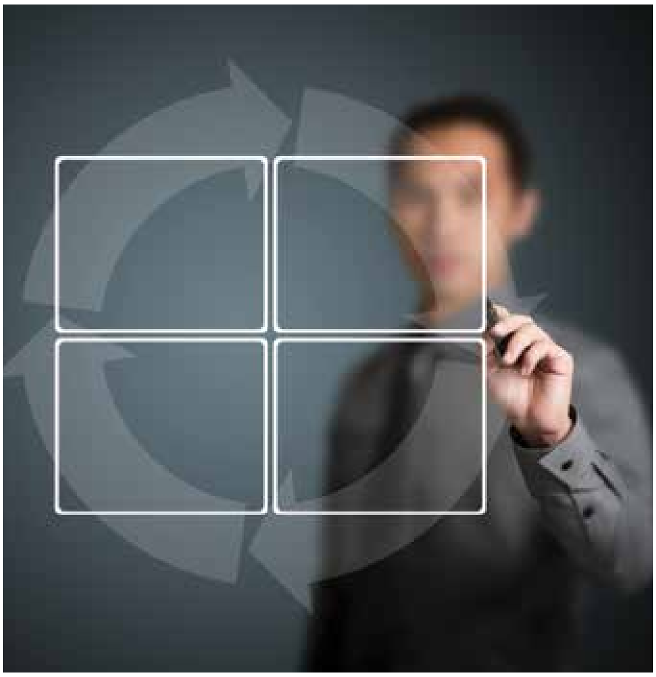
Several significant changes have occurred during the past two years. Once a leader, Adobe made a major step away from the market in late 2011 when it announced that it would ramp down its investment in its LiveCycle BPMS and restrict its focus to the public sector and financial services.

Progress Software made a similar shift in 2012 with its sale of Savvion, a Leader in Gartner's 2010 BPMS Magic Quadrant. Other significant changes include several acquisitions of BPMS vendors or products.

"As public companies in a market full of privately held companies, these exits have raised red flags for customers and prospects, and will impact overall market revenue growth," said Ms. Hill.

"Some of this installed base may be replaced in the two years following these vendors' announcements. Despite consolidation pressures; however, we also continue to see many new BPMS market entrants."

Another significant trend has been the growing interest in open-source, BPM-enabling technologies. BonitaSoft, for example, was founded just three years ago and has already reached more than 1.5 million downloads of its open-source BPMS. Red Hat also acquired Barcelona-based Polymita, highlighting its recent acceleration of its move into the open-source BPMS market with technology that compliments jBPM. In addition, an open-source ECM vendor Alfresco, has an open-source workflow engine



project called Activiti.org. Gartner has seen an increase in BPM client inquiries about these market developments.

The advent of the next generation of BPMSs (iBPMSs) has also affected the market. An iBPMS expands traditional BPMS capabilities by adding new functionality, such as near-real-time process intelligence, advanced and embedded analytics, complex-event processing (CEP), support for social collaboration and support for mobility. A number of vendors have updated their products to become iBPMSs.

"Business managers and knowledge workers are being asked to make faster and better decisions in an ever-changing business context; however, they cannot do so without improved visibility into their operations and environments," said Ms. Hill.

"To meet this challenge, leading organisations are seeking to make their business operations more intelligent by integrating analytics into their processes and the applications that enable them. This trend towards intelligent business operations represents a significant shift in BPM tool capabilities and is being adopted rapidly."

Additional information is available in the report "Market Update: Match BPMS Vendors to Your Usage Scenarios." The report is available on Gartner's website at http://www.gartner.com/resId=2287820

Seven reasons your document may not be well-suited for forms recognition

By Shane Cooper

Image recognition technologies, such as Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR), can help to speed forms processing, saving time and money, and the accuracy of these technologies has increased exponentially in recent years—with some software technologies able to accurately read almost all of the data on a document (depending on application). However, it is important to note that some forms pose greater challenges over others, particularly those that are unstructured in nature. Not all forms are good candidates for OCR and ICR, but often these forms can be changed or redesigned slightly so that information from them can be more easily recognised.

The following 7 document characteristics present clues as to why unstructured, and other, documents may not be suited for OCR and ICR and what you might do about it to help them to be better candidates for processing.

1: Field Label Colour - Unstructured data analysis for OCR/ICR relies heavily on finding keywords that may be associated with the interested field.

When colour is introduced, the image engine has to work extra hard to detect the keyword(s). If they become obscure or drop out completely, the location will become impossible. Colour, even black with white lettering, obscures the word(s) and can lead to either un-located keywords or false positives. For this reason, organisations should consider using black and white in forms design.

2: Too many keyword instances - if a keyword is repeated on the page, the difficulty in determining the appropriate data to extract increases exponentially as the keyword count goes up. Even with zone location reference points, if the specific keyword is not consistently located in the identified zone, the recognition engine could result in too many responses increasing the false positives and making extraction nearly impossible.

Organisations using keyword-heavy forms might consider alternative language that could be used in certain places on specific documents.

3: Inconsistent distance from keyword – though technology has made advances in determining where data fields are located in reference to keyword labels, these advantages can often be eclipsed by inconsistencies in how humans fill out forms and offsets in machine print itself. When the distance is too varied between the keyword location and the data field, extraction can be nearly impossible.

4: Form density - density references how much information is on a page. If a form is produced with 6 to 8 point fonts, has many paragraphs of instructions, includes similar sections or has the same labels referenced repeatedly, keyword location and extraction will increase in complexity.

Often, the written information will be either similar, too small, or the human handprint will be huge in reference to its expected area, obscuring its intent and/or other form areas. Often dense forms should be broken into two or three pages during design.

5: Poor scan quality - while this is a universal issue in capture, it becomes an even bigger issue when unstructured forms processing comes into play. Poor quality leads to false positives and nearly impossible keyword location and data extraction. If the pixel count is too low, the letters, words and shapes will be obscured through pixilation that makes it nearly impossible to ascertain usable data.

6: Poorly printed forms - even in this day and age of high quality printing, inconsistency with print quality still exists, especially with publicly available forms on the web. When printing from an electronically assessable form, the print quality is dependent on the individual's print setup and skills to print correctly, at a reasonable size and/or to a decent printer.

7: Drop out colour - there are forms designed specifically to drop out form design elements intended to make OCR/ICR engines read important data better. There's also inconsequential drop out with highly stylised forms with various shades of red, blue or green. Scanner optics often will not detect shades of red and the scanned data will not show up. If the keyword locater is one of these elements, then dynamic unstructured data location is nearly impossible.

While these issues are not impossible to overcome with the right tools, they greatly affect an OCR/ICR engine's ability to locate information and extract the important data. For those responsible for producing a workflow or advising business teams on data extraction projects, these seven issues should be key considerations. Knowledge of potential forms processing pitfalls and how to avoid them, can lead to huge leaps in data extraction.

Shane Cooper is with Parascript, a recognition technology provider. For more information on ICR, see http://info.parascript.com/not-all-icr-software-is-created-equal

A form is a list is a workflow is a dashboard

By Samuel Conway

One of the big attractions of SharePoint is that through a list you can generate a form, hence you can take a process that could be paper based and automate it. When talking to organisations about SharePoint this is often one of the deal clinchers when considering if SharePoint is the solution for them. Especially if they have no form automation or access database setup.

The real question here is "Is it just that simple?" Like everything in SharePoint the answer is yes and no! The actual execution within SharePoint can be tricky if not thought through.

SharePoint is only as good as the design of the system, hence if you start with a process that is not efficient; replicating it in SharePoint will not make the process any better. Hence when moving a form into SharePoint, it's a great time to think about what business value can be derived from the data, also are they the right questions for what you are trying to achieve.

> If you start with a process that is not efficient; replicating it in SharePoint will not make the process any better

So let's look at how forms can be used within SharePoint. When you build a list within SharePoint a form is generated which is used to gather the data for the list. The columns in the list then become the fields in the form and thus can be used as questions in the form. This simple fact really highlights the power that SharePoint provides; which is what you can do with the data once you have established the optimal questions that need to be asked. These carefully crafted questions need to drive data capture that can be used to allow data-related decision making within the organisation.

A typical example would be creating a leave request form to alert a manager that one of their employees wants to take leave and it needs approving. Once alerted the manager can then go back into SharePoint and approve the leave, this may then trigger another workflow to alert the HR department. If you want further advanced functionality, that information could then be fed into a payroll system. This is a fairly standard use of forms within SharePoint that any Google search will return countless "How-To's" and blog entries.

The opportunity that many organisations are missing out on is once these forms have gathered up the data into a list, the information is being used in a very simple linear way. Ask any self-respecting analyst where the real information lives within a company and they will always tell you that the devil is in the detail. Various BI tools such as excel services, chart web parts and for those lucky enough to be running enterprise edition and a business analyst on staff can really start to pull out information that previously wasn't available or wasn't reported on.

But it doesn't need to be that complicated, one great example that I have built recently within an aged care facility relates to an incident form. We were automating the resident incident form and working through its structure and question order.

I was analysing the allowable user choices to ensure that we were gathering the right information to enable the organisation to automate the reports that the auditors require. I asked the management team if there was a particular graph or statistic that they would like to report on that they currently don't. The answer was swift and decisive, they had always wanted to know when the most dangerous time was for a resident in the aged care facility.

"Well that's easy" was my reply, as we knew what time the incident occurred (it was one of the questions), we also knew what type of incident (that was a drop down box) and we even knew the location (another dropdown box) hence we could create a count of the incidents based on the time and then put a couple of filters over the graph to enable the users to filter by incident type and location.

As the data was entered into the list trends began to appear which allowed the organisation to consider and act on where the most dangerous places and times were within the aged care facility. This has led to an opportunity for improvement which was raised in another SharePoint form and a task allocated and assigned to a committee.

So don't be afraid to use the information you gather from a SharePoint form to influence real change within your organisation.

Samuel Conway is managing director of Business Process Visualisation Australia (BPVA). Email him at sconway@bpva.com.au

CMC Inquiry highlights need to put digital discovery in context

By Allison Stanfield

A recent article in Image and Data Manager highlighted the report of a Queensland Parliamentary Inquiry (QPI) into the public release of confidential Fitzgerald Inquiry documents. During the Inquiry, the Crime and Misconduct Commission's IT Manager, Cliff Horwood was grilled over his inability to retrieve certain information about internal emails requested under a summons.

This "grilling" of the IT Manager highlights the fundamental misunderstanding of the nature of electronic records, and how information is being archived and stored without capturing the "original" document, without all of its metadata intact. Further, it highlights how IT Managers are being expected to deal with evidence, without any real guidance as to what they need to do.

DOCUMENT MANAGEMENT

Queensland MPs call for independent inquiry over Fitzgerald files shambles

A Queensland Parliamentary Inquiry into the public release of confidential Fitzgerald Inquiry documents has handed down a report that describes the incident as involving a "very serious failure in corporate governance." It has recommended that an independent investigation should be undertaken to determine if disciplinary action is required.

The inquiry began on March 3 after a record-keeping "stuff-up" resulted in sensitive documents from the 1980s Fitzgerald Inquiry into Queensland Police corruption being mistakenly made available to the public. These records potentially identify secret witnesses, anonymous testimony and criminal allegations.

The Fitzgerald Inquiry was a watershed in Queensland history. It resulted in the deposition of a premier, two by-elections, the jailing of three former ministers and a police commissioner who was jailed and lost his knighthood. It also led directly to the end of the National Party of Australia's 32-year run as the government of Queensland.

There are around 19,000 items from the Inquiry now held at the Queensland State Archive in Runcorn, a suburb of Brisbane. These have been transferred from the Crime and Misconduct Commission (CMC), an independent body that took over the records from the Fitzgerald Inquiry.

Since the blunder was revealed by The Australian Newspaper, CMC chairman Ross Martin has taken permanent leave from his post for health reasons.

The inquiry began after journalist Hedley Thomas revealed that documents holding information about acts of murder, protected witnesses and alleged police corruption were mistakenly reclassified and made open to public access in 2012.

Assistant Commissioner Warren Strange confirmed the CMC has already received calls from participants in the Fitzgerald Inquiry concerned about whether their records may have been many more documents were opened up to public access in 2012 than should have been the case."

He explained that "... on 3 September 2010 the Queensland State Archives was advised by the CMC Records Manager of a minimum 65-year retention period …

"On 3 February 2012 … the Director of Information Management changed the access period—the retention period—to 20 years. Because 20 years had already passed, that meant they were instantly available as at 3 February 2012 …"

The CMC was alerted to the public availability of the sensitive documents in May 2012.

"There was some attempt to correct that, but that attempt was imperfect," said Martin

Jackie Trad, ALP Member for South Brisbane, noted, "... that this does look like a significant stuff-up on the part of the CMC."

"The Committee has regrettably also had to manage circum-

The email in question was a draft email that had been created by the CMC's General Counsel in 2012. The version that was produced to the Inquiry was a printout, which meant the IT Manager was unable to determine if the printout came from TRIM, the CMC's archive system, or from General Counsel's Draft folder directly from their email repository.

The IT Manager attempted to retrieve the email from repositories restored from back-up tapes, and was unable to retrieve the time stamp from the restored emails.

During the Inquiry, the Member for Redlands, Peter Dowling MP, criticised the IT Manager for not obtaining the email directly from the General Counsel's online email. Cliff Horwood responded that he did not have the right to do so, because he was not authorised to access the General Counsel's email.

The MP's criticism was directed at the fact that a summons had been issued and that in itself gave the IT Manager the authority to access what he needed. The IT Manager said if he had done so, it would have given him access to information outside the scope of the summons.

The problem lies in that the rules surrounding digital evidence are unclear, there is very little judicial guidance on what constitutes a "document", and exactly how records are to be kept and retrieved. Further, summonses or other court orders that allow access to be gained to repositories of digital information, need to be clear about how to deal with documents that are not part of the summons. This is the case whether it is private, confidential or privileged material, and is a common problem for regulatory bodies that seize computer hard drives and the like and then have to ensure privilege is preserved.

> There is very little judicial guidance on what constitutes a "document", and exactly how records are to be kept and retrieved.

Under the Uniform Evidence legislation, a "document" is defined quite broadly and case law has confirmed that items such as CD-ROMs, hard drives, forensic images and the like can constitute a "document".

Therefore, if access can be obtained to a "document" that is a hard drive, but in reality that hard drive contains hundreds of thousands of documents, how is the person trying to retrieve one document only, supposed to deal with the other documents, for which they are potentially not qualified to deal with?

In the Queensland Parliamentary Inquiry, reference was made to computer forensic specialists and whether such an expert should have been used to retrieve the email in question. A computer forensic specialist would certainly be well qualified to deal with the evidence, and retrieve the document in question, however, if records were stored appropriately in the first place, and/or if the summons had made it clear how the person to whom the summons was directed was to handle information not relevant to the summons, then a computer forensic expert would not be required. As to the first point, it seems clear that the email in question had been entered into the CMS's TRIM records management system. Therefore, why wasn't the email simply obtained from TRIM, rather than having to resort to backup tapes? Further, if it was obtained from TRIM, then the document should have been archived in such as way as to preserve the integrity of the original metadata, thereby ensuring that the information required, that is, the date stamp, was visible. If this information was not available, then the whole records management process should be called into question, as the original document has most likely been changed.

As to the second point, IT Managers are too often required to perform the work of evidential experts, for which they have little or no training. If they are required to search repositories under their management, then (a) the system needs to be such that information is stored properly and appropriately so retrieval is done in a correct manner and (b) the summons itself should clearly set out how information stored in a "system" is to be handled, when it is not relevant to the summons.

There is an urgent need for policy makers to think about digital records in a different light from paper records, in that digital records more often than not, reside in a system. How records are stored and retrieved and viewed as evidence, should be considered in light of the system itself, not a "document" in isolation.

Allison Stanfield is the founder of e.law International, a niche legal technology company that specialises in providing computer forensics, electronic discovery and electronic court services, as well as hosting legal documents in the cloud.

Legal Q&A: Avoiding "Death by Email"

The unstructured format of an email inbox is an inefficient, unreliable strategy for today's legal records management. While lawyers often rely on their inboxes as a virtual filing cabinet, storage limits, and the inability to share or categorise information make it the wrong approach. In this Q&A, Roy Russell, managing director with Huron Legal in London, explains why document management systems that include email modules are essential to keeping virtual records straight.

Q: What is the problem with email, especially for lawyers?

Russell: Lawyers have embraced their email inboxes as filing systems. And whilst that's great for an individual, for a team and for collaboration on matters it causes some big issues, the biggest being the inability to share information with colleagues.

Secondly, many IT departments enforce restrictions on the size of inboxes, so a lawyer ends up deleting emails or archiving them outside of the inbox. When emails are archived to separate outside files, there are even more areas to search for information and emails still cannot be shared.

Q: What are the implications of these email problems on records management?

Russell: The biggest issue with email stored in an inbox is its unstructured nature. There's no additional information to identify which emails are important, what cases they are related to. Often, an email that starts out on one subject may end up talking about many other subjects. So it's the inefficiency of being unable to assign and categorize those emails for records management while in the unstructured format of an inbox.

Q: How can these problems be avoided?

