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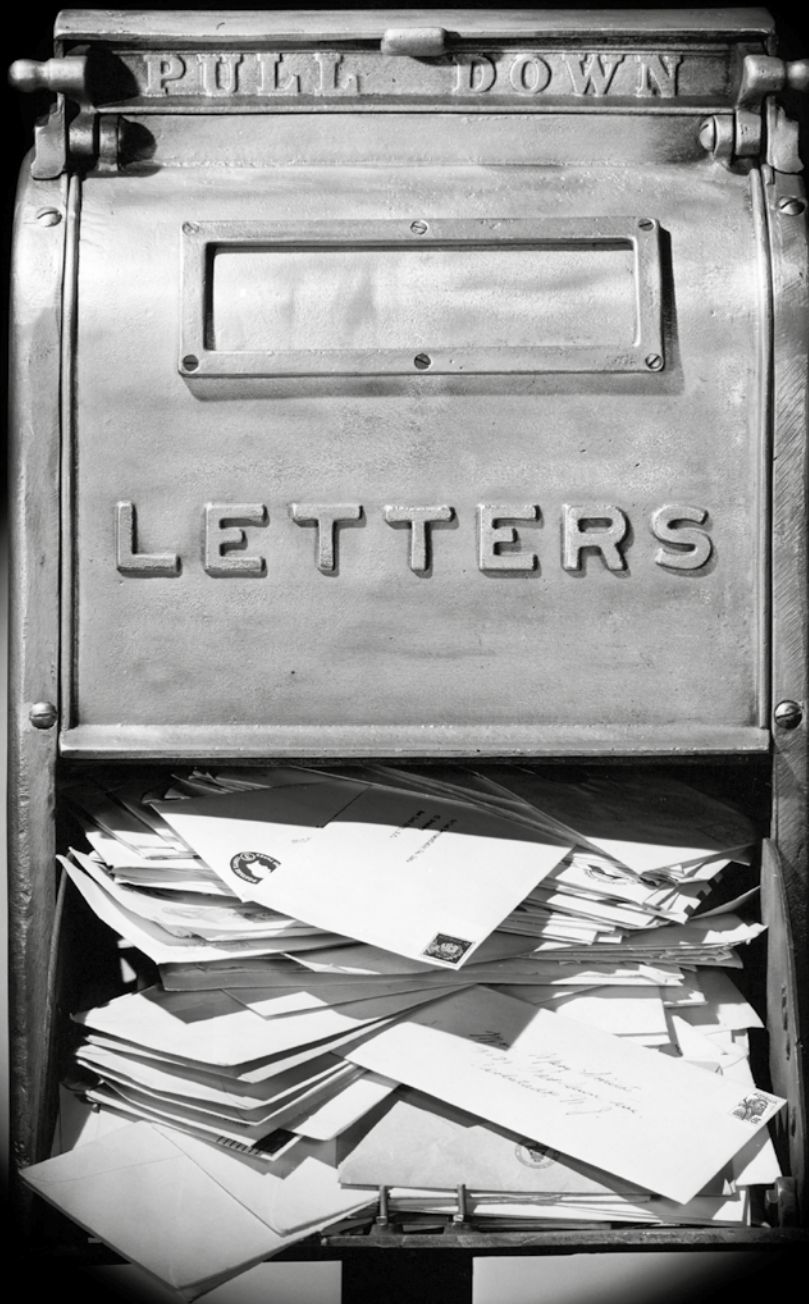
Cloud ECM at Noosa Council

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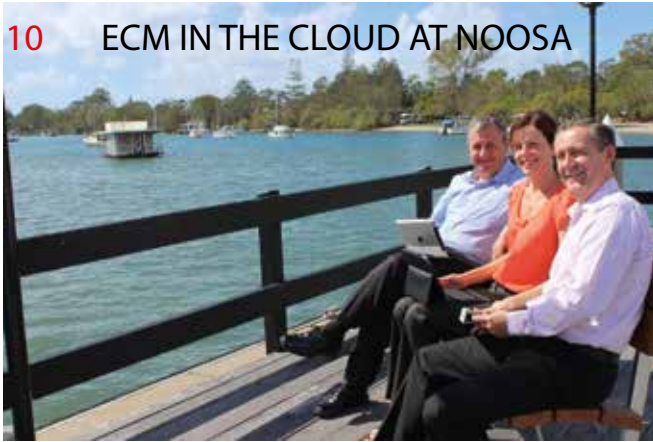


6 PARLIAMENTARY WORKFLOW

25 SENTENCING PHYSICAL RECORDS

8 WHY ECM DEMANDS AGILITY

10 ECM IN THE CLOUD AT NOOSA



26 BING RESEARCHER DAVE HAWKING

29 DEPLOYING FLEXICAPTURE

14 SORTING OUT STUDENT RECORDS  
AT QUEENSLAND UNIVERSITY

16 ARE YOUR EMPLOYEE'S LINKEDIN  
CONNECTIONS TRADE SECRETS?

17 ISO 16175: THE BABEL FISH OF RM

18 A SIMPLE WAY TO CAPTURE AND  
CLASSIFY DOCUMENTS & EMAIL

20 THE DEATH OF POST - IDM SURVEY  
ON CLIENT COMMUNICATIONS



34 H&R BLOCK EASES TAX BURDEN  
WITH SECURED SIGNING



36 AUTOMATING RECORD KEEPING -  
WHAT'S HOLDING US BACK?

44 BRINGING FAX IN FROM THE COLD

46 TOOLS & TECHNOLOGY



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## Objective upbeat on FY2014 results

**Listed ECM software provider Objective Corporation has reported an 18% jump in revenue for the 2014 Financial Year, up to \$A48.6m from \$A41.0 for the corresponding previous 12 month period. Most of that growth has occurred in the Asia-Pacific region, up 20% in 2013-2014, while European revenue grew by 15% to \$A7.6 million (FY13: \$6.6 million).**

New wins in local Government include: Sutherland Shire Council, Redland City Council and Ipswich City Council in Australia and Middlesbrough Borough Council, Cumbria County Council and Falkirk Council in the UK. In each organisation, a competitor system was replaced

Other significant new wins during the year included South Australian Department for Education and Child Development, Australian Skills Quality Authority, NSW Crime Commission and Gallagher Bassett.

New UK Central Government customers include: the UK Cabinet Office, Companies House and the Northern Ireland Department of the Environment.

Objective's success with Australian Port Authorities also continued with Mid West Ports and Port Hedland Port becoming Objective ECM customers.

The company reports that more than 80% of its ECM customers have upgraded to the current generation product. During the year, the company released the latest version of Objective ECM 8.2, which addressed the demand for more business process management capabilities.

Due out in 2015, the next generation Objective Enterprise Content Creation (ECC) 5 platform is aimed at existing Public Sector customers and the Financial Services and Insurance sector.

Tony Walls, CEO, Objective Corporation said, "As a company, we are very pleased with the progress that we made during financial year 2014, with growth in all major revenue lines.

"Particularly satisfying was seeing evidence of our significant investment in research and development translating into tangible results."

"Looking forward, we remain committed to our strategy of prioritising revenue growth ahead of profitability. Demand for our solutions is increasing, we are confident in our competitive position in the marketplace and we expect solid growth in all business lines in the year ahead."

Objective has reported a strong cash position to the Australian Stock Exchange with net profit after tax (NPAT) increased by 46% to \$A5.7 million and cash on hand of \$A15.0 million with no external borrowings.

## Survey reveals governance gaps

Ediscovery vendor Epiq Systems has found that while more than three-quarters of the corporations it surveyed feel confident in their ability to locate key data in the face of litigation or investigation, only around half of these continually monitor and update their data map, suggesting such confidence may be misplaced. Epiq surveyed senior-level decision-makers within leading blue-chip businesses across four European regions – the U.K., Germany, Switzerland, and the Netherlands – to establish broad eDisclosure and document review trends within the corporate sector.

"The capture, storage and retrieval of data is a constantly evolving challenge, complicated by the sheer variety of connected and mobile devices that now generate data," said Martin Bonney, director, international consulting services, Epiq Systems.

"Regulatory deadlines for document production can be as short as 14 days. If data is not continually assessed, the ability to respond to requests quickly, accurately and defensibly is severely tested."

## UK adopts Open Document Format

The U.K. government has adopted the Open Document Format (ODF) for sharing or collaborating on government documents. ODF (OpenDocument Format) is the native file format of free open-source applications such as Apache OpenOffice, originally developed by Sun Microsystems, and LibreOffice, a fork of OpenOffice maintained by The Document Foundation. It is also supported by recent versions of Microsoft Office and other commercial office productivity software such as WordPerfect Office X7. UK Minister for the Cabinet Office, Francis Maude, said the standards set out the document file formats that are expected to be used across all government bodies.

"Government will begin using open formats that will ensure that citizens and people working in government can use the applications that best meet their needs when they are viewing or working on documents together. It has also selected PDF/A or HTML for viewing government documents.

"This is a major step forward for our digital-by-default agenda which is helping save citizens, businesses and taxpayers £1.2 billion over this Parliament," said Maude.

Mike Bracken, Executive Director of the Government Digital Service said, "We had a huge response to this proposal, both from the standards community and the public as a whole.

"Their feedback made it clear just how important choosing the right way of publishing documents is. Using an open standard will mean people won't have costs imposed on them just to view or work with information from government. It's a big step forward, and I'm delighted we're taking it."

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## UN ranks global e-government rollout

Australia has jumped into second place in the UN's global e-government rankings, with South Korea retaining top spot in the 2014 Survey, and New Zealand breaking into the Top 10 at 9th place. The biennial survey scores all 193 United Nations member states. It scored governments on their overall e-government efforts, as well as specific analysis of: online public service delivery; e-participation; collaborative governance; mobile delivery; digital inclusion; and open government data.

The australia.gov.au site was singled out for recommendation.

"The portal offers an extensive list of e-services and forms, both at the federal and local levels, as well as connections to national, local and regional government websites," the UN report said.

The UN sees public sector digital service delivery and citizen engagement as essential to "promote the empowerment and well-being of all people."

The UN report defines e-government as "the use and application of information technologies in public administration to streamline and integrate workflows and processes, to effectively manage data and information, enhance public service delivery, as well as expand communication channels for engagement and empowerment of people."

It notes that the income level of a country is a general indicator of its e-government development.

In 2014, all 193 United Nations Member States have some form of online presence, as compared to 18 countries with no online presence in 2003 and three countries in 2012.

Between 2012 and 2014, the number of countries offering mobile apps and mobile portals doubled to almost 50 countries, where they are often used directly to support poverty eradication, gender equality and social inclusion, as well as promote economic development, environmental protection and disaster management.

Use of social media by governments more than tripled from 2010 to 2012 and with another 50 per cent rise in 2014, so that today 118 countries use it for e-consultation and 70 for e-government generally.

Both over the counter and telephone services remain fundamental channels with the majority of countries

The 2014 Survey shows that Europe continues to lead with the highest regional E-Government Development Index (EGDI) followed by the Americas led by the US (ranked 7th globally); Asia led by the Republic of Korea; Oceania led by Australia; and Africa led by Tunisia (ranked 75th globally).

## Lexmark leaps ahead in ReadSoft battle

Lexmark jumped back in the lead in the race to acquire enterprise capture vendor ReadSoft, after an August offer that pushed its bid up to \$US248 million, around 20% more than its initial bid in May. The bid was announced on August 5, a day after ECM vendor Hyland had increased its offer, and revealed its shareholding in ReadSoft had climbed to 7.9% of outstanding stock.

Lexmark countered with the news it had approximately 12.6 percent of the company shares and 9.32 percent of its votes.

Lexmark's most recent share acquisition, together with those shares in ReadSoft controlled by its founders which are already committed to Lexmark, represent 35.5 percent of the shares and 52.2 percent of the votes in ReadSoft.

"We remain convinced that the acquisition by Lexmark is the best strategic, long-term fit for ReadSoft and its employees," said Paul Rooke, Lexmark chairman and chief executive officer.

Lexmark subsidiary Perceptive Software markets data capture, content management, process management, enterprise search and integration products.

The Perceptive software division is Lexmark's second biggest business unit and makes up nearly 10% of Lexmark's estimated value. Perceptive experienced annual growth of 53% in the Enterprise Content Management (ECM) business in 2013, and reported \$US239 million in revenues for FY13.

## Fisheries lands RIMPA records award

An Australian Fisheries Management Authority (AFMA) Project team implementing the government agency's new electronic records and information management system have been recognised for excellence in records management, winning the 2014 Rob Barnett Award for Excellence in Records and Information Management.

The award, presented by the ACT Branch award of the Records and Information Management Professionals Australasia on 23 July 2014, showcases excellence and innovation in the records and information management industry.

The win is acknowledgment of AFMA's cross discipline approach to records and information management and the integration of good information governance in managing information in a digital environment. The solution not only demonstrates the implementation of an innovative solution to records and information management but also the development of a new and innovative strategic framework, policy, procedures and guidelines. The solution is based on five information management principles, aptly named SQUID:

- Secure - safe and secure information
- Quality - information that can be trusted
- Usable - usable information that can be accessed
- Information - managed and governed appropriately
- Digital - better outcomes through digital management.

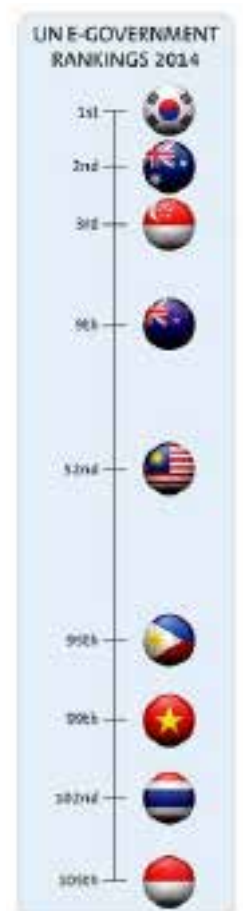
The solution has SharePoint as the users' interface, Nintex workflow for added governance control, with HP TRIM sitting behind the scenes transparently capturing and managing records.

Two of the many efficiencies of SQUID include:

- the system enables staff to move from a Print-to-File policy to full digital records management compliance meeting Australian Government regulations and the Digital Transition Policy
- staff now have the ability to meet their record keeping obligations by simply capturing unstructured information in SQUID and allowing the SharePoint to HP TRIM integration to provide the records management compliance.

The award was presented to Graham Hill, Thomas Kauffhold, John Kozman and Michelle Wilson. In accepting the award, the team acknowledged that they represented just the 'tip of the iceberg' and there had been many other key contributors in AFMA. The team also acknowledged the consulting company iCognition Pty Ltd who provided much needed expertise and guidance throughout the project.

The award is in honour of the late Rob Barnett who was involved with the ACT Branch Council, the NSW Branch Council and the National Board of the Records and Information Management Professionals Australasia. Competing in this category were agencies across the public service and private sector in the Australian Capital Territory. SQUID is currently in pre-production and phase one will be released in August 2014.



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# Parliamentary Workflow picks up steam

**The engine room of Australia's Democracy is being overhauled with the rollout of a new Web-based Parliamentary Workflow System (PWS) for 40 Australian federal government agencies. The new system promising greater transparency, cost efficiencies and improved record-keeping among other benefits, is now six months ahead of schedule, with the completed rollout expected by July 2016.**

By August 1, 2014 there will be 20 Commonwealth agencies fully transitioned to the solution which is employed for management of a wide range of interactions including ministerial correspondence; ministerial briefings and submissions; responses to Parliamentary Questions on Notice (QoNs); and briefings for Ministers responding to parliamentary questions.

Susan Monkley, CIO, Deputy CEO for the lead Service Provider agency rolling out the PWS, the Shared Services Centre for the Department of Education | Department of Employment, said "I personally am delighted at how well this is progressing, the level of engagement with client agencies, the collaboration between my team and the Department of Finance, and the professionalism and dedication of my team."

In addition to the 40 agencies covered under the current transition schedule, there has also been interest expressed by other agencies and from the states and territories. The PWS is being implemented via \$A10m allocated by the Labor government in 2012 to have the Department of Education (formally the Department of Education, Employment and Workplace Relations - DEEWR) build a shared ministerials solution, with the stated aim of saving the Government \$A30 million over 10 years.

## Microsoft platform

The web based system utilises standard Microsoft server and office products, based on .NET version 3.5 and hosted on virtualised servers utilising SharePoint 2010 and SQL Server 2008 R2 and supports the use of Office 2007 and later in agencies.

Australian Government agencies are at varying levels of deployment of electronic document and records management, with a range of different EDRMS platforms deployed.

An early requirement to integrate the PWS with these EDRMS systems was replaced by a decision to reduce cost and make the PWS record-keeping compliant.

"The PWS does not interact with EDRMSs," said Monkley.

"Work is underway in collaboration in the National Archives Australia to make the PWS compliant with the international record keeping provisions of ISO 16175 and is scheduled to be completed in 2014-15.

"Workflow specific to parliamentary correspondence management is not supported by other EDRMS and document management products without significant modification," said Monkley

"There is no need for integration with an agency's EDRMS or a separate repository. The PWS stores records in a centrally hosted repository.

"The PWS requires minimal configuration allowing agencies to accommodate agency specific reference data, document templates and branding requirements. Customisation is not required as the PWS is designed to support a single standard model for parliamentary workflow activity."

Some of the promoted advantages of the new PWS include:

- Elimination of manual and paper-based processing for agencies;
- Records managed consistently in a secure environment with appropriate audit, version and security controls;

- Improved tracking and reporting; and

- A higher degree of accountability and timeliness in processing records.

The PWS supports both digital and paper-based document processing, with a generic workflow for all document types.

After a Parliamentary Document Record (PDR) is registered in the PWS, supporting documentation can be scanned or attached to the PDR, the PDR is assigned through the workflow to the various user roles and a response is prepared.

The content is cleared by a senior officer and then assigned to the minister's office for processing. The PDR maintains the workflow history, response document version history and audit trail. There can be some variation in the document workflow between user roles and document types.

PWS allows printed copies to be registered and tracked and signed copies to be scanned and attached to PDRs.

Kofax subsidiary dotimage software has supplied a capture solution to allow physical documents to be scanned directly into the PWS application in a single operation for attachment to a PDR. Alternatively, documents can be scanned to the desktop or network device then attached to a relevant PDR.

A drive to the use of "off-the-shelf software" was highlighted in the Australian Public Service Information and Communications Technology Strategy 2012 - 2015.

Monkley firmly supports the wider deployment of the former DEEWR's in-house solution which flows from an initial development of a Parliamentary Document Management System (PDMS) in 2007.

"The use of standard products, virtualisation, and the reuse of existing solutions means lowered customisation and integration costs," said Monkley.

"Some customised development was necessary to meet Whole of Government processing and security requirements with no existing products complying without extensive modification."

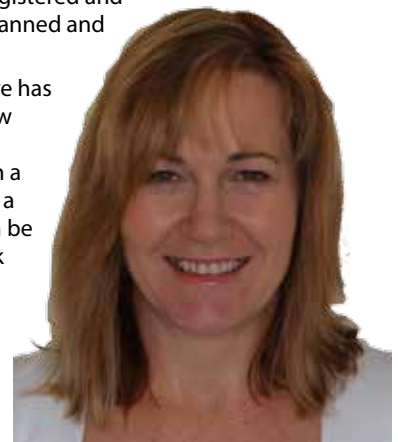
There are some IT challenges involved in migrating agencies to the new Whole of Government PWS, such as ensuring they have the required network connectivity and appropriate desktop and server infrastructure.

However this is only a minor obstacle according to Monkley.

"The major challenge is in managing the business change across an agency to adopt a Whole of Government approach to parliamentary workflow. Agencies adopting the PWS are required to transition from agency specific to standard Whole of Government workflow practices.

"While we provide assistance and resources to agencies to manage the transition they remain responsible for the communications strategy, change management strategy, staff training and roll out of the PWS within their agency. Early engagement with agencies was critical to managing expectations and to ensure appropriate planning for the success of the measure.

"Agencies that take a project management approach and establish a dedicated project team have a higher rate of success in completing connectivity and transition within the transition schedule and budget," said Monkley.



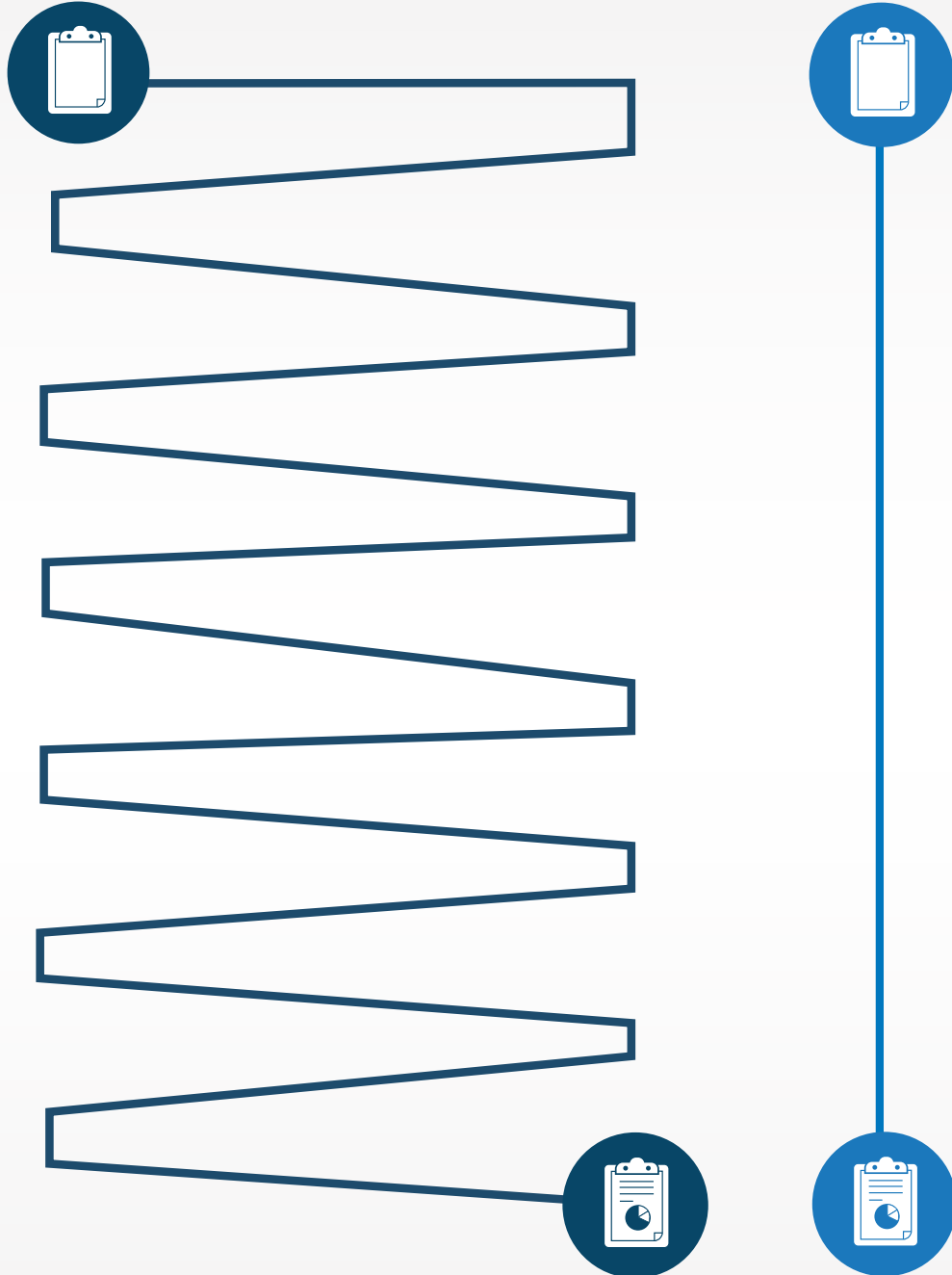
Susan Monkley, CIO, Deputy CEO for the lead Service Provider agency rolling out the PWS, the Shared Services Centre.



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# Why ECM demands increased agility

By Kate Fuelling

**Yes, we know change is constant, but it seems to be exponential at the moment, with no let-up in sight. Well I hate to tell you, but it is and there isn't.**

Gordon Moore is an American businessman, co-founder of Intel and the author of Moore's Law. My understanding of Moore's Law (with apologies to the IT purists reading this) is that it states the level of change and innovation is such that the number of transistors on a microchip will increase exponentially, typically doubling every two years, and since microchips are the building blocks of technological hardware, this exponential progression obviously has a huge impact on all other aspects of technology.

Moore's Law is widely seen these days as the benchmark of technological innovation. So if you think life is busier, faster and things are developing at a furious rate now, it's going to be 1024 times faster in 20 years.

So what does this mean for our Enterprise content Management (ECM) thinking? At the moment, we are faced with a number of disruptive technological and social changes that we are uncertain about or just don't trust. A couple of examples include:

## The Cloud

How often have you heard that it's risky to store information in the cloud? If I had a dollar for every time someone quoted the US Patriot Act when talking about cloud storage... It feels like it's our 'go to' statement at the moment for not investigating the option further. Much like 'SharePoint isn't an EDRMS' was 5 years ago... and yet, it's still gaining market share in ECM circles.

One of the newest disruptive ideas on the block, and building off Cloud technology, Platform as a service (PaaS) is a category of cloud services that provides a computing platform and a solution stack as a service. Along with software as a service (SaaS) and infrastructure as a service (IaaS), it is a service model of cloud computing. Basically the organisation creates an application or service from a service catalogue from the provider. The organisation also controls software deployment and configuration settings. The service provider provides the networks, servers, storage, and other services that are required to host the organisation's system, rather than the organisation itself.

So the risk and cost are outsourced, but how does an organisation maintain autonomy and accountability?

According to Gartner's definition of ECM - what used to be document collaboration is now Social content. A huge paradigm shift. How do we manage our agency's wiki's, blog's, Yammer, Facebook, Instagram (according to my 17 year old it's the new Facebook) and other social accounts? Our people expect this type of social collaboration at work now, and I firmly believe this should be part of an agency's ECM framework, but how...?

Remember those people I was just talking about? Well they also expect to be able to access information on the go. So it's no longer enough to have a piece of software deployed to a PC, it needs to be able to be accessed via an internet portal, a Smartphone or a tablet. Oh, and I almost forgot the most important point - in a meaningful way - not just being able to view a PDF of a document without being able to edit it.

## There's an app for that

And while these pesky people are trying to access information on their devices, they'll more likely want to do this via an app. As someone who prides herself on having a general understanding of how technology works and interacts with our business information, I'm embarrassed to say that I don't really know how apps work (and why don't Smartphones and tablets get viruses like PC's do..?). But what I do know is that they are far more fun to use than standard PC software. Now I know I'm ignorant about how apps work, but there is no denying that they are disruptive technology - a whole new ball game. I don't think we've even scratched the surface with their capability yet.

And it's even worse for our government organisations - they also have to contend with issues like frequent Machinery of Government changes from restructuring, Digital transition and Open Access policies.

So I ask the question again - considering this level of change we are seeing, and acknowledging that the level and rate of change will increase, what does it mean for ECM?

Long term, I have no idea. It could take us anywhere. I think perhaps our best bet is to wait for the next Star Trek film - it seems to be the best predictor of technological advance (mobile phones, tablets, google glass).

In the short term, it means keeping up to date with the latest advances, investigating these technologies, really understanding the impact and requirement of policy change and being agile enough to respond quickly and appropriately before the next technology emerges.

And that's the real challenge. Being agile.

Fuelling's Law of Agility perhaps?

*Kate Fuelling is an Information, Project, Change and Process management professional and currently works as a contractor and consultant through her company, Lime Business solutions. Contact Kate at lime-solutions@tpg.com.au*





# So have you got it right yet?

By Mark Grimes

**I work with many organisations and people that are rolling out or have deployed Enterprise Content Management (ECM) projects. Some have scanning & capture, some have content only, some have workflow, some have records management, some have the full gamut of capabilities and are using all singing all dancing ECM platforms.**

Businesses that have had ECM for a short or long time often see issues continually popping up from the discontented users:

- "I put my stuff in but I can never seem to find it when I need it!"
- "I have to fill out too much information when I add something so I just put it on my personal drive"
- "I have to log into a different system every time I need to find a document or take part in a workflow process to get my job done"

These gripes are often confirmed across the organisation at all levels regardless of role. These frustrations being felt by the users time and again, beg the question, could we start again please?

In the first instance the answer inevitably is 'No, we can't, we are sticking with what we've got. We've invested significantly in making this thing work and we are going to make the most of it. It may not be perfect but it does the job!'

## But does it do the job?

If your business has invested in an ECM then it must understand the benefits of managing your unstructured content. However if this investment leads to your users having an ECM experience that is detrimental to original business outcomes is it a successful solution? Have the original business objectives met? Can we start again?

The reality is yes. We can. The way in which you choose to start again is where the key lies.

Do you use your existing software? Do you visit the market to find the best-fit ECM solution? Do you look for a cloud based ECM provider? Do you increase your training budget?

In my opinion where to start is back with the users – the line of business people who recognise the value of ECM but have not realised the benefits that it promised them. This will determine how well your current ECM system is working.

It will also allow you to work out whether or not it is the software, solution configuration or PEBKAC (problem exists between keyboard and chair) issue.

If it is the software that is the issue – i.e. it's complicated to use, is

not responsive, it needs to be highly customised to do what you want making it difficult to upgrade, or it just plain doesn't work, then these are valid reasons to go to market for a new product.

It may be the solution that is the issue, i.e. the logic of the workflow doesn't make sense, the users are confused by the terminology on the screen or the metadata elements are incorrect for the line of business. If this is the case then you will likely be able to reconfigure your existing software to achieve the business outcomes.