Russell: We've seen success with the adoption of document management systems and enterprise search systems that incorporate an email management module. The email management module will integrate with the user's mailbox and allow the user to move emails from the inbox into a central, collaborative workspace or electronic matter file.

This allows users to have a single, central reference point for all information, for example, their Word documents or other Microsoft documents, as well as all the email correspondence and scanned paper documents. So there is one point of reference that can be shared across the team. An email can be fully indexed so it can be easily searched and retrieved, and metadata (or profile data) can automatically be applied to it. That metadata can help automatically assign records retention information, thereby assisting with records management, compliance, and regulatory issues.

Q: What are some features to look for in these email management systems?

Russell: The first thing is that the system provides a central matter file concept and doesn't create any "overheads" for the lawyer – the ease and simplicity of how you're able to file emails to the electronic matter file is key to the adoption of the system in the first place. Then, you need to make sure the system is storing the emails in the native message format so a message can easily be replied to or sent on, just as if it was in the inbox.

There are a variety of other features, including, for example, being notified that another user has filed an email. If an email is received by multiple people in the department, other recipients can be notified once one person files it, thereby saving them the effort of filing it themselves. Features that improve the efficiency and ease for the users make it easy to build a business case for the system, based just on the amount of time it can save members of the team

Woodside gains a new view of digital assets with SmartPlant Fusion

Australian oil and gas operator Woodside has turned to SmartPlant Fusion, a new solution developed by Intergraph to specifically tackle the challenges of managing unstructured information.

SmartPlant Fusion is designed to rapidly capture, organize, and make large volumes of previously unstructured information available through a simple web portal interface in a highly organized and intuitive manner. The types of unstructured information include documents, drawings, lists and sheets, 3D models, and even laser scan images and high-resolution photography.

Woodside is the largest operator of oil and gas production in Australia. Woodside's operated facilities include six liquefied natural gas (LNG) trains, five offshore platforms (one under construction), and four oil floating, production, storage, and offloading (FPSO) vessels.

Intergraph was engaged by Woodside to help prepare the engineering scope for execution. The engineering information for Ngujima-Yin was found in multiple data sources, including several international locations. Data and documents were inconsistent and in different formats as they were managed differently at each location.

There were also multiple versions of drawings and documents, and without a single set of masters, it was difficult to determine the latest and most accurate versions. To bridge this gap and move forward with the safe and effective operation of Ngujima-Yin, an accurate 'as-is' status of the FPSO was required.

Intergraph has released SmartPlant Fusion to specifically tackle the challenges faced by plant operators and engineering, procurement and construction (EPC) companies in accessing, organizing and managing unstructured legacy engineering information of an operating plant.

Concurrent engineering projects, turnarounds, equipment changes and even plant acquisitions flood operators with information in multiple formats, often distributed around the organization, potentially duplicated and inaccessible to support critical decisions.

SmartPlant Fusion "crawls" through all these information formats and locations, automatically reads and extracts meaningful content and assembles a highly organized plant record that can be simply navigated via an intuitive photo-realistic web portal. This "as-is" repository can be purged of duplicates, thus highlighting the true master information. Inconsistent tag naming and numbering, often the result of different engineering projects, can be "aliased" and harmonized.

SmartPlant Fusion captures High Definition Surveying (HDS) – combined laser scan point clouds and digital photography – and integrates it with the "as-is" documentation to present a digital and physical record of the "as-exists" plant. This can be used for maintenance and safety planning, remote engineering design using integrated point cloud and 3D, as well as operating configuration capture where the true "as-built" state of the plant is demanded.

SmartPlant Fusion automatically reads the loaded information as it incorporates many industry standards (such as databases) and new technologies. For the Ngujima-Yin FPSO project for Woodside, over 360,000 documents (at about 1,000 documents per hour) were loaded into SmartPlant Fusion as a single source of information, with cross-referenced links to the original files. The Intergraph solution creates associations using unique alias pattern matching, such as tag-to-document relationships, even when the tag name may not be perfect. Woodside could then navigate and view the documents via a web portal interface, as well as to analyse the information to determine the set of master versions. SmartPlant Fusion helps to improve analysis time as it enables the engineer to quickly search on a document and view every version before making an assessment. It also allows multiple users to work within the single master data source, eliminating errors from duplication or working on outdated versions. SmartPlant Fusion contains an integral web-based portal, providing project personnel remote access to live data during the project phase, an important requirement for major projects. It is set up with Woodside's workflow processes to enable documentation approval and acceptance.

Currently moored 50km off the Western Australian coast, the Ngujima-Yin is 333 meters long and the largest oil floating, production, storage, and offloading FPSO vessel in Australian waters. The vessel operates at a depth of 350 meters and has a daily production capacity of 120,000 barrels of oil.

Woodside could also execute field-based data capture using SmartPlant Fusion. The collection of accurate, as-built data is highly important for an existing brownfield asset. This would normally be a tedious and potentially dangerous process as the engineer would have to physically inspect the facility and collect such data. However, as SmartPlant Fusion can capture and organize high-definition surveying information, Woodside could use Leica Geosystems laser scanners to provide an accurate 'as-exists' view of the Ngujima-Yin FPSO. Woodside can then compare the 'as-exists' view with the 'as-is' engineering information to record the FPSO's 'as-built' status accurately. SmartPlant Fusion reduces the amount of time required on-site, which helps to reduce costs and improve personnel safety.

Patrick Holcomb, Intergraph Process, Power & Marine's executive vice president of Global Business Development and Marketing, said, "SmartPlant Fusion marks Intergraph's first foray into brownfield legacy information acquisition and also extends our information management capabilities for greenfield projects. This new solution leverages technology from Intergraph's SmartPlant Foundation and Leica Geosystems' TruView Integrator for SmartPlant Enterprise to provide owner operators with a unique direct comparison between the 'as-is' information and 'as-exists' condition of a plant.

It provides a quick and easy starting point of the evolution of unstructured content, enabling owner operators and engineers to extract tremendous value from legacy information, and allowing them to verify the operating configuration of the plant, at a much lower cost than ever before possible."

For more information about SmartPlant Fusion, visit www.intergraph.com/go/fusion/.

Cloud apps battle at the checkout

Woolworths and Coles have taken the supermarket war to the cloud, with the two giant Australian retailers taking diametrically opposed options via Google Apps and Office365. Announcing the decision to begin a phased migration of 200,000 staff to the Google cloud platform, Woolworths CIO Dan Beecham said, "Our decision to move to Google Apps is a key element of transforming our workforce computing to achieve a step-change in our collaboration and productivity.

"We are in the process of moving to Google Apps for mail, calendar and instant messaging and feedback from our early adopters is that they like the new tools. The next step will be to roll out these services to 26,000 of our national office and state office staff in coming months.

"We are also actively looking at how we can innovate with Google+, Google Drive and Google Sites to transform the way we approach other aspects of our business."

In 2012 Coles announced it is providing 100,000 staff with access to Microsoft SharePoint Online as part of a company-wide adoption of Office 365.

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

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

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

Woolworths plans to begin by migrating its national and state office staff to the Google Apps platform. Writing on the Google blog, Woolworths CIO Dan Beecham said, "This is the first phase of what we hope will be a company-wide transformation of our workplace technology.

"The move to Google Apps and Chrome builds on the successful roll out of Gmail and our ‘Tap to Support’ App on iPads to Woolworths’ supermarket store managers last year. The custom-made application, built on Google App Engine, helps our managers stay on the shop floor and focused on customers by allowing them to log a support ticket with our national support office in just one click rather than being tied to a PC in the back office.

"Soon more of our staff will be able to experience the productive and collaborative benefits of being able to work from any device, anywhere. Geographically dispersed teams, like our merchandising or state based workers, will be able to use Docs to collaborate in realtime.

"To help our staff get the most out of this technology, we’re re-training our technology support team to focus more on proactive technology coaching. As part of this, we have established dedicated Technology Coaches and a Tech Centre, which will provide a mix of face-to-face training and support to help more than 3,500 national office employees with these technologies," said Mr Beecham.

Last year Woolworths equipped 890 Supermarket Store Managers with iPads running a custom-made application, Tap for Support, which is built on Google App Engine. Tap for Support is a one-click app that allows staff to log a support ticket with Woolworths HQ. In an instant, a Manager can log a support request for example to fix a faulty freezer and get back to the multitude of other tasks at hand.

Sanitarium tackles AP automation with ReadSoft

Weet-Bix maker Sanitarium has selected ReadSoft's SAP solution to provide automated invoice-processing for its Accounts Payable (AP) department. Sanitarium went live with the AP automation project in December 2012, three months after signing their agreement with ReadSoft.

Sanitarium was registered as Australia's first health food company in April 1898. It was established by the Seventh-day Adventist Church.

The company selected ReadSoft's SME Best Practice solution to standardise their AP process.

The 35 day out-of-the-box solution, has been hailed as "one of the best and smoothest projects we have ever done" by Sanitarium's IT Business Solutions Manager, David Williamson.

Sanitarium chose to standardise their process by adopting ReadSoft's invoice automation solution to streamline their AP process within SAP. An automated system would reduce or eliminate manual data entry, reducing the risk of errors and saving time. Improving invoice visibility will enable Sanitarium to improve their cash management and forecasting.

Having implemented ReadSoft's SAP solution PROCESS DIRECTOR implemented, Sanitarium is also planning to utilise ReadSoft's enterprise capture for other document types.

"ReadSoft are delighted to be a part of Sanitarium's business process transformation." says Frank Volckmar, MD ReadSoft Oceania. "We look forward to assisting Sanitarium in saving time and money with all future document processing initiatives."

Sunshine Coast Council streamlines financials

Sunshine Coast Regional Council has improved business operations with the Xcellerate IT document capture solution by automating the process of over 150,000 supplier invoices per year with the integration of Technology One Financials workflow.

With an annual budget of $A650 million, the Sunshine Coast Council Sunshine Coast Regional Council receives 13,000 supplier invoices per month that manually need to be entered and filed by accounts payable (AP) personnel in the Council ERP application, TechnologyOne Financials.

The Council was dealing with the time-consuming and inefficient process of scanning invoices using a multifunctional device. This device was unable to scan all documents due to the stringent and un-customisable input functions: Any document or invoice that was too small or not of a standard A4 size was unable to be digitally recorded. This along with the poor document image quality was also a key issue for concern.

Another major obstacle for the Council was due to the fact that not all invoices were being scanned. This made for painstaking searches through original paper invoices and documents until the necessary copy was found. In addition, those documents and invoices that were scanned were only visible from the AP ledger which caused a lot of inefficiency with the flow of information throughout the Council.

"The Council required a solution to streamline its accounts payable department and create a more efficient way to collect and record invoices and documents that would create easier and more effective business practices" said, Mark Taylor, Financial Accounting Manager.

The Sunshine Coast Council selected Xcellerate IT to implement and deploy an automated invoice processing solution based on the Kofax Capture platform. A key component of the solution included the Kofax Transformation Module (KTM), which enables the Council to automatically extract key information from supplier invoices to be readily uploaded to TechnologyOne Financials.

Accordingly, this enabled the automatic matching and posting of invoices through the use of table look-ups and the automatic validation of fields (such as ABN, PO #, Supplier #).

The Xcellerate IT solution is able to use advanced recognition rules to properly identify all the necessary information from each invoice and integrate with TechnologyOne Financials to automatically initiate a workflow process. This allows invoices to be work flowed to the relevant officers and approved for payment sooner without allowing them to become outstanding.

"This was not possible prior to the implementation of the Xcellerate IT solution" adds Mark Taylor "We have been able to build processes that were once a manual task into an automated process thereby saving up to 40hrs of staff-time reviewing and processing invoices. System initiated checks have replaced some manual checks therefore making these checks more reliable and efficient".

The solution includes the Xcellerate IT Email Xtractor module for the capture and processing of electronic invoices received by email. This module monitors a dedicated mailbox and automatically imports attached invoices for direct processing. This module enables an invoice to be received, processed, and posted to the finance system without any human intervention.

The accounts payable department has gained easier and faster access to information during external audits as invoice details with the associated invoice image can be viewed in a fast and efficient manner.

Document visibility and accessibility from all relevant officers has reduced follow up calls and queries from internal staff to the AP staff.

"Staff time savings and increased job satisfaction are significant," said Mr. Taylor. Efficiencies have increased due to the reduction in time spent sorting mail, scanning documents and printing. Now the Council's liaison officers are able to prioritise their work easily in workflow."

Esker adds invoice approval on the iPad/ iPhone

Esker has announced a free mobile accounts payable (AP) automation application for iPads and iPhones, allowing easy access to invoice management and approval on the go.

"The development of applications on mobile devices is a big part of Esker's strategy. Our customers are always looking for faster and more accessible ways to do their daily business activities, and processing vendor invoices is part of this trend," said Eric Bussy, Worldwide Director of Marketing and Product Management at Esker.

"The vendor invoice approval application is the first stage in our mobile offering, which will soon include new business processes (sales orders and customer invoices), and expand to Android and Windows operating systems."

Designed for employees responsible for approving vendor invoices prior to payment, the interface enables Esker customers to:

• View the list of vendor invoices awaiting approval, or those in litigation;

• View invoice images as they were received by the accounting department;

• Instantly access key invoice data (e.g., supplier name and total amount), as well as any comments from previous approvers; and

• Approve, put on hold or return an invoice to the previous approver with the option of adding a comment at each step.

Many views of SharePoint with OnePlaceMail 6.4

Scinaptic Communications promises speedier access to content from desktop applications with the latest update to OnePlaceMail, the company's solution for improving connections between SharePoint and Outlook, Microsoft Office and Windows Explorer.

To support this in Release 6.4, OnePlaceMail's existing "Insert from SharePoint", "Open from SharePoint" and "Save to SharePoint" windows have been enhanced with support for SharePoint Views and Column rendering.

Release 6.4 also adds some significant enhancements to the "Insert from SharePoint" Window that multiply the range of ways that content can be viewed and accessed.

SharePoint Items displayed in the selected view can be further refined using the column heading filters. This provides a fast way to locate an item in SharePoint.

The "Open from SharePoint" window now allows the user to explore SharePoint (security trimmed), recent locations, bookmarked locations and Site Mailboxes to open documents. This capability is available from Microsoft Outlook and Microsoft Office (Word, Excel and PowerPoint) and allows the items to open in the browser or native application.

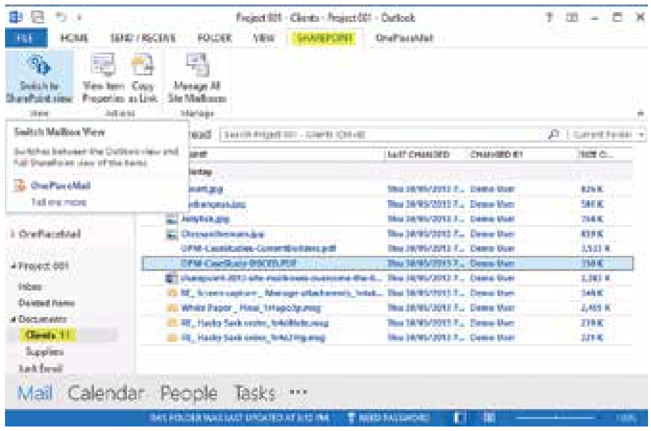
These same enhancements are provided to the Location Content tab of the 'Save to SharePoint' windows. This helps streamline the task of locating an item in SharePoint (to replace, version or copy metadata from).

With the launch of SharePoint 2013, Microsoft introduced a new concept called Site Mailboxes to help address integration between Outlook and SharePoint and provide better information management capability. This feature is now supported in OnePlaceMail R6.4 which works alongside Site Mailboxes to extending their capabilities.

For instance, OnePlaceMail R6.4 adds the ability to tag content with custom metadata (Columns) when saving to SharePoint 2013 Site Mailboxes. Email attributes are also captured automatically when saving email attachments or emails.

It also provides the unique ability to access SharePoint Document Management capabilities from within Site Mailboxes, or switch to Exchange Style views of Site Mailboxes if preferred.

An alternate default view is offered in this version of OnePlaceMail, which presents an Explorer View along with all other public and private views available for the selected location. If you prefer the initial view presented to contain specific SharePoint col-



Toggle from Exchange Style Views to SharePoint views with OnePlaceMail 6.4.

umns, filtering criteria, column grouping and sorting, OnePlaceMail allows you to define a view to present by default. Therefore, the initial view shown to the user is not restricted to either the explorer view or the default view of the library. The SharePoint Navigation Tree (used in Save, Open, Insert windows) has been enhanced to provide more flexibility when designing your solutions. The Folder structure can be driven from a custom SharePoint view and Release 6.4 provides the ability for you to define a view within the selected library/list to control the Folders / Document Sets presented within the SharePoint Navigation Tree.

James Fox, Director, Scinaptic Communications, said, 'Release 6.4 is all about bringing SharePoint to the end user - The Insert and Open from SharePoint capability in OnePlaceMail has been significantly enhanced in R6.4 to provide fast access to content stored within SharePoint. The Insert from SharePoint, used to insert links or attachments into an email, now supports public and private views as configured in SharePoint.

"This includes presenting all the standard SharePoint columns and adhering to Group by, sorting and filtering criteria. We've also provided the ability to further refine the view content with advanced column filtering.

"These same enhancements have also been made to the Open from SharePoint.

"With faster access to content stored within SharePoint, combined with the streamlined capture and classification of content provided by OnePlaceMail, Release 6.4 delivers greater end user productivity and promotes the adoption of solutions on the SharePoint platform."

Laserfiche

Phone: (852) 3413 9898 ext. 812
Email: lfi@laserfiche.com
Web: www.laserfiche.com

Laserfiche Enterprise Content Management (ECM) maximises the value and utility of structured and unstructured information within an organisation. Our solution gives IT departments centralised control over system infrastructure, while offering business units the flexibility to meet their needs. With document imaging, document management, business process management, records management and mobile applications baked into the core system architecture, Laserfiche makes it possible for organizations to standardize on a single ECM system.

Join regular webinars online to learn how 32,000 organisations use Laserfiche to improve customer service and automate business processes to achieve measurable results (Contract Management, Invoice Processing, HR Onboarding, and more).

Laserfiche ECM solution meets the global standard of VERS (Victorian Electronic Records Strategy), and supports Microsoft SQL and Oracle platforms, featuring seamless four-way integration with SharePoint.

RecordPoint Software

Phone: (02) 8005 8200
Email: info@recordpoint.com.au
Web: www.recordpoint.com.au

RecordPoint was created to cost effectively fill the gaps in SharePoint that prevent it being used as a standards compliant, enterprise grade record keeping solution. RecordPoint addresses the local compliance challenge by leveraging and extending the native document and records management capabilities in Microsoft SharePoint to provide a 100% SharePoint solution that is built to meet global and local record keeping standards that were previously cost prohibitive or technically unfeasible. By adding capability to the Microsoft SharePoint platform, RecordPoint: reduces the cost and complexity of electronic and physical record keeping; increases the adoption of record keeping processes by end users; results in ISO 15489 and ISO16175 compliant document and records management, increases information worker productivity and reduces business risk; enables IT platform consolidation, saving cost and simplifying operations; and improves SharePoint scalability, manageability and performance.

Efficiency Leaders

Australia Phone: 1800 BE EFFICIENT (1800 233 334)
New Zealand Phone: 0800 834 111
Email: info@efficiencyleaders.com
Web: http://www.efficiencyleaders.com, http://elapcloud.com

Efficiency Leaders' vision is to be the Most Innovative, Customer Focused, Leading Provider of Efficiency Solutions, in the World! Our focus is on business analysis, re-engineering and process automation, to eliminate data entry inaccuracies and reduce processing costs by up to 80%. The Efficiency Leaders Automation Platform (ELAP®) helps organisations to become more efficient throughout all business units by providing a single, intelligent business process automation platform for complete automation - organisation wide. A growing community of Australia and New Zealand's largest enterprises including Lend Lease, Border Express, Brickworks, Auckland University of Technology, and Zespri are reaping the benefits of the unique Efficiency Leaders' approach to business process efficiency. Our ability to improve labour intensive, inefficient business processes, through the application of our proven automation technology, is paying substantial dividends for a growing number of delighted enterprise clients. Efficiency Leaders' latest innovation, ELAP® Cloud, is now extending these process automation benefits to the SME market!

eCopy

Contact: John Broughton
Phone: +612 94342382
Email: John.Broughton@Nuance.com
Website: getecopy.com.au

Using eCopy, organizations can integrate all of their paper documents into their electronic workflow for easy filing and distribution in the time it takes to push the copy button. Increase security with encryption, secure storage, user authentication and redaction. Ensure all documents are digitized and archived off-site in the event of a disaster.

Store and link documents and transaction records. Maintain archive integrity and prevent unauthorized access. Reduce your environmental footprint, cut paper usage.

ABBYY

Phone: (02) 9004 7401
E-mail: sales@abbyy.com.au
Web: www.abbyy.com.au

Automatic invoice processing is a complicated data capture task as the position of text strings to be extracted varies greatly from one invoice to another. Useful data may be positioned anywhere on the page, and in the case of multi-page invoices, even on different pages. Therefore, simply specifying the coordinates of the data fields is not an option and the solution for the task is usually much more complex and as a result used to be quite expensive. ABBYY FlexiCapture Invoice processing solution has revolutionized Automatic Invoice Processing. It offers cost-effective and reliable invoice processing with seamless integration with any back-end systems. ABBYY FlexiCapture imitates human reasoning for looking up the particular data in the invoice. Therefore there is no need to create a new template for each new type of invoice that may be received from a new or existing supplier. Instead, the ABBYY FlexiCapture Invoice Processing Solution has a versatile definition, covering the vast majority of all possible invoice layouts thus enabling the system to successfully handle invoice layouts never seen before.

Kofax

Phone: (02) 8916 0200
Fax: (02) 8916 0299
Email: mailbox.au@kofax.com
Web: www.kofax.com/solutions/invoice-processing-ap-automation.asp

Kofax's invoice processing and AP automation solution streamlines and automates the process of capturing invoices to increase processing speed and reduce data entry costs. Our solutions enable you to leverage best practice workflows to expedite invoice review, coding and the approval processes for fast return on investment. Your underlying AP processes and ERP system will help drive your selection of a financial process automation solution. If your goal is SAP or Oracle AP Automation, then we have dozens of active installations for your reference. If you run Great Plains, JD Edwards, Lawson Software, Microsoft, a home-grown, or other ERP system, we can point you to dozens of customers of the Kofax solution for invoice processing, including capture of invoices in all formats – paper and electronic – and the extraction, validation, and delivery of the information required by your financial system.

OpenText

Phone: +61 (0) 2 9026 3400
Fax: +61 (0) 2 9026 3455
Email: marketinganz@opentext.com Web: www.opentext.com.au

Processing paper invoices represents a major challenge for customers who need to manage the volume of invoices, ensure timely payment and keep costs under control. Large corporations process millions of invoices per year, of which usually more than 80% are still paper-based. Although invoice exceptions represent a small percentage of this volume, they account for the majority of processing time.

With 45 global best practice invoice exception workflows already pre-configured, SAP Invoice Management by OpenText, a prepackaged SAP application that is completely integrated with SAP ERP to streamline Accounts Payable (AP) operations, enables all industries and organisations interested in increased control and efficiency of their invoice-to-pay cycle.

Benefits include: improved visibility through a single, central view of all invoices and their status; initiating reminders, and shorten the payment cycle; manage invoice volume increase while avoiding headcount growth; and automate invoice data entry with OCR.

ELO

Phone: 02 9460 0406
Email: info@elodigital.com.au
Web: www.elodigital.com.au

ELO Digital develops solutions for Automated Invoice processing and BEYOND! ELO provides not "just AP processing"; ELO comes with a fully integrated Document Management System, that allows its customers to focus on one system. Integrated workflow and sophisticated reporting are just two of many benefits when choosing ELO. Forms independent recognition of data from scanned documents, emails or uploaded images allows sophisticated classification, 3-way matching, approval workflows and GLcoding on the fly. ELO is a supplier to Federal and State Government agencies & councils and is fully VERS compliant. ELO is available onsite, in the cloud or as SaaS.

EzeScan

Phone: 1300 393 722
Fax: (07) 3117 9471
Email: sales@ezescan.com.au
Web: www.ezescan.com.au

EzeScan is Australia's most popular production document scanning software solution and product of choice for many Records and Information Managers.
This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002.
With more than 750 installations world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for documents of all types including invoices.
By utilising smart template technology EzeScan can automatically search and capture information from invoices, provide database lookups to confirm supplier details and match invoices to purchase orders. Upload the invoice image to one of our many supported industry standard EDRMS and/or ECM systems and output the invoice data to your finance system.
EzeScan saves both time and money and lowers the risks associated with developing and integrating third party scripting or custom programming.
EzeScan benefits include;
• initiate intelligent automated processes
• accelerate document delivery
• minimise manual document handling
• capture critical information on-the-fly
• ensure regulatory and digitisation standards compliance

Advanced Records Management (ARM)

Sydney: +61 2 9957 1507
Melbourne: +61 3 9663 1507
Email: information@arm-images.com.au
Web: www.arm-images.com.au

Streamline your Accounts Payable function with ARM AP Automation. We can help you with invoice automation and invoice capture, and significantly shorten your invoice receipt-to-pay cycle.
Advanced Records Management (ARM) is a leading specialist in document capture, processing and archiving solutions. Since 1994, we've provided organisations with world-class solutions that allow them to increase both efficiency and service levels.
Our solutions leverage best-of-breed products which are sourced worldwide for Accounts Payable/Invoice Automation and Input Capture, Repositories and Fax and Mail Gateways.
We can help you with all facets of your electronic content management, ranging from entry-level scanners to a total enterprise solution via our ability to leverage key relationships with a wide range of vendors like ABBYY, Autonomy/HP, Basware, EMC, and OpenText.
We provide outstanding professional consulting, integration and project management services and offer superior support and maintenance programs for all software systems regardless of whether the software was purchased thru ARM. We take pride in our work so you can be sure your project is implemented successfully within budget and on time.

Iron Mountain

Phone: 1800 476 668
Email: sales@ironmtn.com.au
Web: www.ironmtn.com.au

Iron Mountain is a global provider of electronic and physical information management services for complete information lifecycle management. To make it easy and reduce costs, we provide an affordable, hosted document management platform that will suit a business' tactical needs, provide scalable low cost of entry that will grow to become your full enterprise document management platform.
Our hosted, subscription-based EDRMS can be configured to suit your needs, growth strategies or specific requirements, to provide: Full EDRMS and search functionality in a PCI compliant environment; Access through integrated Office desktop, browser or mobile apps; Hybrid, VERS compliant, records management for digital and physical documents; Email management and scanned image processing; Document-centric workflow for approval, review or routing; Manage HR Files, Legal Files, Accounts Payable, Contracts Management, etc.
If you need to always keep it in safe hands, keep it easy; think outside the box – Iron Mountain.

ReadSoft

Tel: (02) 9929 0676
email: info-au@readsoft.com
Blog: http://readsoft-blog.com/ Web: www.readsoft.com.au Twitter: @ReadSoft

ReadSoft is a global leader in Accounts Payable and Document Process Automation, specializing in automating all document and request-driven processes for medium to large enterprises and Shared Service Centres (SSC). ReadSoft solutions simplify and automate any transactional or business process, from receipt, through to capture, approval, post and archive. This includes paying invoices, receiving or creating purchase orders, master data maintenance, financial posting and much more. ReadSoft pioneered the capture of handwritten forms, was first to bring free-form technology for invoice processing to market, and was first to achieve certifications with enterprise resource planning systems SAP and Oracle. An impressive range of multi-nationals, like Caltex, Orica, Rio Tinto, Sanitarium and Apple, have selected ReadSoft solutions to improve costs, control and efficiency and reap the benefits of an attractive, measureable ROI.

Esker Australia

CONTACT: Christophe DuMonet
Phone: 02 8596 5107
Email: christophe.dumonet@esker.com.au
Web: www.esker.com.au, www.quitpaper.com.au, www.apinthecloud.com.au

Esker, a leader in document process automation solutions, provides best-in-class accounts payable automation solutions:
•'Cloud' AP automation solutions for SAP and other ERPs
•On Premise AP automation solutions for SAP
•On Premise AP automation solutions for ERPs
The Esker CLOUD AP automation solution for SAP provides full integration with SAP for automated 3-way matching without fussy data replication between Esker and SAP. Esker clients include successful Australian and multinational companies such as BHP Billiton, Orica, PaperlinX, James Hardie, NEC, Johnson & Johnson, Siemens, Samsung, SONY, Sharp, Sanofi-Aventis, etc. Over 1,700 companies in Australia run their business on Esker solutions today. With its comprehensive document process automation platform, Esker helps companies QUIT PAPER. Solutions for procure-to-pay and order-to-cash business processes include sales order management, e-invoicing, e-purchasing as well as Accounts Payable.

FileOptics International

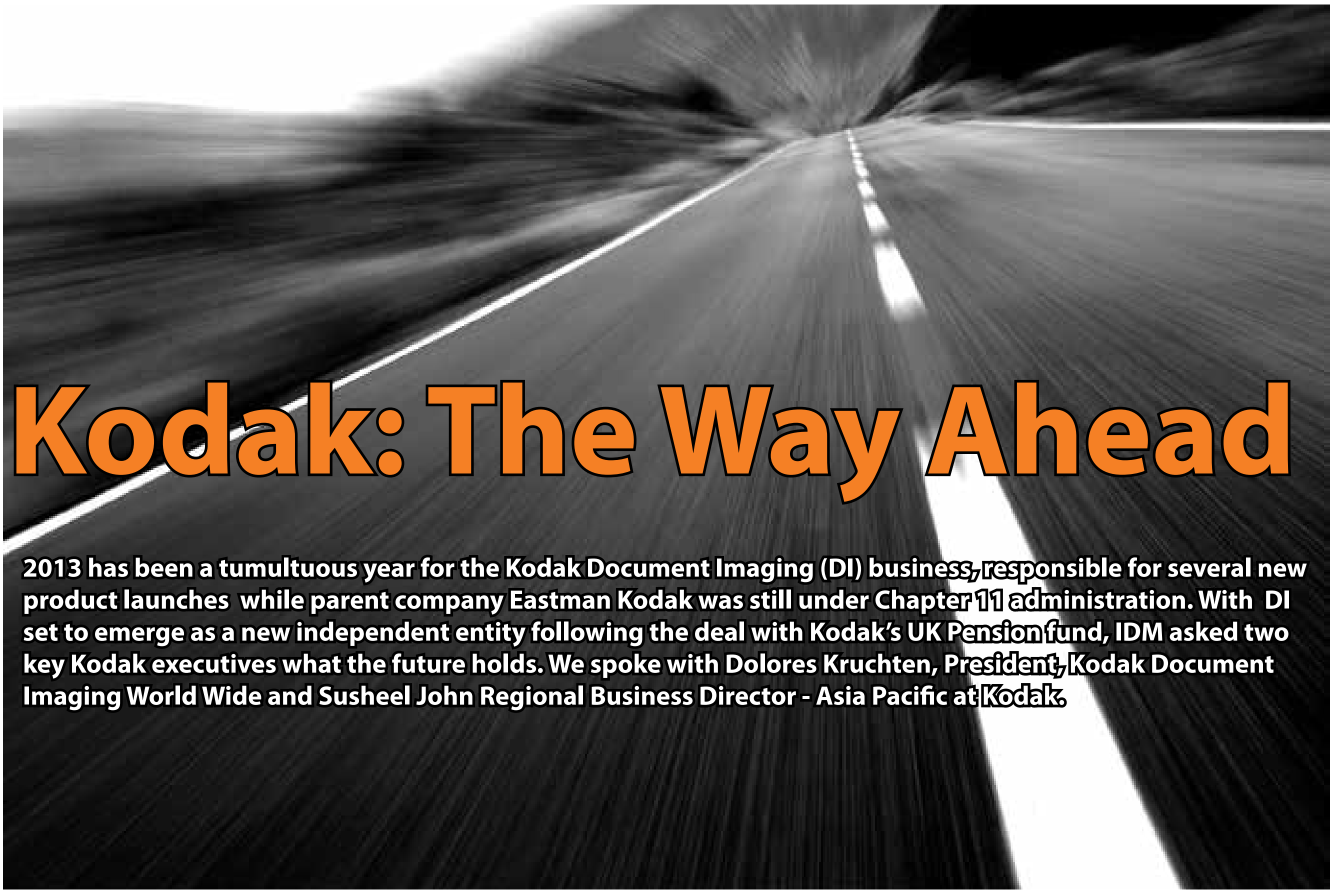
Contact: Gary Grant
Phone: 07 3839 5788
Email: ggrant@fileoptics.com
Web: www.fileoptics.com

FileOptics International provides an Electronic Content Management system (ECM) which is applicable to a wide range of industries including all levels of Government, Banking & Finance, Utilities, Construction, Health and Insurance.
A fully integrated content management suite that comprises the following modules: Capture, Index, Archive, Retrieve and Workflow. FileOptics' open architecture offers well documented interfaces to third party systems including CRMs, HR and payroll systems, operational systems, internet banking portals and more.
FileOptics ECM system sets the standard in providing a single integrated product architecture to support mission critical electronic content across an enterprise.

Converga

Phone: 1300 557 672
Fax: 02 9433 7099
Email: hello@converga.com.au
Web: www.converga.com.au

Converga is a leader in Business Process Outsourcing, delivering strategic advantages and cost savings through our range of innovative outsourced solutions. Converga's Paperless Accounts Payable solution is a technologically advanced workflow solution for paper and electronic invoices incorporating them into an instantly accessible system. Converga Connect is a low-cost subscription solution ready in 3 easy steps. Both solutions allow for scanning in-house, Converga invoice handling or both. Add-on modules compliment the suite to enable you to fully automate and there is no software or hardware to buy or license fees. Converga also offer Outsourced Mailroom, Operations, HR and Legal Solutions.