If it's a PEBKAC issue then observing the business will allow you to determine a targeted training plan to facilitate better use of your already deployed ECM.

Typically ECM is introduced to build efficiencies in an organisation and prevent knowledge leakage. If your system is not improving efficiency or preserving knowledge then it may be time to consider an alternative or put a strategy and plan in place to increase the value you are getting out of your existing system.

The latest versions of ECM vendors' products make it possible to start again and unravel your tangled web of content mess. This should be achievable with configuration, without the need to write custom code to make your ECM do what you want it to do.

The current interfaces and tools that are available can also help embed a seamless, pleasant user experience in your business to remove user roadblocks and win their confidence in your solution.

Getting more out of what you have or transitioning to a new ECM platform is far simpler today than it has ever been. Moving content between repositories and file systems can be achieved quickly and with minimal fuss.

Starting again is a reality that is within the grasp of any organisation. If your current ECM or document management solution is causing more pain than gain then it may be time to consider starting again. It can be easier than you think.



*As Managing Director of ECM specialist Blumark Mark has worked closely with government and corporate organisations to provide document, records and business process management.*

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# ECM IN THE CLOUD!



## **A cloud-first strategy for ECM and enterprise apps is paying dividends for Noosa Council.**

When residents of the Queensland resort town of Noosa voted via referendum to “undo” its amalgamation into Sunshine Coast Regional Council, a tough challenge was set in place.

Having been through a major upheaval when the merger took place in 2008, the Shire was now faced with the task of beginning anew and migrating data from Sunshine Coast’s locally hosted TechnologyOne environment.

While the selection of the TechnologyOne OneCouncil suite and ECM maintained continuity for council’s corporate systems, it was decided to make a break with the past and have the entire software suite running as a managed service in the TechnologyOne Cloud, hosted on the Amazon Web Services (AWS) platform in Sydney.

The clock began ticking following the referendum in March 2013, but all was in readiness by the time Noosa Council came into existence on January 1 2014 with 420 staff (350 FTE) to provide services to the Noosa community of over 56,000 people.

The cloud-only strategy meant ICT team at the new Noosa Council is significantly smaller than the 2008 Council with the elimination of five positions including DBA, infrastructure expert and infrastructure support roles.

Noosa Council runs all important corporate computer systems from data centres in Sydney (over 1000 kilometres away) either from TechnologyOne on Amazon or Nexon Asia Pacific Infrastructure as Service.

This includes email, telephony (Microsoft Lync), GIS, disaster response, respite care systems, the waste management system and the leisure facilities management system. There is a single, outsourced IaaS physical server at Noosa that provides two virtual servers for logon authentication, printing and personal computer imaging. Noosa has Microsoft Office 2010 on the local personal computer SOE with staff able to check documents in/out of the TechnologyOne ECM hosted in Sydney.

Office 2010 was installed on desktops to allow desktop integration with Microsoft Lync and to provide more time for the Council to evaluate future use of Office 365, Google Docs or cloud based VDI (virtual desktop infrastructure).

To give staff the best experience with ECM, Noosa has deployed

Google Chrome browser to PCs to overcome a file drag and drop limitation inherent with Internet Explorer.

Noosa was the first Council in Australia to run the new Ci Anywhere 4.03 version of ECM that is delivered through a web browser interface from the Internet as Software as a Service.

It was initially hoped to restrict access to 5TB of files on network drives brought over from Sunshine Coast, and initially these were limited to read-only.

However the functionality of the browser ECM interface was not something that many users could immediately adapt to their requirements, so the transition team relented and switched the network drives back on.

“Everyone was under a lot of pressure with the tight timeframes and everything else that was going on. So we really didn’t have the business support to do that, and that’s something we have to revisit in the future,” said Justin Thomas, ICT Manager at Noosa Shire Council.

Agreeing it was a bridge too far to remove access to shared drives on day one, Solutions Architect/IT Strategist Julie Ember notes, “We had 4 months to build an IT infrastructure from scratch for a new organisation. The fact that we got all of the systems up and running and were fully operational on day one was quite amazing. But due to the short timeframe, we were forced to implement tactical solutions in some areas. So we now have to step back and develop a strategy for Document Management across the entire organisation. In effect, approach it the way we would’ve liked to have done it if we had 12 months or even 6 months.

“We obviously considered the cost of building a data centre and hosting and so on and compared it all, and then the choice of utilising cloud services ended up being a cheaper option.

“Migrating from the on-premise TechnologyOne ECM at Sunshine Coast to the early adopter browser-based version meant we lost a bit of functionality.

“So we’re now re-strategising ECM and looking at indexes and looking at how to do things differently and trying to move the organisation further into using ECM, particularly for those areas they have not traditionally “fit” into ECM in the past. But the



processes have to be user friendly: if it's not, then people aren't going to use it and will find ways to work around the system."

"Having all the documents in ECM searchable and available from any mobile device with an Internet browser is fantastic. I don't have to use Dropbox or other cloud services to keep documents accessible and that is a great outcome for secure document management for the Council," said Thomas

"One aspect of this ubiquitous mobile access is it is making us think more about what we are putting into ECM. For example, viewing Outlook MSG files put into ECM isn't an issue when you are accessing ECM via a PC equipped with Outlook. But for a smartphone user that isn't an attachment type that is natively accessible."

## Noosa Council runs all important corporate computer systems from data centres in Sydney (over 1000 kilometres away)

Go-live involved the extraction of over 2.4 million ECM documents and metadata from Sunshine Coast Regional Council related to Noosa properties, customers and projects. Even though Sunshine Coast Council ran an earlier version of TechnologyOne ECM, the extract effort involved intensive database analysis work by TechnologyOne as well as transferring terabytes of ECM data to the TechnologyOne Cloud.

Noosa Council went live with ECM on the 6th January following the importation of documents and associated metadata.

Noosa inherited the indexes, work flows, and document notes from the ECM system of Sunshine Coast Council. Noosa also



Demonstrating the benefits of mobility (l to r) Justin Thomas, ICT Manager; Julie Ember, Solutions Architect; and Martin Drydale, Director Planning and Infrastructure (Project manager on the Noosa corporate systems project).

managed the transfer of hundreds of boxes of physical records including one hundred year old meeting minutes.

To comply with Queensland State Archives requirements documents were officially transferred by a methodology that passed custodianship to Noosa relieving the continuing Sunshine Coast Council of responsibility for the transferred records including any copies in their own ECM.

"The council has deployed some basic scanning capabilities for incoming correspondence but so far no OCR for automated workflows, instead it is working to migrate to electronic forms able to directly input data into enterprise apps."

*(Continued over)*

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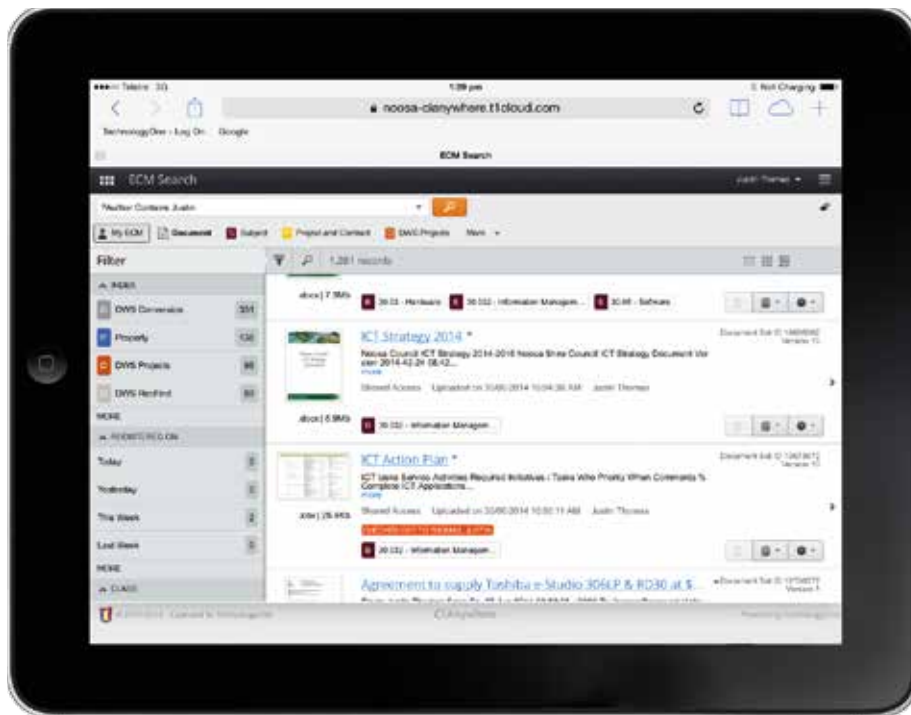


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# ECM IN THE CLOUD! *From previous page*



Noosa's Ci Anywhere ECM can be accessed on any device with Internet access, be it a mobile phone or tablet or laptop."



ECM content to simplify subject indexes and setup quick add profiles," said Thomas.

Quick add profiles automate the application of ECM indexes to documents and are used by Connected Content, the new email to ECM capabilities of 4.03 ECM and can be used by users when adding documents to ECM via the browser.

ECM Access has allowed Noosa to provide ECM documents related to development applications in a searchable Internet page that draws documents directly out of ECM. ECM Access also allows URLs to ECM documents to be used rather than maintaining a separate copy of a document on an Intranet or Internet site. Noosa has yet to fully exploit these capabilities as they require business change and staff education, not just the availability of the technology.

"Noosa staff are still learning the 4.03 ECM so we can better plan knowledge and records management suit-

ed to the Noosa Council scale and our new systems," said Thomas. Being a pilot site for 4.03 Noosa has worked closely with TechnologyOne providing feedback on the product as TechnologyOne continues to refine and develop it. TechnologyOne ECM product owner Kris Brown attends the Council's ECM user group meetings demonstrating each new release as it is installed into the Noosa test environment and previews upcoming releases in the TechnologyOne development environment. These visits engage the key ECM users at Council and provide feedback to TechnologyOne on user reception to new features and prioritisation of features.

"We consider TechnologyOne a partner that we have a working relationship with not just a contract relationship. We treat TechnologyOne staff with the same respect and care as we treat internal staff because our dependency on TechnologyOne is just as great as internal staff," said Thomas.

"TechnologyOne can resolve issues promptly without the dependency on Council in-house ICT staff for diagnosis or resolution. TechnologyOne take ownership of issues and coordinate their own application managed services, cloud infrastructure support, consulting, developer and product owner resources.

"An unexpected benefit of outsourcing application support to TechnologyOne is TechnologyOne driving innovation at Council. This is because TechnologyOne staff have a depth and breadth of experience we couldn't match in-house and this help find where Council staff are not using systems efficiently."

"TechnologyOne's exposure to other Councils also drives business improvements. For example, TechnologyOne provided support for another application managed services customer and picked up that we hadn't configured or used a module they were using to automate a process we were still performing manually."

When TechnologyOne consultants are working on implementation of new TechnologyOne modules, they are dealing with their own infrastructure and support resources.

"We find that implementations happen much faster and smoother than where there was a previously reliance on in-house infrastructure resources – there just aren't the arguments or negotiation that would happen between consultant and in-house staff," said Thomas.

Staff transferred to the Noosa Council were only released to Noosa Council in mid-December, leaving little time for establishing the processes needed for the new Council. The knowledge management architectures, policies and systems of the huge regional Council were ill suited for the smaller Noosa Council. They were also ill suited for the major changes in the way Ci Anywhere ECM can work with corporate applications, users and devices.

The powerful search capabilities of the new ECM means that subject indexes used previously to find documents are now only necessary to determine retention. Mobile capabilities mean that outdoor staff can be expected to use ECM.

## Connected Content

TechnologyOne has integrated ECM into the OneCouncil suite via Connected Content. This automatically puts any documents created by or added to the OneCouncil suite into ECM, also adding the associated customer, property, application and subject indexes.

Where a staff member previously would have added the document to OneCouncil property record and then again into ECM against the property, the ECM process happens automatically resulting in significant time savings and less reliance on staff to be diligent with adding documents to ECM.

"TechnologyOne Connected Content is a major business change that has required Council to look at how we can organise our



# Adapting ECM for a mobile-first world

By Geoff Moore

In a world increasingly driven by mobile technology, organisations need to adapt their business processes and systems to cope with changing document management needs and take advantage of the benefits smart mobile devices can bring.

The widespread use of smart mobile devices and Bring Your Own Device (BYOD) policies has introduced the challenge of a 24-hour work cycle, where people need to access their work from various devices at home, in the office and on the move.

There has been an explosion in the amount and type of information organisations need to capture from traditional letters and email to tweets, photos, audio, videos, websites and more.

Employees have with more storage in their pockets than their workplace would have allocated them five years ago. Ubiquitous access via the cloud and smart devices now provides many more options to capture and store organisational information in the wrong place. Already, organisations are experiencing considerable costs associated with an employee's inability to find information when needed. A June 2014 study by IDC found knowledge workers spend 16 per cent of their time searching for information, and a further 10 per cent consolidating and analysing information from one or more sources - adding up to 10 hours per worker per week. These inefficiencies are caused by workers needing to access increased amounts of information stored across multiple sources, and using cumbersome filing systems that were built for paper storage, do not support mobile devices and offer poor search capabilities.

Many legacy content management systems were built for records management in a paper-based world being originally modelled on, and designed for, physical documents. These systems typically only allow documents to be filed in the same way as a physical document - in one file and one folder structure - preventing a file or document from being easily tagged for different business contexts. In attempts to remain relevant, these legacy systems

have moved forward into the digital world using the same model, without adapting to the pace of technological change. Many systems are also tightly integrated to a single platform such as Microsoft, limiting the ability to access, edit and capture information on alternate systems such as Apple and Android. This dependency also restricts the ability to adapt to new technology as it becomes available. The widespread and increasing adoption of mobile technology presents both a challenge and a huge opportunity to harness the power of information capture and access.

Content management systems that are built for the digital age and support the use of smart mobile devices allow for centralised document capture from anywhere, anytime and from any device. With immediate and easy access to all the right information, businesses will make more informed decisions without spending hours finding the information they need. A system that offers both native smart mobile device and traditional PC/Laptop capabilities provides a convenient and familiar user experience, allowing employees to easily use and capture information at the source.

As we experience the power and simplicity of web search engines such as Google in our personal lives, the consumerisation of IT sees the expectation of the same power and simplicity to be available in the workplace. A powerful content management system that is built for the latest technology can achieve this by supporting multiple taxonomies and broad search capabilities, from a simple user interface. The world is changing and moving towards digital-first and mobile solutions. When organisations and their systems embrace these technologies, they will reduce inefficiencies by simplifying their IT and being able to focus on their core business.



Geoff Moore is General Manager for Enterprise Content Management at TechnologyOne

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# Simplifying student life

**The quest to automate manual processes to improve organisational efficiency at the University of Queensland is one step further along the road with the implementation of an EzeScan solution to register student email into its HP TRIM EDRMS.**

Since the introduction of TRIM at the university in 2005, the job of placing individual emails into the EDRMS had been done manually, with up to two staff working fulltime on the job. Staff who interact with students are required to include their student ID number in the email subject header which is used by records staff to look up the student file. Staff are asked to copy in the dedicated Records and Archives Management Services (RAMS) email address for all correspondence.

"We've got thousands of staff that are interacting with students on a daily basis," said Patrick Carswell, Manager - Records and Archives Management Services (RAMS).

"We've got a small footprint for TRIM, with just 250 licences for over 9000 staff, so we asked staff to carbon copy their email to this particular mail box and we'll put it into the student file for you."

"So our staff would just grab that number, register it and then try and find that student file. On average, depending on how fast they were, it would take at least 30 seconds for them to do a single email. And when you're talking about hundreds and hundreds and sometimes thousands a day, it got ridiculously out of hand." If the student file didn't exist, records staff would manually copy and paste this information from the student system into TRIM which could take up to four minutes per student.

Mike Kirkby, Managing Director of EzeScan said, "For the UQ installation we are processing incoming emails and using the information (unique student number) in them to correctly register the emails in their EDRMS (TRIM),

This is being achieved by using EzeScan Professional Document Management Bundle with Email Record Capture."

"By using this combination of our products, the original emails are being processed from a folder in an Exchange mailbox and moved to another mailbox when they have been processed. Data is automatically extracted from the email and used to identify the TRIM location that the email is to be stored in (per student). The emails are being stored in TRIM in their original format (as emails with attachments) to comply with record keeping requirements," said Mr Kirkby.

"A small number of exceptions with no valid identifying information are sent to a designated TRIM container where they can be easily dealt with."

"We still have to do a small amount of QA, that hasn't disappeared but it just took out that whole manual registration side

of things," said Carswell, who believes this is just the start in improving UQ's record-keeping practices.

"We look forward to working closely with EzeScan into the future to expand this automatic registration across other areas and to introduce barcodes, OCR and workflows to improve form registration and processing."

"Whether you are a University or a business, most general staff are very reluctant to do record keeping. So I believe a good record keeping system would be one that could work in the background and do what's required without the end user having to do really anything at all and that very rarely happens.

"Currently, unless the person makes a concerted approach to say I'm going to register this or I'm going to send it to through to someone who can register it, all that information just stays in Outlook and eventually will just disappear."

"We need to get better at interrogating email by keyword and automating capture into TRIM. At the moment we are using TRIM for student files but the default records management system across campus is Outlook or a shared drive.

A modification to the University's PeopleSoft student management application automatically creates a student file in TRIM so the emails have somewhere to go.

Forms processing is still handled manually with RAMS' three Fujitsu FI5650C scanners working fulltime to ingest images of student applications.

There are plenty of advantages to membership of the elite club comprising Australia's eight six "sandstone universities" (GO8) although all that tradition can be something of a burden when it comes to modernising business practices that have been in place for over 100 years.

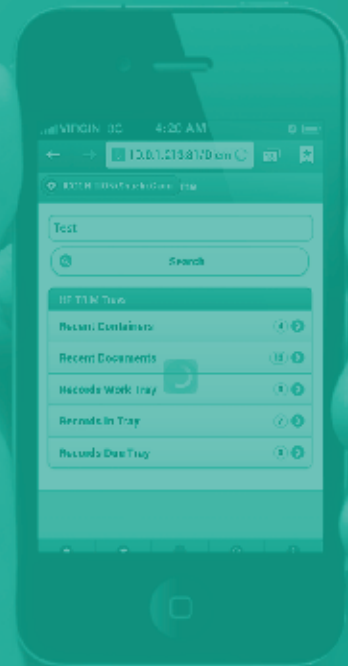
So the university is still using paper-based workflow and traditional wet signatures for its processes and is yet to implement any digital workflow."

"Often size can be an advantage but in some cases it can often be to the detriment of change and innovation. When you look at smaller Universities, they're leaps and bounds ahead of us in this respect."

"It's a lot easier for a university that's only 20 years old, they can implement changes a lot faster and the people are willing to make the change because they've probably started in the digital era so to them paper is old school already whereas we're over 100 years old so paper has always been a part of our history and it's going to take a lot to get them to move away," said Carswell.

"Whereas up until recently it retained everything in a physical archive the university is now scanning and disposing of the physical copies after three years using an approved disposal after digitisation strategy."

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# Are your employee's LinkedIn connections trade secrets?

By Chris McLeod and James Neil, Clayton Utz  
**While it's unclear if LinkedIn connections are trade secrets, employers can still take steps to ensure they don't walk out the door with ex-employees and into the arms of a competitor.**

Consider this: your business, like many others, largely depends on the people within it and the relationships those people have with clients. What if your marketing department decided to get on the front foot with LinkedIn by strongly recommending all employees establish an account, giving them a suggested format for their profiles, and encouraging them to connect with existing clients, potential clients or even old friends? So far, so good, right?

But there will come a day when one employee with over 1000 LinkedIn connections logs out of LinkedIn on the computer your business has generously provided to him for several years, shuts down that computer, walks into HR and resigns from the firm. The next day, he starts working with your competitor.

In years gone by, he might have surreptitiously taken a client list with him, slyly flashed it at his new principal, and set about soliciting work from his former employer's clients. Misappropriating and using the client list in this way would very likely have amounted to a breach of confidence, for which your business could have sought injunctive relief and, later, damages. Now, however, he simply logs into LinkedIn, trawls his 1000+ connections and sends "InMails" to a targeted set of potential "new" clients.

There seems little difference in practice, but what might the law say about this?

## Contractual provisions

Ideally there would be express contractual provisions in the former employee's employment contract to cover this situation, but if there aren't, an employer will likely have to call upon the equitable doctrine of breach of confidence.

In simple terms, that doctrine enables an employer to prohibit a former employee from using "trade secrets" gained during the course of their former employment. A "trade secret" is secret information which is confidential to the employer, and is sometimes described as information which would cause significant harm if disclosed to a competitor. However, whether the 1000+ LinkedIn connections of your former employee (and particularly those gained during the course of his employment) could constitute a "trade secret" has not been considered by a court in Australia.

Overseas, courts have come to different conclusions.

In *Eagle v Morgan* 2011 WL 6739448 (E.D.Pa.), the United States District Court held that an employee's LinkedIn account connections did not qualify as "trade secrets", because that information is "either generally known in the wider business community or capable of being easily derived from public information".

By contrast, in the earlier UK decision of *Hays Specialist Recruitment (Holdings) v Ions* [2008] EWHC 745 (Ch) a "middle ranked" employee of a recruitment firm had (while still employed) used information from his employer's client database to establish connections with his employer's clients and contacts on LinkedIn. He argued that once the contacts were uploaded and an invitation to connect accepted, the information ceased to be confidential because it was accessible to a wider audience through his network.

The Court did not think that was the end of the matter. Even if confidentiality in the information was subsequently lost, it had been transferred so that the former employee could use it, not for the benefit of Hays, but for the benefit of his new employer, which could be the basis of a claim by Hays.

So, what can businesses do to protect themselves?

It's unclear in Australia if LinkedIn contacts are trade secrets. Does this mean employers have to wait until an employee goes to a competitor and clarify the law by having a court battle over them? Thankfully, no. Businesses can limit their exposure by taking practical and legal steps to prevent employees from using their social media accounts (and particularly connections) for inappropriate purposes, both during and after their period of employment.

**Step One:** ensure that employees' employment contracts have well drafted (and binding) in-built restraints prohibiting them from contacting your clients for an appropriate period of time after they leave.

**Step Two:** have a social media policy which employees must agree to comply with as a condition of their employment. Although its terms will depend on the nature of the business and other commercial considerations, generally it could require employees to:

- only use social media such as LinkedIn (at least when accessed through employer-provided IT services) for the benefit of their employer;
- delete any LinkedIn connections established during the course of their employment who are associated with clients/customers, before they leave; and
- maintain a branded LinkedIn account linked to their employer's business and used only for such purposes. Employees should agree not to use a personal account to generate connections associated with the employer's clients/customers.

You should also consider requiring your employees to keep their connections or Facebook friends on these branded accounts confidential and not viewable by other users or the public at large. This would assist (but would not ensure the success of) a claim for breach of confidence against the employee after they leave, if necessary.

**Step Three:** if you become suspicious that an employee (or former employee) is using their social media connections for surreptitious purposes, you should write to the relevant social media provider and request that they preserve the data relating to the employee's account so it can be analysed at a later date, if required. In *Hays v Ions*, for example, the former employee tried to delete his LinkedIn account, but the operator of LinkedIn (which is based in the United States) agreed to preserve the account data for the purposes of the case. This suggests that at least some social media providers will not always ignore such a request.

Like employees themselves, employees' social media connections can be a great asset while under your business' control. Once employees leave, however, social media now allows them to take, and then use, that which they would previously have had to copy under torch-light late at night.

Accordingly, you need to think twice before overtly encouraging your employees to use social media for employment-related purposes. If you do decide to promote (or even permit) extensive work-related use of social media by your employees, your need to be aware of the risks, and how to prevent them from materialising.

# ISO 16175: The Babel fish of RM

By Stephen Bounds

**At some point, every specialist must complain about how their colleagues and clients “just don’t understand” what they do. But a particularly common version of this complaint today is the “recordkeeper’s lament”: Why don’t IT projects take record keeping requirements into account with new systems? How will we find records from these systems in 10 years time? Don’t these people know we are subject to record keeping legislation?**

Up until recently, most business systems either relied upon paper processes or treated electronic records as paper analogues (for example, the fundamental metaphor of email is that of the memo sent and received in electronic form). But once transactions and processes could be completed 100% electronically, systems designers began to understand that information can be stored and represented in far more dimensions than the two dimensions accessible on a sheet of paper.

In these born-digital information environments with umpteen terabytes of storage, traditional “file and document” metaphors of record keeping often seem all but irrelevant. Indeed to many IT people steeped in databases and working with adaptive, fluid user interfaces, the concepts might as well be in a foreign language.

The disconnectedness of record keeping approaches and IT first became apparent in the late 1990s. However, 15 years later the problem is now starkly obvious. The explosion in anytime, anyplace retrieval and submission of information through multiple devices over the Internet means that fully digital transactions are becoming not just possible, but common. How can a system correctly manage its records when nothing that looks like a traditional record even exists?

This is what ISO 16175 attempts to address. Sponsored by the International Council of Archives, ISO 16175 is a set of functional requirements which explain how organisations can design their business and EDRMS systems to achieve record keeping compliance. ISO 16175 explicitly targets audiences who are non-expert in record keeping such as systems developers and vendors, standards-setting bodies, and government agency officials. Unlike ISO 15489, the newer ISO 16175 publication is a “Babel fish” standards document which tries to explain the need for record keeping and its requirements in a broader IT systems context. (The Babel fish, for those who missed out on Douglas Adams’ comedy sci-fi series *The Hitchhiker’s Guide to the Galaxy*, automatically translates any spoken language into the language of the listener.)

The National Archives of Australia (NAA) has been promoting ISO 16175 heavily, with its Digital Transition Policy requiring that federal government agencies give “preference” to systems that comply with the ISO 16175 standard. The NAA explains its recommended use of the standard as follows:

*The National Archives of Australia endorses the use of this standard by Australian Government agencies [to] maximise consistency across agencies in software used to create and manage digital records ... review the records management functionality, or assess the compliance of an existing system ... identify records management functionality to include in a design specification when building, upgrading or acquiring new systems ... The [NAA] encourages software vendors to self-assess their products against the standard.*

As you might expect for a standard sponsored by archivists, ISO 16175 tends to privilege the preferences of archivists over immediate business needs. For example, it states that systems should “rely on standardised metadata” (principle 6), “ensure interoperability across platforms and domains and over time” (principle 7), and “have the capacity for bulk import and export using open formats” (principle 9). Some of the mandatory requirements, such as those around exporting records, do also seem to fall into the trap of expecting records to be convertible back into a more traditional “file and document” model.

However, ISO 16175 does provide a great deal of flexibility for organisations to choose how the requirements of the standard can be met. The flipside of this flexibility is that two vendors claiming ISO 16175 compliance of their system could mean very different things! Which brings us back to communication. As a standard, ISO 16175 may not detail a single solution. But it does provide a common framework to discuss the constraints of systems designers and the requirements of records managers in a way that each can better understand. And if a better shared understanding of records and information systems is the main achievement of ISO 16175, that would still be a substantial success.

Stephen bounds is Director and Principal Consultant at knowquestion, an information and knowledge management consultancy. <http://knowquestion.com.au>

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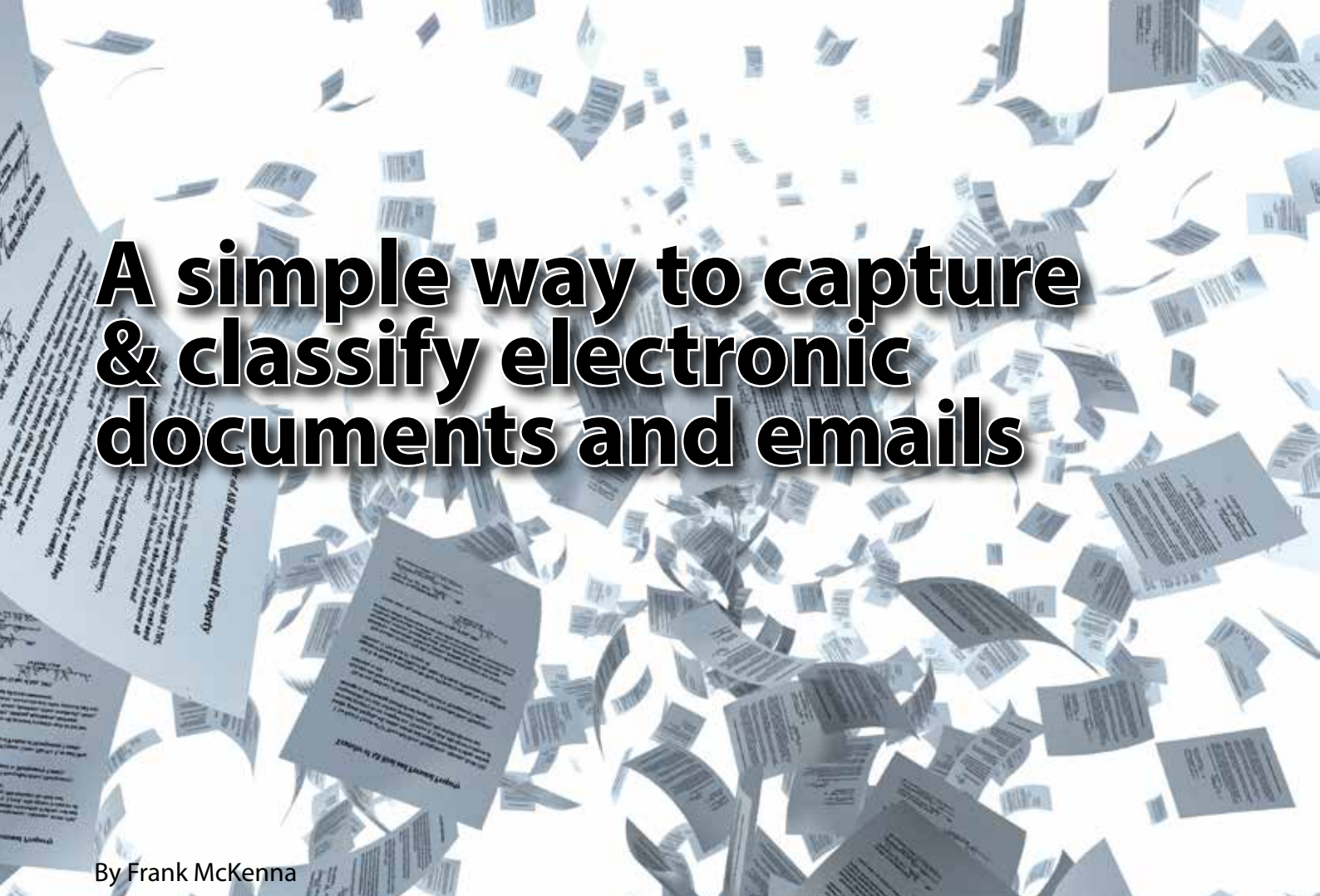
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# A simple way to capture & classify electronic documents and emails

By Frank McKenna

**I have written numerous articles (and a book) about ways to manage emails and electronic/digital records. However, we still receive multiple requests from customers and prospective customers about the best, and simplest, way to effectively manage these problems. The biggest stumbling block and impediment to progress in most cases is the issue of a suitable taxonomy or classification system. Time and time again I see people putting off the solution while they spend years and tens of thousands or hundreds of thousands of dollars grappling with the construction of a suitable taxonomy.**

If you really want the simplest, easiest to understand, easiest to use and lowest cost way to solve all of the above problems then please forget about spending the next twelve to eighteen months grappling with the nuances of your classification system. It isn't necessary.