Kodak: The Way Ahead

2013 has been a tumultuous year for the Kodak Document Imaging (DI) business, responsible for several new product launches while parent company Eastman Kodak was still under Chapter 11 administration. With DI set to emerge as a new independent entity following the deal with Kodak's UK Pension fund, IDM asked two key Kodak executives what the future holds. We spoke with Dolores Kruchten, President, Kodak Document Imaging World Wide and Susheel John Regional Business Director - Asia Pacific at Kodak.

IDM: Kodak has focused on the workgroup with its new product releases in 2013; is that where you see the main growth happening in distributed applications?

Dolores: One of the thing that we do is we make sure that we're always having a healthy product refresh cycle, and the time it takes to cycle through is a little shorter for the workgroup than it is at the production scanner end. We do see distributed as healthy growth market, but we also have every expectation that we'll stay the leader in the production market. It's not a sign that we're investing less or having less focus on one side of the market than the other.

IDM: In Australia, 2012 was the first year that printing volumes declined across the corporate and government market. If there's less paper being printed then I guess there's less paper to scan. Do you see that the document scanning market has plateaued, and is it declining, or is there still growth?

Susheel: World-wide the distributed scanner market is still growing, although figures show the production scanner market has been declining in the range of one to two per cent per year. However to our surprise actually last year across the world especially Europe and US we are beginning to see some good traction on the production scanners. As of today there is definitely no trend to say that we're in a declining market overall from a scanning perspective.

On the print side there might be decline, but that's not really very indicative of how the scanning market will go. In the past, people traditionally used scanning for record management. But today people use it more for transactional processes, they are not just using it for archival and retrieval purposes, they want to capture information from a document itself and use that in a process. These new applications are driving the increase in scanning requirements.

Dolores: What we see is that while maybe 20% of the larger companies are working to eliminate paper, many companies really haven't even started because of the complexity of the process. That's why we do see the scanning market still as healthy because as fast as someone takes a paper application away something else is coming in place of it to bring the volume back. It doesn't all translate into paper being printed because it's a combination of historical documents as well as new documents in order to fill out the full knowledge that's needed for a process. It's definitely an area that we are watching closely, as well as looking at what are the needs in scanning applications to make sure we're simplifying and making easier to scan and get the information off the page.

People want to capture information from a document itself and use that in a process. These new applications are driving the increase in scanning requirements.

IDM: Eastman Kodak is famous for its R&D into materials and other scientific advances. Is this an area where you will lose by being spun off from the giant Kodak R&D operations, or is the Document Imaging R&D a separate, entirely separate operation?

Dolores: We have been going through a carve-up process inside Kodak because we are splitting the company fundamentally into three areas: Commercial Imaging, which is a print side; Personalised Imaging that is the film side and the Retail Kiosk side; and Document Imaging which is our business. So as part of the carve-up, we did increase our R&D slightly. Historically, we were unique at Kodak in not being heavily integrated with the R&D from Corporate and other business units and gotten much actually from the core source of the company. All of the R&D team working in and for Document Imaging are moving with us.

IDM: In 2013, in addition to the new desktop scanner range, Kodak has launched a series of products designed as the on-ramp to SharePoint, Info Activate and Info Insight. These are in addition to Kodak's existing software product Capture Pro. Can you outline the respective positioning of those three products and how they fit together?

Dolores Kruchten, President, Kodak Document Imaging World Wide

Susheel: Kodak Capture Pro is traditionally positioned for batch scanning applications from the desktop itself. But there's this whole new market in the SharePoint environment. SharePoint has many capabilities, but the ability to ingest documents is not one of them. Info Activate helps us bridge that gap; it's a thin client scanning solution that works within the SharePoint environment. I think the difference is Capture Pro can capture in batch documents and still output into a SharePoint environment, but it's working outside SharePoint. Whereas Info Activate is able to bring into SharePoint that ability to capture documents and then put it captured data into business processes for further processing. Info Insight is a totally different play where we go higher up the value chain, and it's where we are able to do intelligent document recognition, classification, and even be able to handle multiple sources of inputs; besides paper and images we can handle voice, we can handle email, we can handle text and with all those multiple sources of input, be able to classify that input and understand what the requirement is, and then output it into different areas, taking customers into the areas of customer experience management and knowledge management itself. So that's a very different positioning; Info Insight is a platform that can connect into your ERP, into your CRM, or even your core banking systems. Info Insight provides the ability to bring advanced capture and classification of multiple sources of documents, and make it more intelligent information for the organisation.

IDM: Info Insight is positioned in an area that traditionally has required a lot of custom development and integration from specialist solution providers; do you see it providing a solution that is a more COTS type option that can work off the shelf, or do you need to deploy it in tandem with consultants and integrators to get it all working?

Susheel: We will need integrators and professional partners because ultimately Info Insight to be effective has to connect into other systems that are there in the organisation, like an ERP or a core banking system. At Kodak we've been a strong believer in developing partnerships and all the partnerships are very long-term, and our approach to partners is not changing. We are going to bring another business opportunity for our partners and it's really not trying to step on their shoes with this.

Dolores: One of the things that we're doing with Info Insight is we are developing application-based solutions. So we'll have an invoicing application, for instance, and others where we have done some level of work for the application, and then ask the integrator to provide the rest of the integration and services. Where we need to augment that work with customisation, we'll have people that will be able to do that. So it's definitely still a partner model, but one that we also see that will certainly have to have a different level of support than we have today with the scanner products.

IDM: Do you have the partner network in place to implement Info Insight at that level, or is that something that you're working to develop?

Susheel: There's a lot of investment that's going into the Go-to-Market including ability to have internal resources that can support partners or help partners with customer applications. We are recruiting and developing both internal resources and Go-to-Market partners. Of course, a number of these may be our traditional partners. They're not doing these products today; it's a question of extending these products to them.

IDM: Info Insight is very wide in scope and sounds like it will compete with ECM products and dedicated BPM tools. Is that something where you see it will have an impact?

Susheel: You could do business processes on it. But it's really not positioned as a BPM platform and we don't see it as a competition to tools like K2. I think the closer competitions would be people like Kofax and ReadSoft and so on, that have the capability of IDR and classification. But they primarily deal with IDR and classification for traditional documents, and to some extent electronic formats. Whereas we are able to handle wider sources of multiple inputs and we are also able to do what's called context-based searching and context-based intelligence, via a semantic understanding of the documents itself. So we see this as a complementary business process tool to ECM and BPM

Susheel John Regional Business Director - Asia Pacific at Kodak

IDM: Is there a reason you've only focused on SharePoint, or are you planning to target other ECM platforms?

Susheel: With Info Activate, definitely it lives within SharePoint, and it can output into SharePoint, but that's not a limitation. So if a customer is using the SharePoint platform and they want to just use Info Activate to capture documents, do some business process within SharePoint, but ultimately for records management purpose want to put it back into a FileNet or a TRIM or EMC Documentum they can do it. We are not limited to just outputting into SharePoint; we could do it into multiple systems.

IDM: Kodak has a series of distributors for its scanners and Capture Pro product. Are you looking at new partnerships with VARs and systems integrators for the new software platforms?

Susheel: Whether we go through a two-tiered distribution model or a single tier or direct to customers, I think it's an independent decision country by country. By and large I would say the direction is to work through partners, either single tier or two-tier, depending on the country and the barriers it has for us, and whether we have legal entities within those countries or not.

Dolores: We are looking at adding to our software sales team including people that will be able to support the partners and the services to deploy, and we will look at partner expansion to make sure we're after the right market. We'll be looking for people and partners that are actively selling and positioning SharePoint, so our product will strengthen the offering to their customers. If our partners today have the capability and the interest, we'll certainly work with them but we definitely see that these products will broaden the partnerships that we'll need.

Cart, meet horse: When your social platform just isn't enough

by Stephen Bounds

So you have done your research, built a business case, and got the funds to build and launch an enterprise collaboration tool. Finally, it's time to "put social to work"[1] with "powerful technology that helps people connect, communicate and collaborate"[2]. Your employees can "break down those silos"[3] to "act with confidence and anticipate and respond to emerging opportunities"[4]. A chance to "Improve Business Agility" and "Enhance User Productivity"![5]

There are no shortage of buzzwords to explain why you should be excited about deploying a social business / collaboration / Enterprise 2.0 / Knowledge Management platform. Unfortunately, while vendors will happily trumpet customer success stories, there is an unspoken dark side to these tools: the half-baked implementations, the ghost town discussion forums, the CEO who continues to email around attachments to dozens of staff despite the whiz-bang technology one click away.

What distinguishes a successful social implementation from those that languish in obscurity and quietly get turned off a few years later? There are multiple routes to success but they all boil down to a single truism: The solution must provide valuable features that outweigh the perceived effort to use (Fig 1).

The first step to providing valuable features to your users is to identify tangible business objectives that could reasonably be assisted by the deployment of social tools. When looking at objectives and their projected benefits, never rely on any marketing fluff about overall productivity gains or time savings. Even if these hypothetical benefits in overall productivity could be realised (questionable), the quoted cost savings tend to ignore switching costs and training overhead for staff. It is far better to identify a deficit in capability that can be addressed directly through the new tools.

Ask yourself: Why is collaboration helpful? Why are silos hurting

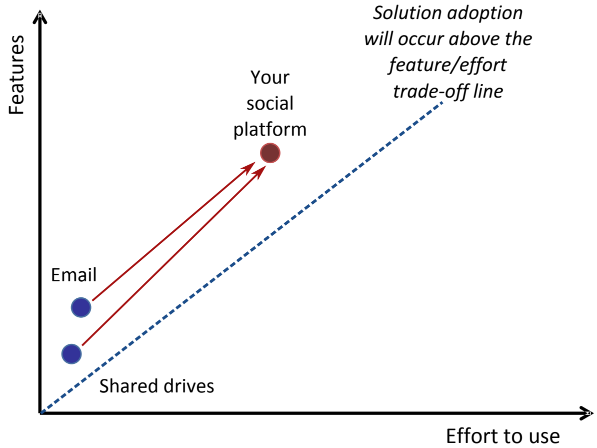


Fig 1. The trade-off between features and value. Note that simple tools like shared drives and email almost always get used because they provide value in excess of their complexity.

1 Microsoft SharePoint advertising copy
2 Jive Software advertising copy
3 Socialtext advertising copy
4 IBM Connections advertising copy
5 Oracle WebCenter advertising copy

the business? For example, your objective might be to "increase the sense of engagement for remote staff and teleworkers in order to increase employee satisfaction and reduce turnover".

Contextual objectives that align with overall organisational strategy are even better, for example, "make product design processes transparent to all staff in order to reduce defects in production". Objectives like these allow their importance to be agreed and their success easily measured, even if they aren't directly translated into a dollar value.

The second step is to make the tool integrated with your processes, instead of just an optional extra. Can you document minutes using the instant chat mechanism? Can a sign off by done through getting five "likes" on the product post? Are you capturing progress through your team blog?
Whatever strategies you plan to adopt for process integration, you should confirm these scenarios actually work with the target users of the system, ideally through a production pilot.

A production pilot involves setting up the system to be used with real people, real data, and real scenarios. Particularly with social platforms, advertised features may look attractive but end up having minimal value in practice for the organisation. Actions definitely speak louder than words!

And a word of caution: During the pilot phase, beware of the "Hawthorne effect". This refers to the fact that a monitored pilot implementation may be successful simply because users know they are being evaluated and will try harder.

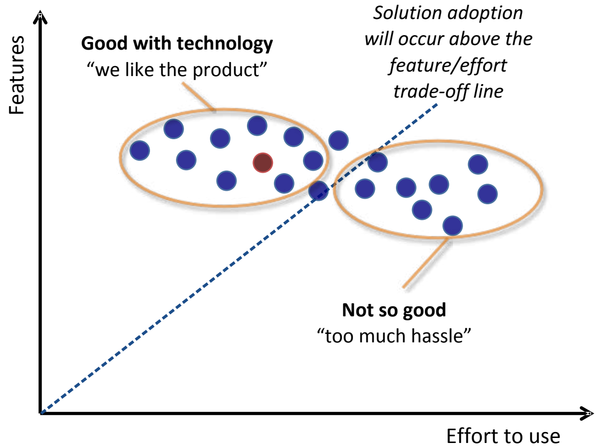


Fig 2. The different experiences of staff with a social product depending on their level of comfort with technology

This brings us to the other half of the equation – perceived effort to use. Effort to use includes things such as:

- time taken;
- physical keystrokes or inputs required;
- ease in comprehending how to successfully use the system;
- ease in adapting current work practices; and
- the conscious choice required to use the system (if alternatives are available).

Your users' perception of effort can be higher or lower depending on the success of your communications strategy, the quality of your technical implementation, and the technical skills of your users. A common mistake here is to evaluate "ease of use" based upon an unrealistic benchmark. Just because a product is second nature to a technically-savvy user won't mean the same level of comfort is felt by everyone.

This is particularly an issue for social software where written, repeatable procedures – probably relied upon for other IT systems more than you realise – simply don't work to facilitate social interactions. This can markedly change the value/effort trade-off (Fig 2). Without a clear articulation of value, a subset of your employees will almost certainly find your social product not worth the hassle.

Particularly with social platforms, advertised features may look attractive but end up having minimal value in practice for the organisation.

A final factor to consider is the effort to resist change. The majority of people employ what is known as a "satisficing strategy". In layman's terms, this means sticking with the first option that is good enough. Therefore, a new solution must not just be marginally better, but substantially better.

Where a system only has a marginal benefit to end users, overcoming this default position of resistance will need a conscious strategy.

There are two basic change techniques:

- hard change techniques use enforced sanctions and/or mandatory removal of the previous tools; or
- soft change techniques promote exemplary behaviour through demonstrated adoption, expressed management desires, peer pressure, and other cultural means.

Hard change techniques can be bad for morale and place systems implementation projects at odds with staff. Due to their non-negotiable aspect, adoption will generally happen faster, albeit after some disruption and with some productivity costs.

On the other hand, soft change techniques provide more opportunity to fine-tune your approach to the platform and allow you to continue to improve the value proposition over time. However, you must accept a longer period of co-existence of the old and new approaches, or even their perpetual co-existence.

The harsh truth about enterprise social and collaborative tools is that the value they provide comes at the cost of additional complexity. Since these tools don't have global reach in the same way that email, Facebook or Twitter do, they need to be positioned as supplementary to, instead of a replacement for, existing tools.

To avoid users "satisficing" with less complex options, you need a focused strategic governance plan with a clear, easily understood value proposition.

Additionally, this value proposition must outweigh the effort involved in any change. Without it, you will be at severe risk of trying to drive a social "cart" without the enterprise "horse".

Stephen Bounds is an Information and Knowledge Management Specialist with a wide gamut of experience across the government and private sectors. As founding director of knowquestion Pty Ltd, Stephen provides strategic thought leadership in the development and implementation of modern information systems. Contact him at sb@knowquestion.com.au

The Yammer journey so far at NAB

Initially begun as an unauthorised social media experiment at National Australia Bank in 2008, Yammer is now an active and mature network used by around one-third of the banking giant's 50,000 staff worldwide.

Living in the cloud and external to the company's SharePoint-based collaboration platform, Yammer is creating value for the financial institution through user-led innovation, according to Simon Terry, CEO of HICAPS, NAB's healthcare and government payments business.

"We think one of the biggest strengths of the whole social space is actually leveraging the creativity and the engagement of the user.

"It is driving engagement and enablement of our people, improving our customer experiences and winning new customers.

"Traditionally managing information across an organisation of our scale has been a major challenge. If we knew what we know we would be a much more effective and agile organisation.

"The speed of responsiveness we need to provide for our customers is not driven by our competitors, it's driven by Google."

Terry provides a typical example where NAB staff will receive a customer inquiry on a certain product or service they are not familiar with. By posting the query to Yammer they will often receive instant responses from the network pointing them towards company policies and procedures that they might not otherwise have been able to locate in a speedy fashion.

The University of Sydney Business School examined the NAB Yammer network as part of a recent study of Emerging Social Networks. It analysed of two weeks of communication on NAB's company-wide Yammer network comprising almost 3000 messages and compared this with some other published studies. The comparison found NAB's usage "shows an elaborate and more pronounced idea-generation practice than we have observed in other networks.

"A closer look at the content of these conversations reveals the benefit for the corporation when viewed from an organisational learning perspective. For example, in more than a quarter of all instances employees brainstorm matters of corporate strategy, work philosophy, working conditions and sustainability. Furthermore, people engage in discussions about their immediate work processes, exchanging ideas that can be influenced and implemented by the employees themselves.

"Interestingly, there are also a number of conversations about improvements to or developments of new products and other customer-related issues. Finally, people discuss ideas for personal (skills) development and workplace learning," the study found

"NAB believes the future will be more digital," said Terry.

DISCUSSION & OPINION	38.25%
STATUS UPDATE	2.97%
EVENT NOTIFICATIONS	1.72%
PROBLEM SOLVING	11.96%
IDEA GENERATION	11.55%
PROVIDE INPUT	13.24%
WORK COORDINATION	0.16%
MEETING COORDINATION	1.14%
SOCIAL PRAISE	13.30%
INFORMAL TALK	5.71%

Analysis of Yammer traffic at NAB over a 2 week period by the University of Sydney Business School.

"And we believe that digital future is going to be much more collaborative. As an organisation we've committed heavily to social media externally and we are looking at how that changes the nature of how we interaction with our customers.