What you need instead is a natural classification structure that reflects your business processes. Please give your long-suffering end users something they will instantly recognize and can easily work with because it is familiar from their day to day work. Give them something to work with that doesn't require them to become amateur records managers battling to decipher a complex, hierarchical classification system that requires an intricate knowledge of classification theory to interpret correctly. Give them something that makes it as easy as possible to file everything in the right place first time with absolutely minimal effort. Give them something that makes it as easy as possible to find something.

What I am proposing isn't a hundred-percent solution and it won't suit every organization but I guarantee that it will turn chaos into order in any organization that implements it. You may well see it as an eighty-five-percent solution but that is a hell of a lot better than no solution. It is also easy and fast to implement

and relatively low cost (you will need some form of RM software). First up you need to make decisions about what kind of business you are. Notice that I said "what kind of business you are" not "what kind of records you manage" or "how your business is structured". Most importantly, strongly resist the temptation to base your classification structure on your existing business structure or organization's departments/agencies and instead base it on your most common business processes.

## Classification tools

Please refer to the following extract from: *Overview of Classification Tools for Records Management* by the National Archives of Australia, ISBN 0 642 34499 X (an excellent reference document if you need to understand classification systems).

*"Classifying records and business information by functions and activities moves away from traditional classification based on organisational structure or subject. Functions and activities provide a more stable framework for classification than organisational structures that are often subject to change through amalgamation, devolution and decentralisation. The structure of an organisation may change many times, but the functions an organisation carries out usually remain much the same over time."*

I would also strongly resist the temptation to build your classification structure on content; it is way too difficult. Instead, as I have said above, base it on your common business processes.

When I say classification structure I mean the way you name and organize folders in your shared drives. I can't give you a generic solution because I am not that clever; I don't know enough about your business. I can however, give you an example.

Please also remember that for the most part, we are dealing with unstructured source information; Word, Excel, PowerPoint, Emails, etc. Emails are a little easier to deal with because they have a limited but common structure, e.g., Date Received, Sender, Recipient, CC and Subject. With other electronic documents we have far less information and are usually limited



to Author (not reliable), Date Created, Date Modified and Filename. Ergo, as I said earlier, trying to base a classification system on the content of unstructured documents is both difficult and inexact. It is certainly doable but you will have to spend a lot more money on consulting and sophisticated software to achieve your ends.

In my simple example of my simple system I am going to assume that your business is customer (or client) centric, i.e., as opposed to being case-centric or project-centric, etc. The top level of your classification structure therefore will be the client name and/or number. To make it as simple as possible I am going to propose only two levels. The second level represents your most common business processes, that is, what you do with each customer. So for example, I have:

- Customer Name
- Correspondence
- Contracts
- Quotes & Proposals.
- Orders
- Incidents

I am also not going to differentiate between emails and other types of electronic documents, I am going to treat them all the same.

Now how does this simple system work?

1. Staff producing electronic documents don't have their 'own' shared drive, all staff use the common classification structure. This is very important, let one or more people be exceptions and you no longer have a system you can rely on to meet your needs for reliable retrieval and any compliance legislation you are subject to.
2. Staff drag and drop or 'save-as' emails from their email client to the correct sub-folder.
3. Similarly, staff save (or drag and drop) electronic documents into the correct sub-folder. You can control access if required by applying security to electronic documents.
4. You purchase or build a document repository (based on any common database such as SQL Server, MySQL, etc.) and within this repository you replicate the folder structure of your shared drives with logical folders and subfolders.
5. You purchase or build a tool that constantly monitors the shared drives (e.g., using .NET Watcher technology) and that instantly captures a copy of any new or modified document (you do need to configure your repository to automatically version modified documents). You may also decide to automatically delete the original source document after it has been captured.
6. You build or purchase a records and document management software package that allows you to index, search and report on all the information in your repository.
7. You train your staff in how to save and search for information (shouldn't take more than a half to one day) and then you go live.

I would also recommend applying a retention schedule based on sub folder (e.g., contracts) and date created and have the records management system automatically apply it to manage the lifecycle of captured documents. There is no sense in retaining information longer than you have to; it is also a dangerous practice.

Please note that the above is just an example and a very simple one at that. You need to determine the most appropriate folder structure for your organization.

## Keep it simple

Do not let the folder structure become overly complex and unwieldy. If you do, it won't work and you will end up with lots of stuff either not captured or captured to the wrong place. The basic rules are that if it takes more than few second to decide where to file something then it is too complex and that any structure more than 3 levels deep is too complex.

And finally, this isn't just a theory, it is something we do in our organization and it is something many of our customers do. If you would like to read more on this approach there are some white papers and more explanations at this link. Alternatively, you can contact us and ask questions at this link.

Good luck.

*Frank McKenna is CEO & Sales & Marketing Director for Knowledgeone Corporation. Email: f.mckenna@knowledgeonecorp.com*

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# The death of post

**Ahmed Fahour, Managing Director and CEO of Australia Post, believes that letter volumes are set to “literally fall off a cliff”. A survey of IDM readership in medium to large enterprise and government has backed up Fahour’s predictions.**

More than half of enterprise and government organisations in Australia and New Zealand surveyed on their client communications roadmap by IDM expect printed mail to disappear from the mix within five years’ time.

However paper is still a force to be reckoned with, as less than 20% of those organisations surveyed had migrated to 100% electronic channels.

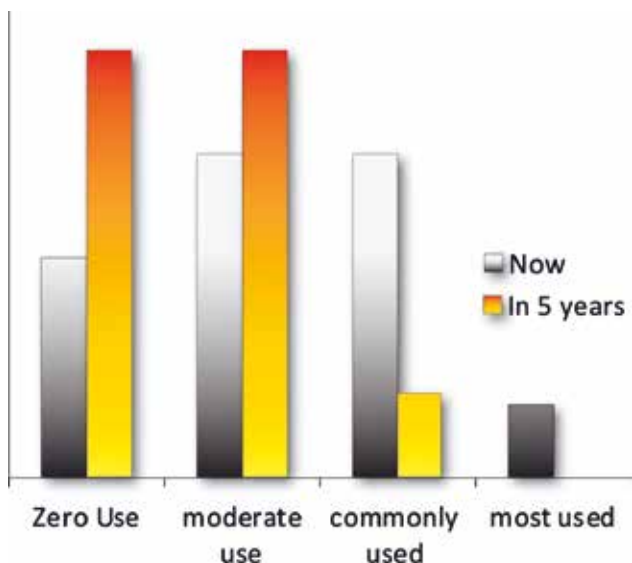
Fahour recently told a Sydney seminar audience that this drift to digital would have a huge impact on Australia Post’s bottom line “We will soon cease being a contributor to the Government’s revenue and, instead, become a drain on it,” reported the Australian Financial Review.

More than 97 per cent of current Australia Post mail deliveries are business and government communications. If the ALP or Coalition achieve their policy objectives of having 80 per cent of government communications online by 2017, the prediction of an 11 per cent decline in mail each year could be an “understatement”, he reportedly warned.

In July 2014, IDM and the Institute for Information Management (IIM) undertook a survey on multi-channel communications that generated more than 100 individual responses from organisations in a diverse range of industry sectors, including all levels of government. The survey was sponsored by Open Text.

A third of those surveyed generate more than 500,000 documents annually. At the top of the scale were respondents at organisations outputting more than 50 million individual pieces of correspondence per annum.

The survey found that although the use of social media and mobile apps is expected to grow significantly, the self-service Web portal is expected to dominate most interactions within the same time frame, and email will hold its own.



How big a part does traditional mail play in delivering individual information to your clients? IDM's reader survey shows a sharp drop predicted.

## Kiwibank

Carol Feuerriegel, Information Governance and Quality Manager at Kiwibank, says the bank is trying hard to encourage customers to move to e-statements and reduce print output but is restricted by the demographics of its customer base.

"We are only an 11-year old bank but we have a lot of older customers who are reluctant to change, they like receiving a physical letter and a paper statement."

The state-owned bank is actually in a unique position as a subsidiary of NZ Post and utilises its Post Offices as branch outlets.

Feuerriegel expects the bank's Web portal will become the most commonly used medium over the next 5 years, although physical mail will not disappear entirely.

Kiwibank is currently underway with an RFP to obtain a new ECM platform to replace the bespoke in-house developed solution presently employed to capture scanned home loan documentation. The bank is also moving to deploy SAP to replace its core banking system

"A dedicated platform for managing of Outgoing Document generation is something we are looking at as a next step," said Feuerriegel. "Managing multiple communications streams is a challenge for the evolution of our ECM strategy."

Government, whether federal, state or local, is the segment most bullish about the prospects of moving away from physical mail completely to rely entirely on email, self-service portals, mobile apps and other digital channels.

Around a quarter of the government organisations that completed the IDM survey expected to completely remove post from the mix within five years. Other sectors with similar timelines include Mining & Resources and Transport & Logistics.

## Insurance

One of Australia's major providers of insurance and underwriting is currently implementing a strategic Customer Communication Management solution. It has moved towards a digital first strategy to engage customers and intermediaries like brokers

*(Continued Over)*

# Department of Human Services tackles outgoing paper torrent

Everything about the Department of Human Services, Australia's Commonwealth agency responsible for pensions, unemployment & family benefits and Medicare, is measured on an enormous scale. It is responsible for almost 40% of Commonwealth government payments made to Australians each year, \$A149.4 billion in the 2012-2013 financial year, while the number of staff required to administer the payments is more than 35,000 nationally. The volume of correspondence it sends out is a similarly mind-boggling number, approximately four million pieces of physical communications per month from the Centrelink master program that administers payments. The department has been actively moving towards using SMS or email to communicate with Australians receiving Centrelink payments, and the split is now approximately 40 per cent paper and 60 per cent electronic.

The number of people using the messaging service increased from around 3.4 million in 2011-12 to around 4.9 million in 2012-13. At present electronic messaging through SMS or email is currently only available to those receiving Centrelink payments, although in its most recent Annual Report the department said it is working to make it available more widely.

To aid with its migration to digital, the department has implemented an OpenText solution for Outgoing Correspondence management, OpenText Document Presentment (OpenText DP). Outbound communication is triggered from SAP Customer Relationship Management (CRM), and data from SAP CRM is then passed to OpenText DP for composition and distribution to the appropriate communication channel (such as letters, emails and SMSs). The communication is stored in IBM FileNet for archiving.

Gary Sterrenberg, Chief Information Officer for the Department of Human Services, said, "At present, the Centrelink master program produces approximately four million pieces of physical communications per month from our legacy system but this is continuing to decrease as DHS transitions its physical correspondence into the digital channel.

"Over time, more physical communication will be sent using

the OpenText Document Presentment solution. "

"All divisions of the department will utilise the new Outgoing Correspondence management. In the future, this Outgoing Correspondence will be the only platform for the department."

"Previously, data was passed from our legacy system to an in-house built outbound customer communication system.

"Over time, all outbound customer communications will be sent using the new system," said Sterrenberg.

"We also expect to support more communications through the digital channel, which is in line with the Department's strategy to increase interaction with customers online, via mobile devices and other self-service methods where possible."

The department has a whole-of-enterprise architectural approach. Where appropriate, existing capabilities are re-used across the enterprise. HP TRIM, IBM and SharePoint products all play a part in the department's landscape. While the department expects to see an increase in the trend towards the use of digital communication, Sterrenberg acknowledges there are difficulties to be overcome.

"The main obstacles we have identified in moving to digital communications include the demographic make-up of our customers, technical challenges of connecting to large legacy systems and in some instances - a security or legislative requirement to have communication sent via paper.

"The department has on many occasions been requested to reproduce printed or digital communications for legal dispute purposes, such as the Administrative Appeals Tribunal."

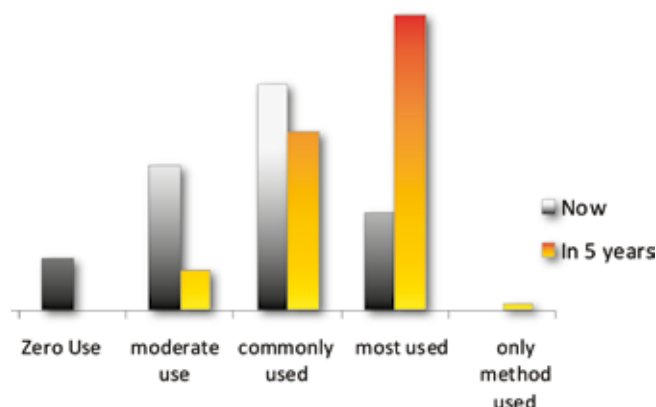


Overseeing the drive to digital, CIO Gary Sterrenberg



# The death of post

(Continued from previous page)



## Self-service Portal

electronically and then continue the conversation digitally.

A Thunderhead document generation solution has been implemented to extract data from its line of business systems and manage communications across all outbound channels.