"In our view you can't commit to that external interaction with social without providing the same connectivity within your organisation. We are focussed on leveraging these technologies with a really clear strategic intent."

After four years of use there are now over 3000 users a week from 13,000 active users

"That translates to over 130,000 messages over the life of the Yammer network so we're starting to build an institutional base of knowledge. When you get to that scale then things like search become incredibly powerful because there's a good chance the question's been asked before and the answer is already there.

"Just as organisations have silos our experience is knowledge lives in silos, so there is information on your intranet sites and lots of SharePoint sites but how do you flow information back and forth and bring in external information?

"SharePoint and Yammer work in concert very well. If you have something posted to a SharePoint blog it might not get found but post it to Yammer and the community starts to get involved and being sharing and liking conversation and bringing it to a wider audience.

"As an organisation we believe we will be using both SharePoint and Yammer into the long term. We are very excited about the roadmaps that unite the two.

"Being a financial services organisation we have information that we will need to keep on-premise but the ability to have conversations in Yammer and link that to information in SharePoint is a powerful way to manage those privacy and security issues."

The Yammer network at NAB was actually under threat of closure in 2010 when the IT organisation stepped in and demanded it move on premise to SharePoint .

"There was a massive debate and it was at that point the users got organised to prove it could drive additional value," said Terry.

The Yammer community at NAB was instrumental in creating a method to demonstrate the corporate benefits of Yammer via the hash tag #yammerwin.

"Whenever a senior executive in our organisation asks for a business case or an example of customer focus, we go straight to those tags and pull up examples

"When people ask about ROI, we can go to #yammerwin and find a simple process change that saves you in cost saving a multiple of your licence fee or your investment in managing the network. We've got many of those."

NAB has found that social networking can create new flows of knowledge and also uncovered financial benefits that derive from that. Although a user-led model of deployment has been crucial to Yammer's success, claims Terry.

"There's a really important choice when implementing a social solution like this which comes down to a fundamental question. Do you trust your people?

"This leads you down two different paths. If you don't trust your people you better build a lot of governance and have massive moderation teams. You are going to have lots of issues. I would ask a broader strategic question. If you don't trust your people why do you have them in that role?

"If you go down the other path you need to embrace the community and work on culture and think about how does your organisation becoming more social change your culture? It's going to have an effect on flattening your organisational structure and making leaders more accountable and transparent, and forcing debate and discussion."

Playing it safe in social media

By Taline Babikian

Organisations today use a wide variety of social media platforms both internally and externally, but whether you are chatting with a client on LinkedIn or involved in a discussion with your boss on Yammer, there are some basic techniques to ensure to get the most out of your social experience. On the internal company network or out on the Web, social is organic and potentially chaotic, but despite potential perils it can have many benefits if managed well.

Companies are attracted to the potential for enterprise social to provide a view into the firm's conversations and ideas while external social networks are great ways to build a like-minded community. However social media also offers the potential to damage personal or brand reputation just as easily.

While enterprise groups are more likely to be managed, some professional sites are unmanaged and have prolific number of groups.

So how many interest groups do we need on a topic? As individuals how many groups can we contribute to and how many can we gain value from? A recent search in LinkedIn Groups with the words "knowledge management" yielded over 600 results. Some were broad in their coverage and others specialised by industry, tools, product, language or geographical boundaries.

Whether it be from posting or keeping up to date with the posts of others, it is important to be strategic about managing our own social media interactions. Spreading yourself too thin across different groups and media platforms can led us to a disadvantage. Productivity can be easily affected, as we may inadvertently monitor content that my lack depth or quality and therefore add little value to our time or attention.

Choose groups whose members you respect and who are therefore more likely to contribute quality content. By the same token contribute when you have something to say.

Crowdsourcing

Utilising a social network for solving problems, improving a process or just seeking an opinion or solicit ideas is not a new concept. The means and speed by which it is done and the dynamics involved with the support of social medial technology is new. Depending in whether you are sourcing knowledge from within the enterprise or outside, tapping into the collective knowledge and wisdom of your "crowd" can yield fast results and you can be spoilt for choice.

It can yield results that may have been hindered in the traditional workshopping or brainstorming sessions due to organisational or group dynamics. For example within group situations there will be a variety of individuals characterised by personality or rank. Depending on the culture, some group situations are such that participants will always agree or defer to what the boss says. Or individuals who typically need time to think problems through may be overtaken by others with more outgoing styles who take centre stage and who may be prolific with their contributions. Social media allows individuals with varying styles to be able to contribute and potentially shine.

Crowdsourcing allows you to access knowledge from potentially groups of people you may not personally know. It remove the barriers of gatekeepers and the invisible fence created by cliques. It democratises the flow of knowledge.

But while knowledge becomes more freely and readily available within these situations, seeking those opinions out, especially in public social media needs to be done with care. For example do not solicit ideas from the crowd if it means that you will be revealing competitive company information, giving clues to

competitors about upcoming products or weaknesses within the organisations. Any of this could mean that competitors gain an advantage. By doing so you may inadvertently breach your company's policy on disclosure of internal information. That in itself can have other professional consequences.

Managing the brand called Me

With Facebook, LinkedIn, Twitter and Yammer alone, the line between professional and social networking has become increasing blurred. While managing your brand is not just about social media, it does pay to be mindful of how you want your online presence to be perceived. What you say, what you say about yourself and others will impact your professional brand, regardless of the social media platform you engaging in.

Effectively managing your brand starts with having a clear concept of your objective. Is it contributing to your workplace, your profession or seeking out your next opportunity?

What you do to manage your brand should align with your objective. In doing you should also maintain your authenticity.

Over self-promotion, especially with pumping out irrelevant low value content, may become simply a way for you to train your audience to ignore you as you develop a reputation for quantity and noisy posts rather than quality and helpfulness. You may also find that your audience blocks your updates.

Helping others and providing though leadership is the best form of self-promotion. By contributing innovative, useful or thought-provoking solutions or conversations, you are re better positioned to establish yourself as a thought leader within your online community and your wider network. This in turn strengthens your brand.

Posting inappropriately or without weighing the risks can also be damaging to your brand. Whether right or wrong, existing or potential employers have an ability to monitor social media conversations. There have been recent cases where employees have aired workplace grievances on social media sites. Theses have led to dismissals or actions in industrial relations regulatory arenas . The scope of social networking inside and outside the enterprise and the speed with which we collaborate and bring ideas to practical outcomes is yet another facet of our eve changing professional landscape. Our ability to manage and engage well in social communities will find its way into job requirements. It is now easier to maintain ever growing super networks and with it the risks and benefits are multiplied.

Taline Babikian is an Australian Information and Knowledge Management professional who has worked in financial services, professional services, Local Government, tertiary education, and manufacturing industries.

Manufacturing a KM community within Alcoa

Enhanced collaboration through SharePoint is a major Knowledge Management (KM) initiative at aluminium giant Alcoa, helping to raise performance across the global company.

James Grey, Global Knowledge Manager, Global Refining explains how KM is being used as a tool to train new staff and to facilitate e-Learning.

"The initiative began in 2005 to look at bringing people in similar roles together. We have nine refineries around the world that do fundamentally similar work and we wanted to link engineering staff together in communities," said Grey.

"These people have an ability to contribute to change and at that level have a reasonable level of English language proficiency at all our locations worldwide.

"We set up a series of Communities of Practice (COPs) often led by our research scientists located here in Western Australia. We then started with benchmarking of different locations and looking at performance differences then asking why those differences were there. This was conducted virtually, with very few face to face meetings used.

"That has grown into a more formal structured system of identifying best practices based on business need, documenting them and transferring, implementing and auditing implementation of them This is very much in line with continuous business improvement using the global knowledge available within Alcoa to accelerate the rate of change."

Alcoa began its KM network with the first version of SharePoint in 2005 and is currently running on SharePoint 2007 with plans to migrate to SharePoint 2010 in 2013.

"SharePoint has been the digital home for our communities of practice. Each of them has its own Web site which starts as a standard build then is customised to suit," said Grey.

"We don't have a lot of custom Web parts, it's pretty much plain vanilla SharePoint and we supplement this with teleconferencing and screen sharing using Adobe ConnectPro or Microsoft LiveMeeting

"We do have Yammer inside the organisation as well and have done some testing in using Yammer instead of the SharePoint Discussion Board. This worked extremely well with the communities that we trialled it with but the integration between Yammer and SharePoint 2007 is extremely clunky so people moved back to the Discussion Boards which they found easier.

"If we did get improved integration with Yammer and our next version of Sharepoint for our communities, that would be better than the Discussion Board as well as offering other benefits such as being able to tag documents.

The Communities of Practice are reasonably small with a core membership of 12-25 and up to a couple of hundred in the surrounding shell that are interested in observing the proceedings. There are presently around 60-70 COPs on SharePoint with around 1500 staff actively participating.

"We wanted to keep the communities small so it was easier to create trust and there is less external interference in what they do. Each COP is self-managed and this creates more of a team feeling. They know that they are part of a small group doing important work rather than a member of a huge online listserv.

So how does collaboration turn into knowledge? For Alcoa this is through the production of specific Best Practice documents that typically describe how to run a particular chemical process.

"These describe concrete data, inputs and outcomes. When these Best Practice documents are signed off they remain in SharePoint housed within their communities' bailiwick. The implementation is tracked and we audit every three years at each location," said Grey.

"By introducing a new engineer to a community you give them an instant network so they don't have to be with the company 10 years to learn who's who. They can access relevant expertise more readily and they get a big digital library at the community's web site as well as review past conversations. We are now starting to look at introducing e-Learning software to introduce the ability for people in the communities to record and reuse training information." Other initiatives on the agenda include better method to allow COP members to share images and video.

Within Alcoa, Continuous Improvement is a way of life. Communities of Practice, enabled by technology, extend this to have a global reach and impact.

James Grey will deliver A Practical Case Study on KM at Alcoa at the KM Australia 2013 Congress, 23-25 July 2013, Crystal Palace, Luna Park, Sydney.

KnowledgeWare Business Solutions

Laserfiche has a new partner in the Australasian market with the launch of KnowledgeWare Business Solutions focussed on delivering the US Company's agile Enterprise Content Management (ECM) solution, which includes Business Process Management (BPM). KnowledgeWare also offers allProView's web-based Project and Resource Management solutions.

"KnowledgeWare works with businesses to enable them to make knowledge-based and accurate decisions." said founding partner Stephen Bowditch.

"By uniquely bringing together two separate disciplines, business process management and project management, we felt we could enable our customers to increase and maintain their competitiveness at a sustainable cost".

"As more businesses are looking for ways to increase their efficiency, we believe that cost effective solutions that address fundamental business issues such as content, process and project management will deliver fast ROI." said Jeremy Bishop, Partner.

"We are excited about the partnerships we have in place and the opportunity to help our customers access world-class solutions at a manageable cost."

allProView has been in use at The University of Melbourne for more than 2 years to manage their substantial IT project portfolio. allProView is a competitively priced web-based solution accessible through the user's choice of browser.

"With KnowledgeWare's focus on helping customers to improve efficiency and make better decisions, they will be a great member of the Laserfiche community." said Sean Tang, Vice President, International Business at Laserfiche International.

"We look forward to working with KnowledgeWare in providing maximum value for our customers, using our award-winning Laserfiche ECM solution," said Phyllis Ling Chen, Managing Director, Laserfiche International.

"I believe that allProView's governance model and configurable, role-based dashboards are a perfect fit for Knowledgeware's agile approach to solving business and project management challenges." said Nigel Yandle, Managing Director of Glassfish Pty Ltd.

"We are delighted to have them onboard as our exclusive distributor. We are looking forward to helping them to deliver our simplified approach of combining resource and project management in one easily deployed web-based solution."

Contact stephen@knowledgeware.com.au Tel 0412 145 162

Will feds be ready for 2015 digital deadline?

By Stephen Bounds, Director, knowquestion

Australia's federal government departments and agencies have been set a 2015 deadline to make a transition to electronic record-keeping. But is the timetable realistic and what hope has it got of being achieved?

The National Archives of Australia (NAA) Digital Transition Policy requires a majority of records in agencies and departments to be handled electronically by 2015, with a minimum of new paper records created.

The NAA has been clear that it expects senior management across the federal government to drive these changes. On its part, from 2015 the NAA will only accept records into its archive in digital form (with some exceptions for legacy material). While the volume of digital records sent to the archives will be limited initially, this change puts pressure on agencies that are non-compliant to upgrade their systems or budget for expensive backscanning of their paper records.

To track progress, federal agencies and departments have been required to submit annual "Check-up" surveys since 2011. The survey aims to benchmark their progress against the minimum record-keeping requirements that must be achieved by 2015 to comply with the Digital Transition Policy.

In three months' time, the final mandatory Check-up submission will be sent by departments and agencies to the NAA for collation and reporting to the Minister.

The surveys are worthy, but flawed. The chief problem of Check-up is that it is a self-reporting tool. This encourages, shall we say, "optimistic" reporting of progress which hides the true complexity of the record-keeping problem emerging. The process, undertaken with the best of intentions, goes something like this:

• a low-level officer or manager completes the initial survey based, more or less, on the actual state of affairs

• their manager reviews the survey results and revises some response to put a slightly more positive spin on the more glaring areas of non-compliance

• this review and revision process is repeated up the hierarchy until it gets to the CEO, by which stage anything even slightly critical of the agency's processes has been whitewashed to invisibility

• the CEO signs off the report, blissfully unaware of the messiness that underlies the confident assertions in the survey

To be crystal clear, I am not suggesting that respondents are being consciously inaccurate. But there's a huge grey area in any survey that effectively allows the answer "mostly compliant". Does this mean 51% compliant or 90% compliant?

While the results of the Check-Up surveys from previous years are not publicly available, it is indisputable that the majority of agencies and departments still rely upon paper-based processes.

A significant minority still print out emails and documents to store in their physical files and archives. More seriously, electronic record-keeping systems often remain siloed from the business systems that support the core processes of agencies and departments.

The problem is that to achieve the efficiency promised by on-line services and other electronic information systems, record-keeping cannot remain as a parallel or separate process. Some products try to address this by integrating record-keeping with collaboration and process management. But this is still just a partial solution at best.

As the volume of digital information increases, the separation of record-keeping systems from business systems is substantially increasing the risk of records remaining uncaptured or uncontrolled. My concern is that even if the Check-up surveys from agencies and departments report compliance, a swathe of electronic record-keeping problems will remain undocumented and unaddressed.

To bring record-keeping metaphorically out of the basement, we need to understand what it is – a core risk control technique and business efficiency tool. But without a senior management culture in government that prioritises correct and efficient record-keeping as a KPI worthy of tracking at the same priority as other business processes, the choice for staff will be clear: achieve your KPIs or make the extra effort on compliance for no apparent gain. It doesn't take Nostradamus to forecast the likely outcome of that scenario.

knowquestion will be running a series of workshops in Sydney (July 19), and Canberra (July 24 & August 7), focusing on giving staff the skills and practical solutions they need to tackle the transition to electronic record-keeping. For more information visit www.knowquestion.com.au/skills. Early bird registrations close on June 30. As a special offer for IDM readers, registrations may quote code "kqw" to receive 5% off the price.

Enterprise Data Governance: A Practical Approach to Information Quality Management

Organizations collect, process and store enormous amount of data, A growing number of applications/ systems, which support various lines of businesses, have been collecting more and more data through various channels. Mergers and acquisitions have made the situation even more complex and confusing when it comes to the management of data and business processes.

A lack of data management practices (or data standardization processes) results in challenges that are faced by both IT and business. Often, individual applications or systems maintain and manage their own data. This results in data silos or data hubs (logical or physical). The solutions around data redundancies, metadata management and related data issues are always tactical in nature, whereas data anomalies are fixed by temporary patches or left unprocessed. Thus, issues around data integrity, consistency and accuracy make the data unreliable; typical factors impeding clean and conformed data include lack of standards, typos and duplicates, applications being ported from different platforms/languages, lack of standardized quality processes, historical/outdated data, unknown data and many others.

Businesses need clean and conformed data to make better decisions. That's why data and information quality has become an important factor in making better business decisions.

Without reliable data, business intelligence generated over a period of time is questionable. Inaccurate financial reports and audit reports will not only receive penalties but will have financial implications as well.

Thus, processes/policies and rules that ensure enterprise-wide data asset management are needed. It becomes difficult to maintain and manage data without policies, strategies and dedicated efforts by the team across business functions. Data governance seeks to solve these problems, through information policies, data rules, guidelines for managing key data elements and assigning roles for accountabilities and responsibilities.

What is Data Governance?

Data governance is the processes or policies which guarantee that important data elements that can be trusted. A framework or set of processes is implemented throughout the enterprise, empowering the right people to take control of data and processes. A data governance program also includes technology, which helps identify and fix data issues, resulting in fewer negative events due to poor data. It's also about the communication, identifying common language that will bridge the gap between IT and business managers.

In short, data governance is about management of the availability, usability, integrity and security of the data. Some of the key focus areas are data quality, data integration, policies around privacy, compliance and security, the data warehouse and BI, architecture integration and analysis and data access, in terms of archival, retrieval and storage.

A data governance program will have certain drivers, such as:

- Identifying data anomalies and fixing them, particularly with regards to key data assets around important business processes.

- Optimizing business processes and defining data rules.

- Designating the right people responsible for information quality and security.

- Creating policies for handling data, in case of initiative changes.

- Coordinating with key business stakeholders to ensure that information policies support business objectives.

- The data governance program and initiatives around information quality management need to involve stakeholders representing a cross-functional team to fulfill the objectives.

- Stakeholder Involvement and How to Start Data Governance Initiatives

Issues around data management and information quality can be addressed using data governance initiatives. These initiatives need business and IT support, which means stakeholder involvement across the teams. These initiatives start with bringing people together for mutual understanding and educating them about doing the right things in the context of information quality.

Starting a data governance initiative requires answers to three questions around benefits of the program:

- How will the program increase company revenue?

- How can the program lower costs?

- How can the program reduce the risks and address compliance issues?

It would be wise to start with initiatives where data needs to be fixed to minimize the risks or where business users have voiced complaints. Additional initiatives that can be considered may include a CRM implementation, a new data warehouse, BI initiatives and analysis of complaints management.

Information quality surveys can be launched across the line of businesses, with questions about data related to important business processes. For example, the billing and dispatch departments can be asked about the validity of the addresses of the customers, in terms of format. Does the customer get the communication or shipment in time or it is lost or returned? The inventory department can be asked whether the data always reflects the correct inventory amounts and types. The marketing department can be asked about their confidence in contacting potential customers using the email or phone numbers listed in the system.

Prepare a case study for analysis of each problem statement, followed by a detailed business impact assessment. With this, information quality ROI can be calculated, which will significantly help make the case for whether data governance initiatives will be beneficial.

Generating awareness among the business stake holders about latest trends, risks and competitors' initiatives regarding information quality may also help in selling the importance of data governance program.

To show ROI and get immediate attention, you need to start with small initiatives and share the results and a detailed impact assessment with key business users or stakeholders; this will help to sell the importance and need for a data governance program.

To fulfill business objectives, a data governance program needs to have a roadmap. This roadmap should clearly reflect the high-level approach and iterative nature of future engagements with business and IT.

Data Governance Roadmap

A data governance roadmap outlines the guidelines for its initiatives. It starts with identifying short-term or long-term business objectives around the initiative, which requires input from business and IT stakeholders to asses business and IT processes.

A data governance approach lists phases and high-level activities.

A data governance forum receives input and assesses the impact on business processes, with the help of a cross-functional team. The forum offers insight on policies, standards, metadata management and control. Information quality scorecards can also help assess the data governance initiatives, point out success factors and provide an executive management summary, thus attracting funding for more initiatives.

An information quality scorecard is a tool used by the data governance team. It involves aggregating technical metrics with business metrics, thus helping business stakeholders remain aware of problems around key business processes and prioritize resolution. The scorecard helps the data governance forum analyze the impact of initiatives on enterprise-wide information policies, as well as compliance and regulations. (See Figure 5.)

Data Governance Team Structure

Data governance program initiatives can fulfill objectives only when the right people get involved with defined roles and responsibilities. Key roles are:

- Project Sponsor: These can be C-level executives or business leaders who are driving the program. In the case of a financial services company, a CFO who has faced challenging situations related to risk and compliance due to poor quality data may be involved. A CMO may be involved when customer data is at stake and customer data standards are not met. The initial executive sponsor may be a business manager when the program starts with small initiatives, and senior business leaders may get involved down the road when the program is implemented enterprise wide.

- Business Manager: Key business managers or subject matter experts get involved to provide the context of business process and data. They report on the impact of the data on related business process and provide recommendations about the key data elements. They also provide input on the scenarios that can be validated against the data.

- Data Stewards: These people include programmers, data analysts, data architects and database or system administrators. Their key activities include designing metadata mappings, understanding business processes, defining data rules, data mining, creating data assessment reports, cleansing data issues, and managing and maintaining the related infrastructure.

- Project Manager: The primary role of a project manager is to deliver the finished project. This role involves managing all the resources, communication, coordination, and risks and issues management.

- Data governance programs consist of cross-functional teams for data issues management.

A team of business/IT analysts manage and log data issues, categorizing issues by line of business and coordinating with respective business SMEs for resolution.

A data governance forum looks into policies and standards, aligning business leaders on managing risks and compliance, approval for strategies and funding for projects that involve data cleansing/transformation or incorporating new systems/applications for the information quality assessment.

A data team involves business analysts, data profiling analysts and programmers for the extraction of source data and infrastructure support.

Key Challenges

The data governance program will face key challenges that may impact project timelines in large transformation programs.

Access to data: Basic groundwork for data assessment starts with the challenges, such as identifying key data elements for assessment and their best source. Extracting data from a source and getting the access to live data is another big hurdle. Transformation programs in large organizations may require access to 100 percent live production data.

Data assessment: Business SMEs and application SMEs should be aligned on metadata management, defining data validation rules and additional data analysis required to support data cleansing or data transformation during the resolution of issues. Care should be taken that the resolution, tactical or strategic, supports the policies and is signed off by the data governance forum. Tracking and monitoring progress on these issues should be done with care.

Workshops: Alignment of cross-functional team for data governance workshops is another big challenge. Availability of SMEs is important and can be a major issue. Business managers should be informed of resource requirements for workshops. Carefully planned workshops should have a clear agenda and involve key decision-makers. Clarification of queries and issues should be well-documented and signed off by key business stakeholders.

Infrastructure (hardware platform and software licenses) management and support: It is necessary to coordinate with the IT team for the availability of the hardware platform, installation of required software licenses and application of latest patches. Vendor support can be another big challenge and must be closely managed. If care is not taken in mitigating these risks, data governance program timelines can be impacted.

Program management: It is necessary to inform the stakeholders about their roles/expectations upfront. The data governance program needs to align with key business stakeholders and business leaders regarding the roadmap, approach, high-level plan, scope and key dependencies.

Organizations worldwide have been facing tremendous challenges in information management. Information quality can be assured only through data governance initiatives and processes, which provide insight on data issues, resolution, standards and responsibilities. Forming cross-functional team within a data governance forum empowers the right set of people to take control of data assets and make the right decisions in the context of quality data. Clean, confirmed and complete data enables a business to make better decisions in order to achieve their business objectives.

As we move along this journey, we need to assess and audit the current situation by referring to a data governance maturity model. This model does not criticize existing practices but provides guidance. There is no single formula which will organize the enterprise perfectly or quickly. Enormous efforts across cross-functional areas need to be put in, and those efforts need to be rewarded to keep up momentum in the long run. Success only comes through personal responsibility and careful planning.

Santosh Arvind Sardesai is Senior Technology architect at Infosys. He has 14 years of experience in Consulting and implementation of the projects in the domains of Information Management. He can be reached at santosh_sardesai@infosys.com.

Tracing the past

It is a quintessentially Sydney vista as the Mosman Ferry plies its way from Sydney Harbour one morning in 1915. This image and thousands of others are held in Mosman Council's extensive local history digital archive, Trace, hosted on the Canto Cumulus Digital Asset Management (DAM) platform.

Trace provides the public with 24/7 access to the large image database as well as resources such as oral histories, Council Minutes, Newspapers, and Subdivision plans which would otherwise be unseen and unheard, unless a trip to the library was planned.

As Councils become increasingly involved in creating and managing collections of digital content, they are more and more concerned with how to provide for efficient storage and retrieval of that content.

Sydney's Mosman council needed a single portal through which all its staff could find and access anything they needed any time the department needed it. Canto Cumulus was selected as its image management repository / digital asset management (DAM) system and supplied by distributor DataBasics.

Council operates in a Windows environment. The Dataworks document management system is utilised for storage of incoming documentation and correspondence.

The initial focus for the DAM was on rich assets and processes used in the Library's local history collection, including documents, books, plans, maps, anything that is useful in the research of the suburb's history.

For the local history collection hosted at http://www.mosman.nsw.gov.au/library/local-studies/ the Cumulus DAM is being used to host decades of physical photos, documents and microfiche and microfilm which are being digitally transferred, augmented by an explosion of digital assets.

"Cumulus for us isn't just a means of storage, it's a way for people to access Council's local history archive via the Web," said Local Studies Librarian Donna Braye.

One of the motivations to acquire an on-premise DAM was to migrate Library's public image and document collections from a hosted online solution, Searchtech.

Initially there were issues with providing public access to image libraries on Cumulus while protecting Council's internal network systems.

Council required the addition of new public IP addresses. To secure the Council network, the Cumulus service was split onto two separate servers, one isolated and only available to internal clients. The other placed behind the DMZ and made accessible to the public. The DAM's reach is now being extended across all of council's operational divisions. Council staff are now learning to place all images from photographs they take or acquire as part of their work into the DAM rather than dump them into a desktop drive

"That is a learning experience for some people so it's not happening as quickly as we would like, but it will happen," said Braye.

"The problem with using a file server as a central file repository is that everyone has their own file naming conventions, and their own ideas about where things should be stored. Plus, there are no previews, so you have to download something before you can even see what it is."

"It was very hard to find images relating to stormwater for instance if they were need for publicity or other purpose, because there was no one place to store them."

All assets are stored on a central file server, and Cumulus keeps track of the access control, storage, metadata, searching, and retrieval, so staff can focus on their tasks.

The DAM acts as a repository and archive, enabling staff who require images for publicity, web and presentation reasons to have easy access.

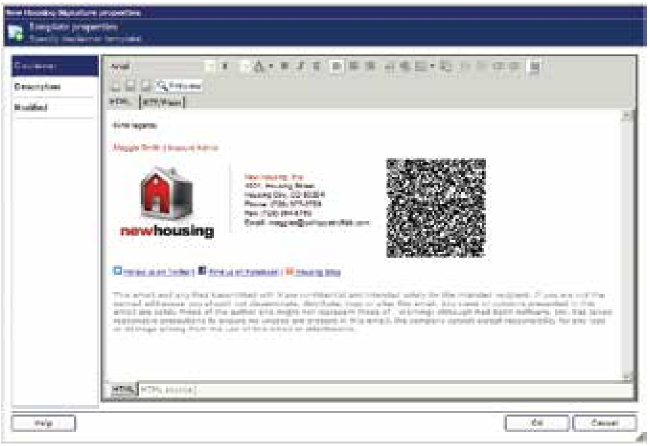
Council is asking staff to tag images using its internal taxonomy to aid with classification and search.

When image libraries were imported from Searchtech to Cumulus there were some issues with importing the metadata. Council is now investigating the use of a tab delimited text file, or CSV, as a method of migrating metadata. At the moment, images are being manually transferred.

Staff also make use of social media sharing sites such as Flickr, although all images are also meant to be manually imported to the DAM as well. Presently council records on microfiche and microfilm need to be printed and then scanned in order to be imported to the DAM.

A Kodak scanner and software is used to convert to TIFF or JPEG. Images are then cropped/enhanced if necessary. They are then combined into a single PDF and OCRd using Adobe Acrobat.

QR Codes for email signatures



Red Earth Software, developer of email management software for Exchange Server, has announced the release of Policy Patrol version 9. In addition to support for Exchange Server 2013, Policy Patrol 9 includes a number of new email signature features such as adding a QR Code to the email signature, inserting the sender's thumbnail picture from gravatar.com, and converting plain text emails to html to allow professionally formatted email signatures to be added to emails sent from mobile phones.

Policy Patrol 9 now allows you to automatically insert the sender's avatar (thumbnail picture) into the email signature without having to maintain your employees' pictures in Active Directory.

Policy Patrol pulls the sender's avatar from gravatar.com, a free service that stores a user's thumbnail picture and then allows programs such as help desks and CRM systems to display the thumbnail for the user. In this way the user only needs to upload their picture in one location, without requiring the help of IT.

Another new feature is its ability to change the format of plain text emails to HTML when adding an email signature. All mobile devices send out emails in plain text, with the result that emails sent from mobile phones cannot include an email signature with pictures and formatting. Policy Patrol can now change the format of the email to html so that emails from mobile devices can also include a professionally branded email signature.

QR codes are a type of barcode widely used in marketing to enable consumers to scan links and contact information on their mobile devices. Policy Patrol 9 can include personalized QR Codes in the email signature, such as a vCard, meCard, URL or email address. For each sender, Policy Patrol automatically generates the QR Code by pulling the information from Active Directory.

A 30-day trial version is available for download from http://www.policypatrol.com.

DocRecord lands ashore in NZ

DocRecord has announced the launch of its electronic document and content management system in the New Zealand market through a partnership with Konica Minolta.

Greg Twiname, Konica Minolta's software solutions channel manager, says the company was highly impressed by the software and its intuitive interface.

"The server provides an automation process to reduce traditional effort associated with coding, naming and filing documents. This feature is not typically found in EDMS solutions, and its inclusion was a key reason for our decision to resell DocRecord."

DocRecord offers optical character recognition (OCR), in conjunction with the Automation Server to reduce the effort associated with document coding.

Metadata tool for SharePoint

TEMIS has launched an integration of the company's Content Enrichment Platform into SharePoint 2013 providing the ability to automatically extract relevant topics, entities, facts, sentiments, or categories from documents and generate rich metadata.

This semantic metadata, stored in SharePoint 2013 columns, is then freely available for use by any application for content management, archival, business process automation, analytics and search.

"This second-generation integration will help enable our customers to deploy semantic enrichment industrially on their SharePoint 2013 farms", said Michaël Domanski, Alliances and Channel Manager, TEMIS.

"The domain-specific metadata produced by Luxid is now available for search services, for the Term Store as well as the entire application layer."

Luxid for SharePoint 2013 is a server application that is accessed through Web Services, reads documents, extracts relevant metadata based on their Content Type and feeds it into the corresponding SharePoint 2013 columns. This alleviates end-user manual contribution efforts and enhances the quantity and quality of metadata.

Depending on governance policies, metadata may remain accessible for end user modification thanks to habitual SharePoint 2013 views.

It enables full, two-way integration with the SharePoint Term Store. When implemented in the context of a closed Term Set, Luxid applies the Term Set to content, enabling precise institutional governance over - managed - metadata through an Enterprise taxonomy.

In the case of open Term Sets, Luxid identifies concepts beyond a pre-ordained list, as they appear in the content, a process that supports the enrichment or feeding of an enterprise taxonomy based on actual enterprise content.

Kodak tackles process with Info Insight

A new software platform from Kodak's Document Imaging business promises to make sense of input from virtually any communications channel - including text messages, social media posts and emails - to create an actionable stream of information and knowledge. Harvey Spencer, president of Harvey Spencer Associates, an analyst firm with more than 20 years of experience in the capture software market, describes the Info Insight Platform as "a major advance in software solutions for the capture industry by Kodak's Document Imaging business. Leveraging cloud power, it catapults Kodak into offering a very sophisticated set of technologies which, applied to unstructured document understanding, has the ability to substantially reduce transaction administration cost while improving processes and customer service."

Info Insight Platform (http://www.kodak.com/go/InfoInsightNews) offers a suite of applications that enable a variety of businesses to benefit from automated information management processes. It is best suited for organisations that interact with large numbers of customers, for example in customer response management, digital mailroom management and claims management systems. Other potential use cases include invoice reading and expense management.

"Businesses need a way to keep up with the growing number of customer interactions, especially those that occur on mobile devices or social networks and typically arrive as unstructured input. Without the right system in place, these types of exchanges result in inefficient transactions and dissatisfied customers," said Rod Hughes, Kodak's General Manager of Software and Solutions for Document Imaging.

"Info Insight Platform removes these bottlenecks by eliminating wasteful processes, connecting disparate systems, and automating tasks. Its applications can generate a response to common inquiries and route more complex jobs to the right individual in the organization along with a suggested response."

Info Insight executes transactions and manages customer responses based on its ability to "understand" the nature of specific communications, accurately extract key information, and route it into an associated workflow of a related CRM or ERP system. Standard connectors also integrate the platform with existing IT infrastructure, information sources and back-end systems.

"Business processes and customer interactions tend to be dynamic, not static, which makes it difficult to maintain a consistent approach across all input and communication channels," said Robert Bijster, Kodak's Worldwide Product Manager, Advanced Capture Solutions for Document Imaging.

"Info Insight Platform addresses such challenges by employing self-learning techniques that help automate input classification through an adaptive way of understanding what information is required to complete its associated task."

Enquiries to francis.yanga@kodak.com

Parascript launches FormXtra Capture 5.2

Parascript has announced an update to its FormXtra Capture solution for recognising machine print, handprint and cursive writing on structured and semi-structured forms.

FormXtra Capture 5.2 promises to simplify forms processing and will also provide access to Parascript's cheque recognition technology in coming months and its signature verification technology later this year.

FormXtra Capture can process structured, as well as semi-structured forms, and images that do not perfectly match a pre-defined template, such as scaled-down faxes and tables that may not be discretely defined.

It can also assess field relationships to aid with location of data for extraction and can locate complex field types (e.g. addresses and other multi-lined fields), improving the range of data types that can be processed. Users can preview data live, run pre-defined and custom reports, and make output information available to SharePoint, as well as to databases or file formats.