The insurer's drive towards digital over the past three years now sees over 70% of more than 1.5 million individual pieces of correspondence transmitted via email.

When it initially went live towards the end of 2012, the Thunderhead Outbound correspondence composition tool was employed for claims related correspondence, and it is now about to go live with policy and underwriting documentation.

The insurance industry regulator APRA relaxed its policy in 2013 to allow policy holders to opt in to receive policy documents electronically.

For a company with a long history that stretches back into the last century, the insurer has faced the battle of adapting legacy applications and work practices to the digital era.

A program is underway to replace the insurer's main policy management stem which has been in place since the 1960s. This will be accompanied by the introduction of a portal application for online claims management.

"Over the next 5 years paper is going to shrink even more as a percentage of the correspondence we send out. The new portal on its way will enable us to send a link so the policy owner or an intermediary can access their documents via a portal so instead of sending attachments," said a staffer.

"We are also sending a number of notifications via SMS and looking at interacting with social media sites. It's a generational thing so if somebody wants to receive notifications via Facebook we will be able to accommodate that."

A copy of all outgoing correspondence related to claims or policies is stored in OpenText Records & Documents, Vignette Edition which integrates document management capabilities with records retention policies.

This is employed as a transactional document repository and the insurer has just gone live with Open Text Content server for non-transactional documents.

The volume of incoming correspondence and documentation is almost double that of outbound, more than 2 million items per annum, for which the insurer employs OpenText Capture Centre for inbound scanning and classification, and an additional product called Adlib that renders to PDF/A.

## Federal government agency

Moving to all-digital correspondence is an ambition for one mid-size Australian federal government agency, although it has some legislative restrictions against being too proscriptive with its users/clients.

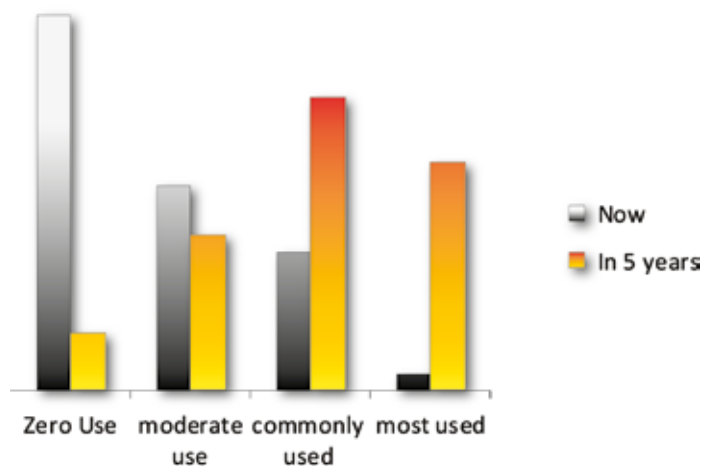
When the agency was established the enabling legislation included provisos that prevent it restricting modes of communications, so it won't be able to switch off the traditional mail channel at its own whim.

A spokesperson told IDM, "We intend to try but must maintain avenues for those who want to use such methods, and realistically there will always be a segment of the population that prefer to use pen and paper"

The agency presently receives around 2.5 million pages of largely unstructured information via Aus Post and e-mail. This year saw the implementation of its first e-forms and the agency wants to increase their usage as rapidly as possible.

Inbound information is captured using an EzeScan solution then stored in TRIM using software developed in-house which also initiates relevant workflows.

Outgoing correspondence volumes are currently around 500,000 physical mail items annually and about double that quantity as email. Wherever possible the agency is collecting email addresses from people it deals with and communicates with them that way, with copies stored as PDF/A documents in TRIM.



## Mobile Apps

An online portal is being planned to allow the public and other government agencies to log in and view files and correspondence relating to them and to update their status. Some documents can't be sent via email owing to security and privacy concerns, so this portal with a unique login aims to get around those concerns to allow documents to be submitted digitally.

## Legacy obstacles

When it comes to identifying the main obstacles preventing organisations from moving to digital communication with citizens/customers/users, the traditional challenge of adapting or replacing legacy, outdated and disparate systems still looms large

The problem of communicating with clients unable to access digital communications due to distance/age/connectivity/disability, etc. is widespread. Much of the difficulty arises from the range and variety of data sources for outgoing communication.

More than 90% of those surveyed are pulling data from ERP systems, while legacy business systems also loom large.

"Difficulties emanate from corporate inertia, systemic confusion and anxiety and siloed skills," wrote one of those surveyed, while

others point the finger at the fact that “Older generations still love hard copy” and “poor change management processes.”

“Along with digital technology comes a tendency for management to reduce staff resulting in problems with Info Governance & staff skill levels,” commented one Records Management/Document Control Specialist at an Australian federal government agency.

“Organisational culture” was another culprit blamed for the inertia holding back progress to digital, and this is a phenomenon not just internal, as many respondents pointed out the change management challenge also lies with organisations they need to deal with externally.

“A big part of the change management challenge is client behaviour, and often their technical literacy,” said one.

## Local government

Survey respondents included one of the small number of local government authorities in Australia to offer delivery of rate notices and other council correspondence via the Australia MyPOST Digital Mailbox.

The council’s Team Leader - Information Management is confident that a new self-service portal being implemented by the council along with email and channels such as the Digital Mailbox will have eradicated physical correspondence within 5 years

He likes to walk the walk as well as talk the talk when it comes to MyPOST, and is now using the service to receive personal correspondence from his bank, Australia Post and utilities.

Although there are still only a limited number of providers available on the Australia Post service, which has AMP Bank, but no Westpac, CBA, NAB or ANZ.

There are just 16 Australian local government authorities on the portal and six water utilities

“We can’t be asking our clients to move to these digital services if we aren’t prepared to use them ourselves,” he notes.

“We are currently sending out 28,000 rates notices a year so if we can move that to the Digital Mailbox the savings in postage add up pretty quickly.”

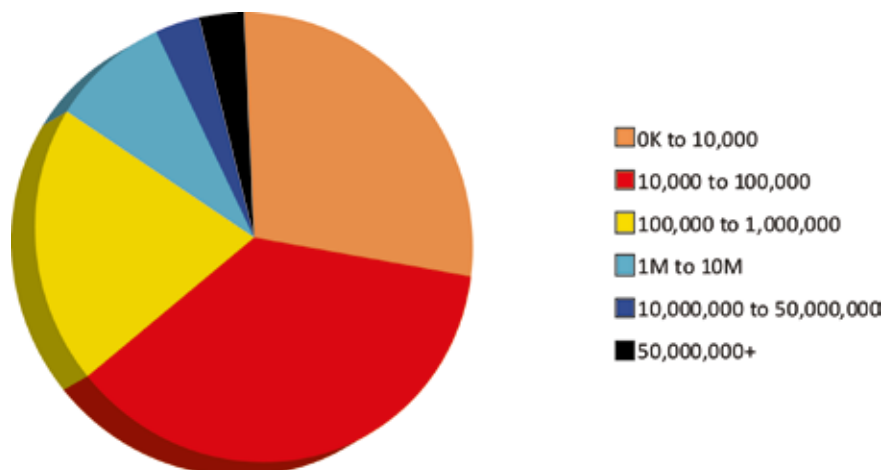
Over 75% of the council’s outgoing correspondence is sent as physical mail with data extracted from Civica CRM, with PDF copies also stored in TRIM. As the council moves to exploit a broad range of digital platforms to replace mail it is exploring how better to manage the presentation, retention and archiving of the disparate channels.

An online portal now allows ratepayers to submit applications for things such as dog licenses with supporting documentation, and the council is keen to enable residents to notify council officers of incidents directly from their mobiles.

Is it a good idea to look at implementing a single electronic platform to automate management of consistent content delivery and interaction across all these platforms?

More than a quarter of the survey respondents have already done so and half of the sample are exploring this option or think it sounds like a good idea.

During the next few years, analyst firm Forrester expects document output for customer communications management (DOCCM) platforms will continue to bring better customer experiences, become easier to use, evolve toward broader communication needs, and more tightly integrate with other business applications.



Volume of outgoing communications

# EDRMS for the Australian Government 2014

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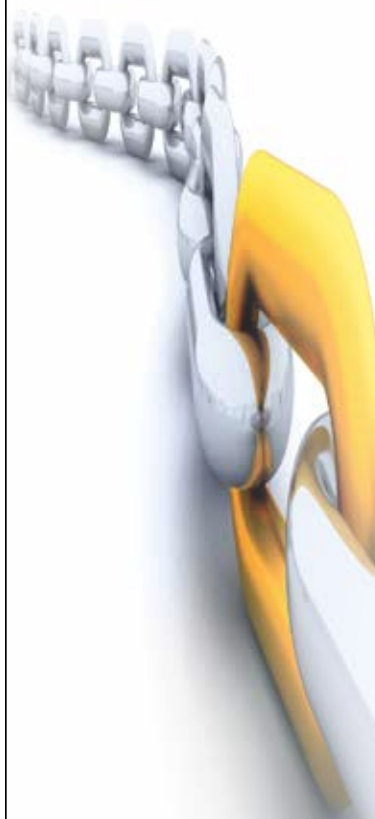
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## Gallagher Bassett selects Objective

Gallagher Bassett, a third party claims administrator, has selected Objective ECM 8 as its next generation enterprise content management (ECM) platform. Objective ECM 8 was selected after an extensive review to procure an information management system that could integrate with Gallagher Bassett's policy and claims management systems and deliver complex workflow capabilities to improve efficiencies. Gallagher Bassett also required a solution that would be scalable to suit future growth and adoption across the wider Gallagher Bassett organisation. Steve Wiseman, CFO of Gallagher Bassett said, "To continue to streamline claims management and prompt finalisation for our customers, we needed a robust, compliant information management system integrated with our core applications, Fineos and Dragon. Objective ECM 8 will enable us to unite our information and reduce the overhead of high-volume activities associated with our policy and claims management processes. This will enhance the way we process claims and improve client's claims outcomes."

Gallagher Bassett required a highly secure solution that incorporates ease of use from a user perspective, legislative compliance, combined with powerful workflow capability that enables the organisation to automate their business processes.

Objective ECM 8 is widely used by organisations around the world to effectively manage the large amount of content and knowledge that proliferates an organisation, integrate into their business applications and perform complex workflow tasks that enable them to drive efficiencies at all levels of their business. Designed to maximise user adoption, Objective ECM 8 manages electronic data and information securely and ensures transparency and auditability of documents is maintained, with information only accessible by authorised employees.

Objective ECM 8 Workflow enables highly functional process management that allows organisations to control and extend business processes while eliminating the security risks and logistical costs associated manual processes.

Tony Walls, CEO of Objective Corporation said, "Objective has a 25 year heritage in delivering world class information management and workflow solutions that improve the efficiency of our customers. We are delighted that Gallagher Bassett has selected Objective ECM 8 to help them to reform their business processes."

## How to save SharePoint users \$2M p.a.

Approximately one month per employee is wasted every year, at a cost of \$2 million per annum, as employees struggle to find the right documents in sprawling document libraries. A new software called docScout from Australian developer Holocentric, promises to help organisations using Microsoft SharePoint reclaim this lost time by enabling them to find the right document every time.

docScout works by collating Microsoft SharePoint documents into a simplified and easy to use view. The software guides users to the documents relating to each business activity, making it quick and easy to find the right document every time.

According to IDC's report, Bridging the Information Worker Productivity Gap, two weeks are wasted per person searching for but not finding the right document. A further two weeks is wasted per person recreating documents because the current or right document could not be found.

Holocentric CEO Bruce Nixon says the impacts of relying on search and consequently using an incorrect document can be extremely costly.

"docScout is a game changer. We've calculated that a 2,000 person organisation using Microsoft SharePoint can save more than \$2 million by using this software\*. With so many organisations focusing on how they can improve productivity and innova-

tion this type of cost and time saving could make a significant impact."

"Every day employees waste time simply because they cannot find the right document when using document libraries, like Microsoft SharePoint. Search returns results fast but you can never be sure you have found the right document to use."

"SharePoint is an incredibly powerful and useful platform. However, in an increasingly digital environment, documentation has for many companies, is becoming uncontrollable."

With docScout every team has their own automatically generated view. This provides them with a single source of truth ensuring that all team members refer to the same documents, thereby improving compliance, customer service and quality.

Holocentric is an Australian Company that has been providing quality model-based solutions to government, financial services, airlines, technology, manufacturing, and utilities sector organisations since 2002. All of Holocentric's software and solutions are developed in Australia, with its headquarters located in North Sydney.

Holocentric's clients typically operate in heavily regulated and safety conscious environments, they cannot risk their staff using the wrong document (eg, procedure, policy, template, etc) and as a result performing their duties incorrectly, at best resulting in wasted effort and rework, but possibly personnel injuries, compliance breaches and fines.

docScout was the product of requests from Holocentric's existing client base for assistance in devising a solution targeted at organising the tens of thousands of documents saved into their multiple SharePoint libraries, and importantly, making it quick, easy and reliable for end users to access the right document with confidence, every time.

Discussing the issues and root causes with these clients, surfaced some common themes. For many, while SharePoint was recognised as offering great document management capabilities, their organisations had struggled to effectively implement and manage their SharePoint growth, resulting in high rates of duplicated and out of date content.

End users were also becoming increasingly frustrated at the rate of false positives returned in search results and the length of time it was taking to sift through results before they could confidently select the document to use. Search was simply becoming unreliable and a source of operational and regulatory risk.

Search, in all document management systems, can often become unreliable for three key reasons:

1. High reliance on document authors applying complete and correct meta data and naming conventions, but whom often see little immediate benefit for the extra effort
2. High reliance on the document consumers understanding the metadata and naming conventions applied by the original author, at the time the document was initially created. Consequently while organisation's move and evolve, the storage location and associated metadata is often frozen in the past, making it confusing and ineffective.
3. Search is only as good as the documents management practices applied, which due to the federated structure of DMS' such as SharePoint with its multiple sites and document libraries, often result in duplicated content that is difficult to identify and resolve.

With the knowledge that 'Search' was failing in a Business environment, Holocentric set about designing docScout for SharePoint, a FIND based solution that removes the reliance on 'Search' and delivers confidence, consistency and productivity savings to SharePoint users and their organisations.

\*\$2 million per annum in savings is based on an average saving of one hour per person, per week, at a cost of \$50 per hour for a 2,000 person organisation.

For more information visit [www.docScout.com](http://www.docScout.com)



# Day of Reckoning for WA Govt. Agency

**Instead of actively trying to manage a records lifecycle, many large government and enterprise organisations today are doing the equivalent of sweeping them under the carpet.**

Rather than work out retention & disposal policies for records, they are in many cases hanging on to everything, and when all their storage space is filled up, many just go and buy more.

In the case of one Western Australian State Government Agency, a decision was taken to deal with the substantial issue faced in managing 5,000 boxes located in off-site storage dating back to 1960.

The agency has been underway with a digital EDRMS strategy since 2008, but was faced with increasing storage costs for its off-site physical records storage.

It was also concerned it was not meeting State Records Office requirements for the retention and disposal of records as files have been lodged without sentencing or packing for archival storage.

**The agency has been underway with a digital EDRMS strategy since 2008, but was faced with increasing storage costs for its off-site physical records storage.**

Information Management and Technology specialist, Information Proficiency was engaged to conduct an outsourced Disposal and Archiving Project to sentence and process the backlog of boxes.

This has involved shifting batches of boxes to Information Proficiency's Midland, Perth premises where their Archiving Team must open each one and examine them for sentencing, recording and repackaging.

Select files are approved for destruction and returned to the off-site storage facility until the destruction date, or alternatively, returned to cold storage pending transfer to the WA State Records Office (SRO).

The agency has obtained consent from SRO to destroy source records as well.

The team is about two thirds of the way through dealing with the 5000 boxes having commenced in 2012, with around 12 months to go.

Information Proficiency project manager Carol Morris, an experienced records manager who has worked at a range of government agencies and the Defence Department, says the problem is not uncommon.

"It's way too time consuming for many government agencies to deal with this issue so they just leave everything where it is. They just haven't had the resources for a start to deal with it.

"However the WA Auditor General is aware of this issue and wants it dealt with."

Morris has been working with the agency to develop a Business Classification Scheme (BCS) and General Disposal Authority (GDA) which will allow for records to be sentenced at creation.

"All emails are now recorded electronically within Objective and the organization is progressively getting as much digitised as possible so that there are less and less paper records.

"For instance all of their forms such as leave requests are now workflowed," said Morris.

Leisa Wood who manages the processing team for a number of organisations at Information Proficiency said "The team is made up of skilled people dedicated to cataloguing, recording, sentencing and preparing records for storage. The team do this all day and really know their topic, which means we can get through a lot more material than an agency based officer who is distracted by other duties or doesn't do this sort of work very often."

"We get a lot of enquiries from customers who simply don't have the time or resources to process their holdings. We have been doing this work for few years now and getting really good results for both government agencies and private organisations," said Phillipa Pusell, Account Manager for Information Proficiency

## Results To Date

- **Destroyed: 1,159 boxes;**
- **681 boxes sentenced as archives, files prepared and repackaged and placed into cold storage pending transfer to SRO;**
- **1,813 boxes sentenced, repackaged and returned to temporary storage pending destruction; and**
- **Approximately 2,000 boxes remaining to be processed.**

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# To Bing and Beyond

**Dave Hawking is one of Australia's leading Information Retrieval researchers, now working to advance the technology behind Bing, Microsoft's search engine. Simon Kravis sat down with Dave to find out more about his work with Microsoft and the challenges for Enterprise Search.**

**Q: What exactly is your role in Bing.**

**A:** I'm a Partner Architect, working in Applied Research. It's a complex organisation with a lot of people and a lot of teams working on supporting the infrastructure and all the different processes that go on in delivering search results. There's quite a learning curve in getting to know how the organisation fits together, who's responsible for what and trying to identify gaps that are amenable to research solution or improvement.

**Q: How do find working with a large, globally distributed organisation like Bing?**

**A:** Time zone differences are the biggest impediment to communication. Video, instant messaging, audio technology makes it easy to hold multi-party meetings across continents, but finding a mutually convenient time for people in Seattle, Canberra and London is difficult - someone is always up in the middle of the night.

**Q: How does Bing fit in with the overall Microsoft R&D effort?**

**A:** It's one of many Microsoft divisions working on their products and services, and separate from Microsoft Research. We're part of the Applications and Services group, which includes Office and Cortana. With Office 365 being cloud-based, there are many opportunities to use the same sorts of platforms for storing documents and adding value to processes.

**Q: Poor financial results for Bing in the past have been the subject of much attention in the IT press. Does Bing have the same kind of advertising-based business model as Google?**

**A:** Operating a large-scale web search engine is a very expensive business. *Wired* magazine estimates that billions have

been spent by Google and Bing on servers and data centres, and revenue has to cover this. Advertising is a large part of the revenue but Bing is fairly tightly integrated into a lot of other Microsoft services. Bing has provided back-end search for Yahooo for a while now.

**Q: Microsoft Online Services' Qi Lu says he wants Bing to be a search tool that understands natural language and does away the need to use prepositionless, article-free noun-based queries that he calls "caveman-speak". Is natural language understanding seen as key to Bing's future?**

**A:** I've seen this as a potential opportunity for a long time. It's so annoying that purely statistical methods based on independent term occurrence have been able to do as good a job as they have in retrieving relevant search results and in other text analysis tasks. It seems self-evident that an understanding of the meaning of sequences of words must be a way forward. Some progress is being made, in that you can ask (or even speak) questions to large-scale search engines like Google, Bing and Baidu and have the answer presented to you rather than a list of documents relevant to your query. It's an important step forward and the whole industry is moving to extend the range of question that can be answered in this way.

**Q: Do the achievements of the newly miniaturised IBM Watson excite you?**

**A:** Initially Web Search engines were document retrieval systems- you put in a query and get a list of documents back, hopefully ranked by decreasing probability that they will be useful. Jonathon Fletcher's JumpStation at Stirling University in 1993 was the first web search engine and worked in this way. Now people continue to castigate the 'ten blue links' -- search



engines which accept a query in much the same way as in 1993 and return results in what is now a standardised format. But engines like Google, Bing and Baidu are now answering questions, evaluating formulae, solving equations and synthesising information, as well as blending results from image search, shopping search, news search etc. to create an experience that goes way beyond just finding documents relevant to your query. Watson is an interesting example of that type of thing.

**Q: Do you know how Bing came to be named?**

**A:** I think the name tries to capture the instantaneous nature of search results – “Bing! There’s your answer.” I believe there’s a Wikipedia article which describes the naming process.

**Q: Did studying Computer Science lead you into the field of information retrieval?**

**A:** Yes, I came to the Australian National University (ANU) to study physics, but in the vacation before I started I worked in a mental hospital and decided that psychology might be interesting and ended up doing a double major in Psychology, along with Computer Science. I was amongst the first group of Honours students to graduate from ANU in Computer Science. The first search engine I worked with was the card catalogue in the library! I think there were some researchers at the John Curtin School of Medical Research who could send queries by post to Medlars [an indexing system run by the US National Library of Medicine] and two or three weeks later get back a list of documents that matched their search.

## Engines like Google, Bing and Baidu now create an experience that goes way beyond just finding documents relevant to your query

I worked in a number of computer infrastructure support roles at ANU and by 1991 I was in charge of a couple of supercomputers - a Connection Machines CM2 and a Fujitsu AP1000. In order to do a good job of managing a large-scale parallel machine I thought I needed to write a parallel program so I built a kind of parallel grep [UNIX search command]. I then realised I had to do something about document ranking and relevance and it became a text retrieval system. In 1994 I participated in the third Text Retrieval Conference (TREC), organised by the National Institute for Standards (NIST) in Washington.

At the first TREC in 1991 a lot of the participants had extreme difficulty in indexing 2 gigabytes of newswire articles and Government publications. In 1994, City University London produced a ranking algorithm which they called BM25 which is still very competitive.



Dave Hawking boasts a long track record in search technology beginning in the mid-1990s when he co-ordinated the Very Large Collection and Web Tracks of the Text Retrieval Conferences (TREC). He joined CSIRO in 1998 where he worked for 10 years on text retrieval and search, developing the P@NOPTIC search engine which formed the basis of the FunnelBack spin-off company. He was Chief Scientist for Funnelback between 2008 and 2013 before taking up a position as a Partner Architect with the Bing group at Microsoft. As well as holding an Adjunct Professorship at the Australian National University (ANU) in Canberra, he holds an honorary doctorate in Search from the University of Neuchatel in Switzerland and was joint winner of the UK eInformation Group Tony Kent Strix award in 2012 for his outstanding contribution to Information Retrieval.

I wrote some papers about parallelising text retrieval on supercomputers but I pretty soon decided that text retrieval was more interesting than parallelisation. It was a revelation that one relevance scoring formula could be twice as good as another in retrieving accurately. Then I was seconded to the Co-operative Research Centre for Advanced Computational Systems (AcSys) and eventually obtained my PhD (Text Retrieval over Distributed Collections) on the basis of my published papers. A job was then advertised at CSIRO which seemed exactly suited to me and they appointed me without me having to move from Canberra to Melbourne, which they’d initially wanted.

*(Continued over)*



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At that time, CSIRO had to obtain 1/3 of its budget from non-appropriation sources and I could see the risks of trying to do that through consultancies or contracted projects where the work wasn't contributing to the advancement of science. It was also going to be very difficult to find large-scale projects to fund research in the IT sector. I decided to try to get revenue by turning my research into a commercial product for intranet search and licensing it. The actual plan had come from Paul Thistlethwaite at AcSys for commercialising the retrieval research and selling tools for managing and visualising information on an intranet. He had a vision of a time machine, where you could search the web of an organisation as it was at any time in the past, not just now. Unfortunately he died suddenly in 1999 and I only got as far as commercialising the search.

**Q: The search engine was named P@NOPTIC. How did this come about?**

**A:** The first installation was on the ANU intranet in 1999 and was called S@NITY. The fact that there were shampoos and a record chain store called Sanity was not a problem, because trademarks are in specific classes and a search engine was in a different class. However, the Sanity record store was planning to operate online and this would have made the trademark difficult to obtain, so we changed the name to Panoptic. My wife came up with the name, which means seeing the whole in one view. The philosopher Jeremy Bentham invented a jail based on this principle, where a warder could see all of the prisoners from one point. There's a version of one at Port Arthur in Tasmania.

## There have been a number of high-profile failures of Enterprise Search projects

**Q: How were the early days of Panoptic commercialisation?**

**A:** It took quite a while for the revenue to build up to the point where we were considered successful by the CSIRO management, and then it came in a rush. We were considered failures in 2002, but after that we exceeded our target by 50%, and this caught the attention of Stuart Beil, who had been CSIRO's general manager of commercialisation. He saw that we had a product, customer and a business model and wanted to be involved. This came to pass and because he knew how to close deals and set prices, the revenue tripled, which became an embarrassment, as CSIRO was now competing with private sector and momentum built for a spin-off. Stuart was interested in that and as CSIRO had re-organised its IT-related research into the ICT Centre, and the new director was keen on commercialisation via spin-offs, the Funnelback spin-off was born on Christmas Eve 2005.

**Q: How does a search engine go from being named after a prison design to a fusion of venomous spiders?**

**A:** My wife also came up with this name, after she was bitten by a redback spider. It was a very painful experience but it made her think of the combination of the names redback and funnel web as implying the funnelling back of important information to you.

**Q: How did the spin-off go?**

**A:** I'd gone to considerable lengths to set up a 'virtuous cycle' in CSIRO where research led to a product, which generated customers, which in turn led to an understanding of customer problems, access to customer data, improved research and a better product, providing yet more customers.

The problem for CSIRO with the spin-off was that the customers, the data and the use of the product were in the spin-off and the research was in CSIRO. I didn't know at that stage where I wanted to be so I kept a foot in both camps by remaining in

CSIRO but being seconded half-time to Funnelback. That created problems of trying to maintain barriers for intellectual property between the two organisations, which were manageable for a while but eventually I decided to leave CSIRO and join Funnelback in 2008.

I was at Funnelback for 5 years and during that time it was bought from CSIRO by an Australian company called Squiz. After that time I was ready for a change as I'd been working on more or less the same thing since 1991. I'd always been interested in web search and large-scale search, so when the opportunity came up to work for Bing in Canberra in 2013, I took it.

**Q: What do you see as challenges for Enterprise Search?**

**A:** There are a number of them. In Funnelback we could perform a universal search of all information repositories within the company using our search engine. There were only 35 staff but we had at least 20 different repositories including external CRM data, Confluence [collaboration], JIRA bug tracking software, databases, internal and external web sites, and email collections.

We found the ability to search all repositories very useful - people found vital resources they didn't know about, which were stored in unexpected repositories and wouldn't have been found if people had searched only where they expected the information to be. I think this capability would be valuable for many organisations. Quite a few people in Funnelback relied heavily on search for everyday work.

Delivering these benefits to other organisations is complicated by the diversity of repositories. A typical organisation might have a TRIM records management system, Lotus Notes for collaboration and information storage, a Documentum repository and maybe other proprietary information stores. They might also be half-way through a migration into SharePoint. It's a massive task for an Enterprise Search company to build and maintain adapters to extract data from multiple versions of these repositories, each with their own proprietary protocols for access.

**Q: Access control issues were seen as a major barrier to enterprise search uptake in a recent survey. Would you agree with this?**

**A:** Yes. Access controls for particular repositories are often out of date, inappropriate, and inconsistent, and deployment of enterprise search exposes these problems. They can arise from organisational restructuring, staff changes or knee-jerk responses to unauthorised accesses. As there are usually a large number of repositories, rationalising access controls to ensure that search results respect policies is a lot of work.

Organisations vary widely in their approach to security: some want security enforced with early binding (recording permissions at indexing time), others want late binding, where current permissions are applied when query results are displayed, or a hybrid of the two.

This choice has a major impact on performance. Another option is 'translucency', where users may see the title of a document but not its content, or receive an indication that documents matching the query exist but that they need to request permission to access them. As well these security model variations, organisations vary in their requirements for customization, integration and presentation, and how results from multiple repositories should be prioritized, tending to make enterprise search projects quite complex.

There have been a number of high-profile failures of Enterprise Search projects, which have contributed to the poor reputation of Enterprise Search. Prospective buyers are often fearful of the cost and doubtful of the benefits. It's a lost opportunity as considerable economic benefit can be derived from effective search of most of the documents within most of the repositories within an organisation.

# Parasol takes flight with data capture

**An ABBYY FlexiCapture data capture solution is delivering significant savings in staff time for Registered Training Organisation PARASOL, a provider of First Aid and Occupational Health and Safety training through a network of 300 third-party co-providers across Australia.**

PARASOL has four offices across Australia and employs more than 300 contractors at any one time providing first aid courses, WHS, fire, safety training and equipment. The organisation has worked with Konica Minolta to streamline its business processes for more than a decade. Until recently, PARASOL was processing at least 70,000 enrolments for training courses from 55,000 students each year (with some students enrolling for multiple courses). Staff entered students' details manually into a central database. Sixty thousand registrations were entered annually for first aid courses, and, at four pages per enrolment form, represented 240,000 pages of data.

This year, due to changing government regulations, PARASOL had to increase the number of questions on the enrolment forms and the growing amount of paperwork posed a problem for efficiency. The manual transcription of all the data also often produced errors in the database. Finally, the business also faced pressure to reduce costs, improve productivity, use less paper and protect the environment.

## Automation drive

CEO of PARASOL, Peter McKie, wanted to increase automation in the business and tackle the problem head-on but was unsure which systems to put into place. Konica Minolta's solution was for PARASOL to extract details from student forms using its high end, double-sided, multi-feed scanning MFDs (C654 and C754s) – and capture the data using ABBYY FlexiCapture.