Within the capture solution, users can also manage the capture process and workflow, in setting quality thresholds, creating workflows, and setting validation rules ranging from basic, to advanced double-blind, to support correction and auditing. For anything under the user's predetermined accuracy threshold, FormXtra Capture can perform transactional validation, enabling just the single field, or snippet in question, to be sent to keyers for confirmation. This feature is especially advantageous for organizations needing to ensure the privacy of sensitive information including those in the finance and medical industries (i.e. PCI and HIPAA compliance).

FormXtra Capture comes with expanded API capabilities, giving value added resellers the ability to add new functionality and ensure integration with other systems.

"At Parascript, we are committed to continually advancing our technology. From reading machine print, constrained and unconstrained handprint, and cursive on virtually any type of form, FormXtra Capture is a robust forms processing solution that will be very viable in many environments where capture-specific requirements are needed," said Dwayne Ritchie, senior vice president, sales and marketing at Parascript.

Oxygen updates mobile Forensic Suite 2013

Oxygen Software has updated its flagship mobile forensic product, Oxygen Forensic Suite 2013, adding the ability to view and analyse aggregated contact information through multiple acquired devices. The new release also includes an enhanced search algorithm, allowing investigators to execute complex searches in background without slowing down overall performance.

The re-worked aggregate view enables forensic experts to instantly view matching and similar contacts discovered across several devices. The ability to view aggregated contacts can help investigators collect additional information about a contact that may be available across the range of devices being analysed.

The updated search engine adds user-manageable lists of frequently searched keywords and regular expressions, allowing investigators to execute the most common searches in just a few clicks. In addition, the new search algorithm now works completely in background, allowing forensic experts to continue working with the main product while a lengthy search is being executed.

Oxygen Forensic Suite 2013 can collect information about a contact from a wide range of data sources. In Aggregated Contacts view, the tool concatenates information about a person obtained from the phone's address book, installed instant messenger applications, social network apps, text messages, Skype, event log and other sources. As a result, investigators gain instant access to the most complete information about a contact available throughout the device.

The new version of the Aggregated Contacts view now enables the analysis of various data sources obtained from different mobile devices. Investigators can now specify mobile devices to be analysed for contact information. The ability to aggregate data about a contact contained across a range of devices belonging to different owners provides the most complete information about a person.

The improved search engine now allows unobtrusive background execution, enabling investigators run complex searches without slowing down the rest of their work. The search is now executed in a separate process, allowing forensic experts to continue working with the data acquired in the main product.

The newly added Regular Expressions Library allows experts maintaining personalised lists of frequently used regular expressions such as phone area codes, trigger phrases, email domain names or virtually any other types of information.

The final improvement to the search functionality allows investigators maintaining and using a list of frequently used keywords. Keyword List Manager implements the ability to run searches for a particular keyword or phrase in just a few clicks, and allows searching through acquired phone data for all list entries at once.

Investigators can now create their own lists of threatening and offensive keywords, save nickname lists, or create lists of keywords associated with terrorist activities, searching the data for multiple keywords with a single action instead of having to run multiple individual searches.

Each search result can now be exported or printed, producing a standard report that can be presented as evidence to the court.

http://www.oxygen-forensic.com

ReadSoft expands SAP AP automation options

ReadSoft has announced the release of PROCESS DIRECTOR 7.2 Accounts Payable (AP) solution for the SAP-market adding support for several new business processes.

ReadSoft PROCESS DIRECTOR works inside SAP to provide an end to end workflow for automated invoice approval.

With 7.2, ReadSoft says routine financial postings are automated, including adjustments, accruals and reversals, and recurring entries. Master data updates to both customer and vendor data are supported, a key for successful sales order processing.

The customer order process itself is streamlined with improved checks and determinations, and built-in order processing reports are available for monitoring important KPIs. PROCESS DIRECTOR 7.2 keeps a complete audit trail of the business process, supporting business compliance requirements.

Other enhancements include improvements in the short pay process, easier invoice cancellation, streamlined vendor communication with easy handling of multi-document functions, and support for portable tablet devices.

"PROCESS DIRECTOR 7.2 is a very exciting step forward," said Rowland Archer, Senior Vice President of ReadSoft's ERP Automation Lab.

"We have listened to our customers and added support for the processes they have identified as the next prime opportunities to reduce costs and improve service to their clients both inside and outside their companies."

Semaphore signs on for SharePoint 2013 & Office 365

Smartlogic has announced the SharePoint version of its Content Intelligence solution, Semaphore, for simplifying and automating content classification. It is designed to augment SharePoint 2013 to enhance the search experience, drive content management and workflow processes, standardise metadata across the enterprise, and eliminate the burden of manual classification of content.

The new Semaphore version also supports Microsoft's Office 365, which adds equivalent functionality to the cloud-based solution.

The improvements to Semaphore for SharePoint include:

(Continued Over)

USB Security

Germany's SEH Technology has come up with a solution to providing secure network access to data on SD cards and USB portable media, the mySND-120 File Access Server.

The integrated SD card reader allows users to access, share and manage SD card data safely across the network. There is also a USB HiSpeed port for USB storage media.

IT administrators can create accounts with special rights and restrict access to certain files via HTTP(S) in order to maintain a high level of network security. Files on SD cards and USB sticks can also be sent via e-mail automatically and protected by many security features.

The mySND-120 File Access Server can be operated in all Ethernet networks, and is operating system independent. The device is available at a price of 295 Euro.

External portable storage devices, such as SD cards and USB sticks, can pose big challenges to IT administrators. Designed for local usage, such portable media, they entail either security risks or complicated workflows in professional networks. Many enterprises have security policies which restrict or prohibit their use.

In both desktop virtualisation and server-based computing structures it is difficult to use external storage devices like SD cards and USB sticks at all. However, there are specific application scenarios which require secure access to these media and safe transmission of the stored data to the network.

Using the mySND Control Center web interface, administrators create up to four accounts via HTTP(S) for each mySND-120 device. These accounts can have the following rights: "Rename/Delete File", "Save File", "Send File", "Set Archive Bit", and "E-mail File".

Moreover, administrators can create filters that define which user account may access certain file types (.jpg, .pdf etc.). Up to 16 users can access a mySND-120 File Access Server at a time. The mySND-120 File Browser is the user web interface for accessing files. It displays all permitted files on a storage medium for each user account.

mySND-120 can read the FAT12/16 or FAT32 storage format. If required, the device can also be used to format the medium. To ensure that only authorised SD cards are used, up to 16 SD cards can be linked to a user account. Users can only access SD cards which have been linked to them. This minimises the risk of importing malware into the network. Additional functions such as encryption, password protection, access control, and port deactivation provide further security. Moreover, mySND-120 can automatically e-mail SD card and USB storage data if attached devices have a defined folder containing specified file types. Up to six file types can be defined for transmission. If SD cards are used, there are two options for using automatic e-mail transmission: Either the files are sent to the users linked to the user account, or e-mail addresses are added manually. If USB sticks are used, up to two recipients can be defined. As soon as a file has been sent by e-mail, it will be marked by an archive bit to prevent another transmission.

Contact Alpha IT Solutions admin@alphait.biz

• Enhancing multi-farm support for large-scale deployment across multiple geographies and servers so that Content Intelligence is available at the enterprise level;

• Simplifying the synchronization of the terms store with the enterprise model management so SharePoint benefits from enterprise metadata standards;

• Adding more ontology-related web parts to enable better contextual search and improved 'findability', so users find what they are looking for, more quickly.

Smartlogic's Semaphore Content Intelligence application enables enterprises to turn unstructured content into actionable information by enhancing the capabilities of existing information management systems such as SharePoint.

Functioning in parallel to the Microsoft platform, Semaphore enables enterprises to more quickly and precisely identify, classify, extract, integrate and utilize unstructured information such as research papers, plans, proposals, presentations, meeting notes, strategy documents, reports, memos, web copy and emails.

Matthieu Jonglez, Smartlogic's chief technology officer, comments: "We are reacting to customer requirements and demand with these improvements. We've not just extended the capabilities of Semaphore for SharePoint when it comes to large-scale deployments – we've simplified certain key information management processes, such that manual effort is no longer needed – for example by automating classification."

Jonglez adds that the changes will also help enterprises that are using Semaphore to bridge the gap between SharePoint and other applications. "These refinements will help organizations use Semaphore to create an enterprise-level categorisation and metadata strategy that can be applied consistently to other systems feeding into SharePoint.

"This will help ensure consistent metadata governance across an entire enterprise – across all documents and all users. Ultimately, this means that organisations can more easily and efficiently find and leverage valuable information assets that are being managed through SharePoint."

http://www.smartlogic.com/

Mobile Collaboration and Comparison App for Android

Workshare has added Android to the list of mobile platforms supported by its cloud-based document collaboration and comparison platform. The iOS edition was launched late last year.

The app's integration with Workshare's online platform gives mobile users access to security features including user authentication, password protection, permissions, time-limited file access, and full audit trails. In addition, the app's mobile data management ensures tamper-proofing security in case the device is lost or stolen.

The app allows users to participate in existing collaborations, create new workflows, and share content while on the move. Android users can now also make location-tagged comments directly in context in each page of a document like they can on the online Workshare platform.

Workshare Mobile enables users to compare multiple versions of documents accurately and quickly and stay up-to-date with the latest comments and changes made by fellow collaborators while viewing on their mobiles.

Readdle launches PDF Expert Enterprise

Readdle has launched a SaaS solution that helps any organisation set up a paperless workflow on mobile devices, PDF Expert Enterprise. It allows companies to completely replace paper documents with iPads for a wide range of tasks from board meetings to form filling and sales in the field.

The iPad app enables staff to read and annotate documents, fill in PDF forms and sign agreements on-the-go with a legally binding signature.

"PDF Expert Enterprise is entirely different from the company and end user perspectives. The employee sees it as a portable and more functional version of paper, while for the organization it is a system to control document flow, security policies and user access rights. As a result, employees can focus on getting work done while the company may rest assured that every document is in the system and headed in the right destination," says Igor Zhadanov, Readdle CEO.

On the feature side PDF Expert Enterprise is a complete document management system. It allows companies to push documents to end user devices, granularly control document sharing permissions and protect signed agreements with digital signatures. Organisation set up advanced document workflow that starts on company servers and ends up in customised destinations.

PDF Expert Enterprise is a subscription-based service with prices starting at $US5 per user per month. Free 30 days trial is available. Complementary iPad application for PDF Expert Enterprise is available for free from the Apple App Store. More details can be found at https://enterprise.readdle.com

ReadSoft claims XML breakthrough

ReadSoft says its latest invoice processing automation solution, INVOICES 5-7, will help companies achieve greater automation rates and make it even easier for them to adopt e-invoicing.

It says companies striving for straight-through processing via invoice automation will no longer be hindered by the invoice type and format that they receive. INVOICES 5-7 automatically extracts and validates data on all incoming invoices—regardless of source or format. With this new multichannel capture technology, companies can now process all faxed and emailed e-invoices — image, PDF, or XML — in the same way that they process paper invoices.

Katarina Andersson, ReadSoft Product Manager Capture Solutions, believes that tremendous savings can be achieved in particular for companies receiving a large volume of e-invoices in XML format:

"Companies receiving XML invoices typically spend a large amount of money on getting connected to an EDI or VAN connection to enable XML invoice automation. The cost to start up is estimated to be around 200-300 USD for each supplier and may include monthly charges and/or volume-based fees. Based on our extensive experience in this field, we found that for every 1000 invoices, there are approximately 200 suppliers, in a typical mid-sized company. This means that a company with 5000 suppliers can save up to 1.5 MUSD by choosing ReadSoft."

ReadSoft's self-learning technology retains knowledge from supplier-specific invoices to automatically correct recognised errors, so that accounts payable staff only have to validate invoices with exceptions. In the case of XML invoices where exceptions are highly uncommon, straight-through processing becomes a reality.

"The impact for companies receiving a large volume of e-invoices is highly significant," says Per Åkerberg, President and CEO of ReadSoft. "With this exciting news, multichannel capture is now possible for all important financial documents, enabling straight-through processing that is fully integrated with companies' existing systems. This is a great step toward increasing e-invoicing adoption, which we strongly believe in."

Mobile access for doc-link 3.0

Altec Products has announced doc-link 3.0 offers the opportunity for mobile document access, improved administration and system management, as well as more efficient, streamlined workflows.

The new release features an improved doc-link web client that can be used as a portal for business partners, customers or employees, giving them the ability to sign on and access their documents from a web browser.

The new web client runs in Internet Explorer, Chrome, Firefox or Safari. It also includes a new search option called Quick Search that can be hosted on a SharePoint web page for easy access to doc-link documents from within SharePoint.

Merri Jo Cleair, Product Manager for doc-link states, "With today's workforce increasingly

mobile, 3.0 offers greater document visibility from multiple browsers. We have incorporated enrichments that make approving and processing documents even easier, regardless of the user's location."

In addition to the new web client, the doc-link Smart Client has been updated with a new look and feel and improved workflow functionality. Users can now view related documents on the same window making them simpler to process and improving visibility. Additionally, a notes pane has been added to display important messages related to the document without applying the notes directly on the document itself. The addition of workflow delegation allows users to request a substitute to handle their workflow processing while they are unavailable.

This release also provides options to further automate the import of documents into doc-link, saving time and minimising data entry. In addition to the user-experience enhancements, the release includes a number of improvements that will make the system easier to administer and manage.

Sage Business Solutions distributes Altec's software through its network of Australian and New Zealand resellers.

Mimecast promises richer ediscovery

Cloud email management vendor Mimecast claims there is growing adoption of a new public API that simplifies eDiscovery efforts by providing secure access to Mimecast's cloud-based email archive. The new API can be seamlessly integrated with other eDiscovery solutions, quickly giving customers powerful search capabilities and comprehensive data intelligence, resulting in reduced compliance risks.

According to a recent email compliance study, it takes US businesses an average of 15 working days to identify all emails relating to a potential litigation. Mimecast's new API easily opens up access to business critical information within an organisation's email archive, leading to a more effective use of legal resources' time, improving the quality of evidence and enabling businesses to build a more complete case.

"As we archive more and more corporate unstructured data, Mimecast is increasingly becoming an information bank for our customers, and we are always seeking new ways to expand its flexibility through our API offerings," said Julian Martin, VP of Strategic Alliances, Mimecast.

"Our new API, when combined with the Mimecast service, creates a single, secure repository of business critical content and greatly reduces the pain, costs and resources normally dedicated to searching within archived email data. Being able to securely tap into an email archive quickly creates a powerful and entirely unique eDiscovery experience, eliminating the usual complexity associated with eDiscovery cases."

Recommind, a leader in information management analysis and governance technology, is leveraging the new Mimecast API to connect its Axcelerate eDiscovery platform with Mimecast. This integration process significantly increases productivity because data from multiple sources is indexed in a single instance for the Context Optimized Relevancy Engine (CORE) and is immediately available for multiple uses and queries.

"Axcelerate eDiscovery clients will find this connector powerful and efficient, plus they will be better prepared to succeed at managing information for healthcare compliance, big data and governance," said Craig Carpenter, VP of Marketing and Business Development, Recommind.

"Email communication and archiving is vital to nearly all organisations, and the Mimecast API connector to CORE also benefits integration with our Decisiv Enterprise Search and Perceptiv Analytics products. This gives our mutual customers the speed, accuracy, and ease of use that directly translates into a competitive advantage; now for eDiscovery and in the future for new initiatives."

Mimecast's Unified Email Management (UEM) combines email security, continuity and archiving solutions in a centralised cloud-based service, simplifying how email data is amassed for legal or regulatory purposes.

KPMG fine tunes Discovery Radar

KPMG, the audit, tax and advisory firm, has announced upgrades to its discovery management technology, Discovery Radar, which helps corporate law departments and law firms cut e-discovery costs and simplify management of large, complex litigation.

The proprietary KPMG system, Discovery Radar 5.0, integrates critical steps in the e-discovery process including processing information, early case assessment, technology assisted review (TAR) and statistical sampling. All of these steps help ensure that electronically stored documents gathered are relevant to a case.

KPMG's analysis of client cases revealed that integrating the steps in e-discovery can reduce the number of days and amount of money it takes to manage large volumes of electronically stored information by more than 50 percent.

Additional features include:

- One-time, quick loading of documents for use in multiple legal matters;

- Reduction in data hosting costs through enhanced single-instance-storage of documents;

- Simplified data "off-ramp" to offload data that is no longer needed for a matter;

- Document relevance ranking; and

- Comprehensive integrated statistical sampling.

Discovery Radar uses KPMG's proprietary Global Evidence Tracking System, delivered through a secure software-as-as-service cloud environment. The software is designed to help improve process and project management from the identification through production phases of the Electronic-Discovery Reference Model. Electronic-Discovery Reference Model was created by the legal industry to help develop guidelines and standards for e-discovery consumers and providers.

IntelligenceBank adds iPad App

Melbourne-based online information management company IntelligenceBank has launched a new iPad App to enables its users to securely read and annotate files when they are offline.

When Internet access is available, users can sync their files and annotations from the

IntelligenceBank App with the web platform.

Tessa Court, CEO of IntelligenceBank, said, "In a mobile world, the capability to sync between devices and work offline is more important than ever."

With the IntelligenceBank App, users can:

• Read PDF documents offline;

• Privately annotate files & print;

• Navigate a file by page or annotation;

• Sync comments and annotations with web access;

• Configure the App to reflect your branding, access controls and rules;

• Add advanced security features; watermarking, passcode and file encryption.

The IntelligenceBank iPad App is used by board members, sales and marketing teams as well as operational teams who need to securely share documents and data – anywhere, at any time.

Have you checked your BLOBs lately?

Metalogix has launched a free tool that analyses how many binary large objects (BLOBs) are weighing down your SharePoint database, known as the BLOBulator.

It lets an administrator find out how much space is being taken up by BLOBs and determine if externalising BLOBs will improve performance, reduce storage costs and speed up backups.

The average amount of content stored and accessed through SharePoint is growing by 75 percent annually with more than half of organizations reporting farms that exceed 1 terabyte in size.

This staggering growth has been stimulated by BLOBs, which are the content files like Microsoft Office documents, PDF files, audio and video files that conspire to slow down the performance of SharePoint. As more BLOBs are added to your SharePoint content database, business users experience performance bottlenecks such as slow upload/download times.

"The broadening user adoption and mission-critical nature of the content deployed under SharePoint is driving unpredictable, explosive content database growth in SharePoint implementations," said Steven Murphy, CEO, Metalogix.

"When we poll our 7,500 customers, our SharePoint administrators, database administrators and storage architects rank managing this growth as one of their top management challenges. We are providing our BLOBulator tool for free to give IT professionals an easy way to survey their content databases and uncover the best practices to reduce the cost of SharePoint storage and manage the risks related to this mission-critical growth."

Document Management for IBM i Series

Systems management specialist Halcyon Software has announced the launch of Document Management System v4 for the IBM i platform automating document workflow and delivering reliable and rapid archiving, retrieval, packaging and distribution of documents held in spooled files on the IBM i system.

This latest release adds several significant new functions including the ability to easily port and convert documents from traditional document management systems including Spyview, Open Text, Magellan and Robot/Help Systems. It also has a reliable methodology for migration, including the creation and copying of configurations to multiple IBM i platforms.

An intuitive, web-based front end simplifies and speeds up the handling of archived, indexed spooled files and enables users to apply notes and export data without requiring specialist IBM i skills, improving visibility of key information to personnel. Data can also be remotely accessed from any location using laptops, smartphones, tablets and other mobile devices using the Apple iOS, Android or Windows operating systems.

According to Carole Chandler, Sales and Marketing Director at Halcyon Software: "This new release for Document Management System will streamline document workflow and increase efficiency across the enterprise. It provides organisations with a cost effective way to convert to Halcyon whilst minimising manpower resources and costs. In addition, integration with both Apple and Android devices enhances our product proposition, ensuring that our solutions remain at the forefront of technology."

It also allows the creation of multiple form overlays and templates on spooled files. This enables organisations with different operating divisions, brands or companies to centralise the generation of a wide range of documents including purchase orders, invoices, despatch notes and insurance schedules. The software automatically formats and displays the correct company name and address details in each case.

Data can be exported across different types of archived spooled files as soft copies and emailed in a variety of formats including PDF, HTML and TXT format. In addition, Document Management System has a segmenting and bundling function that enables subsets of large reports to be created and distributed to pre-defined recipient lists. Document Management System v4 is available immediately and product pricing is tiered and based on IBM processor groups. Furthermore, Halcyon operates a fair pricing policy so that if an IBM customer increases the Commercial Processing Workload (CPW) of their hardware in the future, they will be protected against additional licence and maintenance fees. Halcyon software is not priced on a CPW basis.

Enquiries to Halcyon Software (Australia) Tel: +61 3 9495 6600

Email: sales@halcyonsoftware.com

DocPath integrates with Dynamics AX

DocPath has announced enhancements to its document management software specifically designed for Microsoft Dynamics AX users.

It promises Microsoft Dynamics AX users a "non-coding" approach. This means that companies will be able to extend the capacities of their ERP system with no need of programming.

"An increasing number of companies of any size, globally, are turning their efforts to enhancing overall performance of their business processes and reducing the related costs. In view of this trend, one of the main goals of the majority of Microsoft Dynamics AX users is to automate and improve their document processes," says Julio Olivares, DocPath CEO and Founder.

"Given this global trend, DocPath´s network of Certified Partners, which includes prestigious companies such as The Forms Agency in Australia, will play a key role in sustaining and expanding DocPath´s presence among the community of Microsoft Dynamics AX users."

Microsoft Dynamics AX output data can be converted into professional and high-quality documents.

It allows for applying a wide variety of processes to the data, such as sorting criteria, calculations for invoice totals, retrieving data from a database to be used in the final document, etc.

A robust and multi-platform production engine can be installed on Windows, Unix, IBM i and zSeries systems to generate multiple output formats, such as PDF, PostScript, matrix and label printer output, etc.

Contact The Forms Agency 0400 738 666

Fuji Xerox unveils capture for SMEs

Small and medium sized businesses (SMEs) are the target of a new scanning solution from Fuji Xerox known as Solution Builder v2.2.

Designed with the aim of assisting SMEs to simplify their documentation processes and cut the time spent scanning documents to their databases, Solution Builder promises a simpler process for scanning. It offers a customised user interface that integrates with workflows already in use in the office.

Fuji Xerox says Solution Builder v2.2 can integrate seamlessly with any business's workflow system (ERP/CRM/DMS), and is able to create specific, scan flows based on the business's internal processes, along with personalised user interfaces with company logos.

It integrates with Fuji Xerox devices to provide a seamless scanning process, and offers numerous connectivity options including DocuShare, SharePoint, and Salesforce.

A plug-in for Solution Builder v2.2 can be developed to automatically add barcodes for instant document recognition and additional image processing.

Tracey Brown, product marketing manager for software solutions at Fuji Xerox Australia, said, "Solution Builder provides an optimised solution for SME customers who want a simple scanning solution. It can be tailored to fit an organisation's unique business needs with a personalised user interface and company logo. Solution Builder digitises and captures information to save time, minimise storage costs and reduce bottlenecks to process flow. It makes scanning a seamless operation."

Basware delivers analytics for P2P

Basware has launched a new reporting suite, Basware Analytics, to provide analysis of Purchase-to-Pay (P2P) across invoicing, procurement, accounts payable and trade network to give financial leaders an accurate picture of financial performance.

"Companies of all sizes need to closely manage and understand their costs and financial strategies to ride out fluctuations in the economy," said Esa Tihilä, CEO of Basware.

"Basware Analytics gives employees at every level accurate, up-to-date insight into the financial transactions and interactions that define the movement of cash in their businesses. Additionally, Basware Analytics processes spend, invoice and procurement data to give financial teams the insight that they need to make better decisions. With this data, organisations can strengthen their long-term financial performance."

Customisable dashboards are based on the role of the user and offer pre-packaged configuration such as:

- CFO / CPO Spend Visibility – broken down by location, category, supplier or organization, and view this over time and by value

- CFO / CPO Vendor Analysis – visualising top suppliers by spend value and transaction volume

- FSSC / AP Manager Process Metrics – invoice cycle details by supplier and average invoice approval, and review process duration

- Business Managers Tracking – Analysing cost centre spend by location, category and supplier enables cost centre owners to spot cash-saving opportunities and support their budget management

Optimising File Shares for SharePoint 2013

AvePoint has announced the general availability of DocAve File Share Navigator 3.0, with enhanced performance and support for Microsoft SharePoint 2013. DocAve File Share Navigator 3.0 increases content findability by leveraging SharePoint's full metadata-based search across multiple, distributed file servers, allowing organisations to easily view and access file share content through SharePoint 2013 without migrating it into SharePoint's SQL Server content databases.

Features of File Share Navigator include:

- Easily connect a File Share Links list in SharePoint 2013 by adding the appropriate app in SharePoint.

- Sync links lists from PowerShell and see data about your File Share Links lists, such as the configured storage path, without having to go into SharePoint to visit each list one by one.

- If the DocAve File Share Navigator Service goes down, File Share Navigator 3.0 automatically tries to restart it every minute. Users can still successfully upload files to the file share and they will be accessible in SharePoint once the service is up again, which maximises usage continuity with minimal impact on the end-user.

Data erasure without the upfront cost

Kroll Ontrack has announced a new subscription-based pricing model for its enterprise data eraser solution, Ontrack Eraser 4.0 Starting at $AS99.95.

Under the new model, users can purchase Ontrack Eraser 4.0 for an unlimited number of users and data erasures for a full year.

"For small and medium-sized companies, the purchase price for data erasure software can be high. This, coupled with the traditional cost per erase model can put corporations over budget very quickly," said Adrian Briscoe, general manager – APAC, Kroll Ontrack.

"By providing our customers with a simple, flexible and affordable do-it-yourself option, we're able to help corporations of all sizes protect their business."

A 12-month subscription starts at $A99.95 for companies with up to 50 employees, $A249.95 for up to 250 employees and $A459.95 for up to 500 employees.

Full software functionality includes:

• The ability to delete data from VMware machines, ensuring corporations are securely deleting data from their virtual environments and therefore addressing the complete scope of their IT environment.

• enhanced capacity to perform over 200 concurrent device erasures to ensure the largest jobs are handled efficiently.

• New reports that denote the hard drive make, serial number and model number, as well as the wipe algorithm applied to accomplish the job, providing corporations with the appropriate records for recycling centres and compliance requests.

• New system authentication functionality to validate the erasure is conducted in the correct manner by the appropriate individual.

Comintelli releases Knowledge XChanger 8

Comintelli has released Version 8 of Knowledge XChanger, its enterprise platform for knowledge management and competitive intelligence. Comintelli says the phenomenal growth of data is creating the need for an efficient tool to manage vast volumes of data. Conventional solutions built on database logic do not have the capability to manage these surging volumes of unstructured data. On the other hand, says Comintelli, Knowledge XChanger 8 is a search-based application that has the ability to effectively organize, structure and manage big data.

Further, Comintelli reports, Knowledge XChanger addresses information overload challenges by applying structure and search on top of both internally produced information and externally retrieved content.

Knowledge XChanger 8 automates the following processes:

- aggregating content from multiple sources,

- classifying content using topic maps (taxonomies),

- searching full-text documents,

- analysing trends and patterns, and

- delivering content in a relevant format to authorized users.

Colligo adds Email Management bundle

Colligo has launched a set of products that combine as a single package designed for integrated email management, document collaboration and enterprise sync

Email Manager 6.0 is a plug-in for Microsoft Outlook that integrates Colligo's caching technology with its email management technology able to be applied across the enterprise to any Windows desktop or mobile device.

Colligo Briefcase 6.0 for Windows is a rich client application that syncs SharePoint content to Windows desktops, laptops and tablets.

The two may also be purchased singly or bundled together as Colligo Contributor Pro 6.0.

| INDUSTRY WATCH |

Certus Solutions, an Australian IBM software and services company, has elected to split the company into two separate divisions focussing on Business Analytics (BA) and Information Management (IM).

Tom Reich, Certus General Manager - Information Management and Business Analytics, said: "Though Information Management and Business Analytics do often go hand in hand, they now need to be managed as two very distinct offerings due to their increasing complexity. Analytics isn't just about business intelligence, reporting and analysis for finance, operations and sales functions any more. For example, we are now providing predictive and social analytics for marketing departments," said Reich.

Julien Redmond has been promoted to General Manager, Information Management after four years with the company as Business Development Manager. During that time he was instrumental in the formation of Certus' IM practice in Victoria, Western Australia and Queensland

Danielle Nguyen joins Certus as its General Manager, Business Analytics with over 16 years' experience in the ICT and business environment. Most recently she was Client Executive at Trident, focusing on services and software sales

Tasmanian BPO and records management specialist **Acrodata** has expanded its operations interstate with the opening of its Melbourne office.

John Groom, company founder and CEO, described the opening as an important stage in the company's strategy.

"Acrodata has been growing steadily over the past few years in terms of both our product offerings as well as our business' vision. We see the Melbourne office as a major step in this growth process."

Along with the new office Acrodata announced it has expanded its team to include Trish Wichmann as Principal Consultant, Records & Information Management, and Bob Cupitt as Director of Business Development. Acrodata is a leading provider of records and information management solutions to government and business, including large-scale digitisation projects.

Enterprise social software vendor **NewsGator Technologies** has announced the appointment of Steven Baker as Senior Sales Executive for Australia and New Zealand, based in Sydney. Baker has more than 13 years of experience in the IT industry specialising in new business acquisition as well as account and project management. He has been with NewsGator in the US since 2000 spending the last three years driving sales within medium-sized business organisations in the country's mid-west.

Prior, Baker was Senior Sales Consultant within the Microsoft Practice at Attain Technologies based in Denver, Colorado.

He also held senior sales consulting and regional account management positions at Camisa Technologies and at ESS as well as account executive positions at Active Education, C2 Media and Digital Commerce Corporation.

DocRecord has announced the launch of its electronic document and content management system in the New Zealand market through a partnership with Konica Minolta.

Greg Twiname, Konica Minolta's software solutions channel manager, says the company was highly impressed by the software and its intuitive interface.

"The server provides an automation process to reduce traditional effort associated with coding, naming and filing documents. This feature is not typically found in EDMS solutions, and its inclusion was a key reason for our decision to resell DocRecord."

DocRecord offers optical character recognition (OCR), in conjunction with the Automation Server to reduce the effort associated with document coding. Today's businesses no longer find it practical or cost-effective to manually file and retrieve paper documents, Mr Twiname says, noting that electronic document management saves money and greatly improves efficiencies by automatically filing, routing and workflowing documents that can be instantly retrieved.

| UPCOMING EVENTS |

HIC 2013 Australia's Health Informatics Conference

July - 18 July 2013 Adelaide Convention Centre

On Monday 15th July HIC will host 4 satellite conferences: Nursing Informatics Australia, Indigenous Health Informatics, Personalised Medicine; and a professional development day for health informatics certification.

The next three days of the main conference will be themed around digital health service delivery and the impact of e-health on patient journeys:

Tuesday 16th July – Designing, building and working within digital healthcare

Wednesday 17th July – Oncology patient journey, incorporating the aged care informatics stream

Thursday 18th July – Mental health patient journey, incorporating telehealth

The program will include keynote speakers, panels, workshops, presentations from academia, presentations from industry, presentations from State, Jurisdictional and Federal government and presentations from consumers. Delegates will be directly participating in the content presented and discussions had through their integration in debates and workshops.

www.hisa.org.au

EDRMS for the Australian Government

August 22-22, 2013 Rydges Capital Hill, Canberra

Lessons from the past and successful case studies from the present

One-day connected forum with two half day workshops

Hear expert perspectives and successful case studies

* Department of Broadband, Communications and the Digital Economy

* Department of Foreign Affairs and Trade

State Library of Queensland, Queensland Government

* Civil Aviation Safety Authority

* Victorian Department of Transport, Planning and Local Infrastructure

* NSW Department of Education and Communities

* NSW Department of Finance and Services

* Hewlett-Packard

http://www.arkgroupaustralia.com.au

KM Australia 2013 Congress

July 23-25, Cyrstal Palace Luna Park Sydney

An Academy of Knowledge Management and Content

Two-day congress and workshops

* Social Media and Collaboration

* Change Management and Culture

* Learning and Performance

* Content and Information Management

* Communication and Leadership

* Knowledge Management Strategy

Email aga@arkgroupasia.com if you wish to receive a brochure

SUBSCRIBE TO IDM NOW

IDM is a unique and trusted resource for information and records managers in enterprise & government in Australia, New Zealand and the Asia Pacific region. Subscribe now to guarantee your window into contemporary information management issues such as document & records management, workflow automation, email management, ediscovery, enterprise content management, imaging, records management and associated storage solutions.

DataBasics
Provider of creative business solutions

IDM Subscription Offer

For new and renewing subscribers, receive FREE Cumulus Training Module CD + 20% discount on Cumulus Single User $432 ex. GST.

IDM

YES, I would like to guarantee regular delivery of Image & Data Manager magazine

Australia - ☐ 2 years (12 issues) $100 ☐ 1 year (6 issues) $A60

New Zealand - ☐ 1 year (6 issues) $A80 Other Countries - ☐ 1 year (6 issues) $A150

Please make cheques payable to Transmit Media ☐ Send me an Invoice

Pay by Credit Card ☐ Visa ☐ Mastercard ☐ Bankcard ☐ American Express ☐ Diner's Club

CARD NO. ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

CARDHOLDER NAME ____________ EXPIRY DATE ☐☐/☐☐ CODE ____________

TITLE _____ FIRST NAME ____________ SURNAME ____________

POSITION/TITLE ____________ COMPANY/ORGANISATION ____________

ADDRESS ____________

SUBURB ____________ STATE ____________ POSTCODE ____________ COUNTRY ____________

PHONE ____________ FAX ____________

EMAIL ____________

FAX THIS FORM TO (02) 8212 8985 OR POST TO TRANSMIT MEDIA, PO BOX 392, PADDINGTON 2021

EMAIL TO IDM@IDM.NET.AU OR SUBSCRIBE OVER THE PHONE AT (02) 9043 2943