FlexiCapture allows remote users to upload images to the main server using web based front end application and almost immediately receive back the data, OCR'd from the hand-filled fields and images. In this way it provides a single entry point, transforming streams of different forms into business-ready data.

CEO, Peter McKie was keen to rigorously test the solution before finally transforming the whole business to smooth out any glitches. Konica Minolta first installed this software at PARASOL's headquarters in Canberra and then distributed Web Capture Stations among some of PARASOL's third party training organisations so that the onus for entering and checking the data was transferred from PARASOL's staff onto their partner trainers delivering each course.

In a first stage of transformation, the software turned each form into a CSV file which could then be stored, interpreted and managed by PARASOL's central database. Once this process was working smoothly, Konica Minolta and PARASOL began stage two, working with ABBYY FlexiCapture to upload the scanned data straight into its Cloud-based database, the Learning Management System. This stage is almost complete.

The Konica Minolta and ABBYY FlexiCapture team redesigned the essential student enrolment form to facilitate a more accurate capture of handwritten information and further streamline PARASOL's operation.

James Coate, Customer Service Administrator at PARASOL, said, "The team tested 10 batches of forms after the redesign- probably a lot more. There were possibly 100 total reiterations of the form before it was perfected. The original form was missing certain fields and was grey scale with black writing. We changed that to white with black writing and the result is a lot clearer."

An initial group of approximately 60 course trainers are now using the new data capture solution, sending the relevant captured data back to the PARASOL database in a timely manner. They simply log on to the PARASOL website to create new forms



as necessary. Konica Minolta has also provided PARASOL's partner providers with their own MFPs capable of processing a high volume of data.

The process began in February 2014 and PARASOL was introduced to ABBYY FlexiCapture in March. Together the team had the software and the central server up and running at the main office in Canberra within a month. Konica Minolta supplied one day's training on the ABBYY FlexiCapture solution to a first group of PARASOL's trainers and, in April, they began to roll out the solution from Canberra to Sydney, Brisbane and Melbourne. By May, Konica Minolta's job was done.

The success of this process is that it has significantly reduced the amount of administrative work for PARASOL, saving staff the time spent entering the data (which varied from person to person but could take up to 2 hours for 20 lines) and also the time spent checking the handwritten information (which is now automatically read and interpreted, reducing errors), massively improving their efficiency.

James Coate, Customer Service Administrator at PARASOL, comments, "So far, I would estimate we have saved each member of staff at least half an hour of admin per course which represents at least 10,000 hours in the first year. We are now productively spending that time on accounts, on IT and other important administration as well as, crucially, on pulling in more business. We are becoming more rounded employees and better using our different skills. Changing our focus to growing the company, rather than just trying to stay afloat, is the biggest benefit."

Finally, the data that is entered into PARASOL's Learning Management System is more accurate as a result of the automatic data capture, the newly designed form and the verification at the point of entry.

Peter McKie, CEO, concludes: "This has been a great investment. We have seen an increase in accuracy and a decrease in the amount of physical work and paperwork that the guys are doing and that will only improve over time."

Yury Koryukin, Managing Director of ABBYY Australia, said, "ABBYY Australia is very proud of the vast business process and financial benefits provided to Parasol with the implementation of our flagship Data Capture platform. ABBYY FlexiCapture is the next generation of intelligent, accurate and highly scalable data capture and document processing software. With automatic document classification and data capture features, ABBYY FlexiCapture helps organisations of any kind with any volume of paperwork significantly increase efficiency by automating paper-based business processes. This was clearly demonstrated in the Parasol implementation.

"Konica Minolta is an ABBYY global partner across many of our technologies and the respective company teams in Australia have been working very closely for a number of years with numerous highly successful projects," he said.

# Want information fast or want it right? Learn how to have both

By Rob Barrow

One of the ironies of modern business is that the amount of data in corporate repositories is exploding, yet, in many organisations, knowledge workers can't get information when they need it.

In fact, workers often wonder, "If I can get all the world's online information in less than a second through a Google or a Bing question, why can't I get last quarter's sales numbers just as easily?" Information delivery can affect how companies compete because it plays a critical role in fast decision making.

Before it can effectively meet the information needs of various departments, IT has to know what the critical decisions are for each group. Executives need to identify and prioritise decisions that are critical to their business strategy so the information they need to make those decisions can be optimised for analytics and business intelligence.

More importantly, organisations need to identify which decisions really matter to the business and what kinds of information can speed the specific strategic and tactical actions that follow.

Many companies have processes in place that could be greatly optimised through better information dissemination. By getting information to decision makers faster, improvements in efficiency are made possible, yet IT organisations are rarely focused on how workers use information to make decisions. They create state-of-the-art data warehouses that store troves of information, but don't necessarily know how that information is being used.

## Identify types of information work

Another step in helping IT support decision-making is to identify what kinds of information work take place in the company. Four models and the technologies that can best support this may include:

- The transactional model, which involves highly routine work that depends on formal rules and procedures and doesn't involve a lot of choice (call centre work, for example), requires workflow systems and document management.
- The integration model, which involves fairly structured tasks typically carried out in teams (IT programming work, for example), benefits from workflow and collaboration tools. Support for content reuse helps teams build on existing work so they don't have to recreate everything from scratch.
- The expert model, in which the work is very judgement-oriented, based on individual expertise (an individual doctor in a medical practice, for example), need decision-support tools and rules engines to capture expertise. However, experts must have the option to override automated recommendations.
- The collaboration model, which involves improvisational work that's highly dependent on practitioners working in teams (lawyers or bankers collaborating on a merger or acquisition transaction, for example), is the hardest to support. Often, teams are simply given access to a data warehouse along with spreadsheets and other simple tools, because it's difficult to predict what the process will involve.

Although knowledge workers want information when they

need it, most don't want all their information delivered faster. Recent research from Babson College has found that most managers felt they were receiving cash flow, receivable and payables information with plenty of speed.

These are areas where information has to be processed and delivered quickly, but 70 per cent said they need customer and employee satisfaction information faster, which indicates that many organisations do not collect this kind of data frequently enough.

The economy can also affect which information people want quickly. In a recession, cash flow, spending against budgets, and receivables/payables are important because they reveal how companies are doing. In a growing economy, managers want timely employee satisfaction data so they can keep attrition rates down. Precise cash flow and market share data are less important in a booming economy, since management is focused on filling orders and meeting customer demand.

## Eliminate information bottlenecks

Before the speed of information delivery can be addressed, executives need to identify what their key decisions are and what information is necessary to support those decisions. It can be a big mistake to do the opposite and begin with the technology before you've established those needs because you may find that the technology selected cannot achieve those goals.

Once information requirements are identified, IT departments should look for solutions that meet user and technical needs. For example, managers and professionals should have the ability to pull information when they need it. Alerts can be useful when decision makers can define the boundaries of when they want to be automatically notified.

Several technologies can improve information delivery. In-memory applications for example, are used for analytics and scoring, rapid interactive analysis, and database processing. New types of databases, such as vertical or columnar, are optimised for query and reporting.

Case management can speed up workflow and information delivery for semistructured processes. Easy-to-use analytical software lets workers do their own queries and analyses, pulling information proactively rather than waiting for it to be delivered.

Information delivery plays big role in decision-making, yet the human factor can't be overlooked.

While decision making relies on getting the right information in a timely manner, it is paramount. Once that's done the process is simpler and ensures that people receiving the information have the knowledge and understanding to make the right decision.

*Rob Barrow is Regional Director, ANZ at Perceptive Software*





# A Quick Guide to Structured and Unstructured Data

By Michele Nemschoff

**Big data has opened doors never before considered by many businesses. The idea of utilizing unstructured data for analysis has in the past been far too expensive for most companies to consider. Thanks to technologies such as Hadoop, unstructured data analysis is becoming more common in the business world.**

Business owners may be wondering if the use of unstructured data could give them valuable insights as well. Answering this question starts with understanding the difference between structured and unstructured data.

"Unstructured data refers to information that either does not have a pre-defined data model and/or is not organized in a predefined manner."

In fine, unstructured data is not useful when fit into a schema/table. I'll use email as an example. There are certain values from an email that can be fit into a table. Sender, recipient, email body, etc. Although you can have a column for the email body, the information stored in that column would be useless when analysed in such a way. What questions could analysts ask of all data entries in the "email body" column? Could they be answered? The answer is no.

Common forms of unstructured data include:

- Word Doc's, PDF's and Other Text Files
- Audio Files - Call centre recordings, voicemails, phone calls
- Presentations - PowerPoints, SlideShares
- Videos - Police dash cam, personal video, YouTube uploads
- Images - Pictures, illustrations, memes
- Messaging - Instant messages, text messages

In all these instances, the data can provide compelling insights. Using the right tools, unstructured data can add a depth to data analysis that couldn't be achieved otherwise.

I would like to use customer service audio and transcripts as an example. Structured data that's gathered in a customer service scenario could include the following:

- Number of customer inquiries
- Category of complaint
- How quickly was a the problem resolved

All this data is helpful, but it's missing enhancement from its unstructured data counterpart. By looking at customer service audio in tandem with structured data insights, a company might discover the following:

The Genesis of the Problem - What is causing a problem in the technical or billing department? Is the customer confused

because they weren't guided effectively? Is there an issue across certain regions, age groups or technical abilities?

Better Consumer Feedback - Instead of a star rating, businesses can see why they got that rating in the first place. Was the consumer frustrated with the communication ability of the rep? Does the involvement of a supervisor lead to a better experience? What is the general tone of the dialogue between reps and customers?

Insight into Speed to Problem Resolution - What kinds of problems are taking extensive timeframes to resolve? Are the customer service reps trained adequately to handle common problems? Is there a logical system to get the customer to the right person as fast as possible to resolve their problem?

All these insights connect with a structured data counterpart. The unstructured data enhances a business' ability to derive greater insight from data sets. Unstructured data is a valuable piece to the data pie of any business. Tools that are widely accessible today can help businesses use this to its greatest potential.

## Structured Data

Contrasting to unstructured data, structured data is data that can be easily organized. Regardless of its simplicity, most experts in today's data industry estimate that structured data accounts for only 20% of the data available. It is clean, analytical and usually stored in databases.

Today, big data tools and apps have allowed for the exploration of structured data that was once too expensive to gather and store. Some examples of structured data:

Sensory Data - GPS data, manufacturing sensors, medical devices

Point-of-Sale Data - Credit card information, location of sale, product information

Call Detail Records - Time of call, caller and recipient information

Web Server Logs - Page requests, other server activity

Input Data - Any data inputted into a computer: age, postcode, gender, etc.

Although it's outnumbered by its unstructured brother, structured data has always and will always play a critical role in data analytics. It functions as a backbone to critical business insights. Without structured data, it is difficult to know where to find insights hiding in your unstructured data sets.

Structured and unstructured data are very different. Regardless of their differences, they work in tandem in any effective big data operation. Companies wishing to make the most of their data should use tools that utilize the benefits of both.

*Michele Nemschoff is Vice President of Corporate Marketing at MapR Technologies.*

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The image features a large, shiny purple sphere with a silver-colored base and several silver-colored blades or tools extending from it, resembling a multi-tool or a stylized globe. The background is a light green with various text elements related to document capture and processing.

# Is electronic information “property”

By Allison Stanfield

**Is electronic information “property”? That is, can it be possessed and controlled in the same way that physical objects can be? If one of your employees or a competitor obtains a database or set of files that resides on your network, does the law of property apply as if they had broken into your premises and made off with the office safe?**

Two different courts, one in New Zealand and one in the United Kingdom, have recently considered the issue of data ownership. Each of the courts reached similar decisions which establish precedents in those countries and are also influential in other national jurisdictions such as Australia.

Under English law a person has the right, under certain circumstances, to hold on to tangible property in his possession pending payment of a debt owed. This is known as holding a lien over the property. In the case of *Your Response Limited v Datateam Business Media Limited*, the UK Court of Appeal was asked in 2014 to rule whether a company could hold on to a database while awaiting recovery of unpaid fees. The company responsible for maintaining the database refused to return it to the publisher until outstanding fees were paid and issued proceedings against the defendant for breach of contract. The judge held that the claimant was entitled to withhold the data and the defendant appealed.

The question before the Court of Appeal was whether Your Response could have a lien over a database for unpaid fees. Your Response posed a number of arguments that it indeed could exercise a lien over the database because (a) it can be considered to be a physical object because it exists in a physical form on servers, (b) the essence of possession is physical control, coupled with an intention to exclude others and that a person can properly be said to possess something if he or she is able to exercise complete control over access to it, (c) a database can be regarded as a document and (d) there is a distinction to be drawn between choses in action and other kinds of intangible property, such as an electronic database.

**The court noted that there is a distinction between a disk or other medium on which data is held (the disk being a tangible object) and the data itself (which is not).**

As to (a), the court accepted that physical changes are brought about on the storage medium upon which the information is stored, however, the court considered that this did not render the information itself a physical object capable of possession independently of the medium in which it is held and in the electronic world the “distinction is of some importance because of the ease of making and transmitting intangible copies”. Further, the court noted that there is a distinction between a disk or other medium on which data is held (the disk being a tangible object) and the data itself (which is not).

With respect to (b), that is, the issue of control, the court said that while possession is concerned with the physical control of tangible objects, practical control is a broader concept, capable of extending to intangible assets, which the law would not regard as property at all. While the respondent was entitled to exercise practical control over the information constituting the database, it could not exercise physical control over that information, which was intangible in nature.

As to (c), whether a database is a “document”, the court discounted this argument, as the basis on which the argument



applied, concerned discovery, which was not in issue in this matter. Finally, with respect to (d), that is whether a database is a form of intangible property different from a chose in action, the court did not accept that argument. Rather, it is intangible property and therefore not subject to a chose in action.

## Copyright & Intellectual Property law

Although intangible property may not physically exist, it is still subject to ownership principles such as acquisition, transfer and sale. To determine what we have rights over data under property law, it is important to establish “exclusivity” This right of exclusivity is the hallmark of property law, so it is important to note that both Copyright and Intellectual Property law serve to grant the owners of intangible property with exclusive rights.

Australia’s *Copyright Act 1968(Cth)* s30 grants the owner exclusive rights and the *Patents Act 1990(Cth)* s 13 grants exclusive rights to the patentee. Both IP and Copyright property can be transferred by the will of the owner, much like selling title to land, or assigned or licensed, much like leasing real property.

In *Dixon v The Queen*, the New Zealand Court of Appeal this year had to determine whether a digital video recording was “property” within *Crimes Act 1961 (NZ)* s 2. That section defines property as including “real and personal property, and any estate or interest in any real or personal property, money, electricity and any debt, and any thing in action, and any other right or interest”.

The court determined “after careful consideration”, that “electronic footage stored on a computer is indistinguishable in principle from pure information.

“It is problematic to treat computer data as being analogous to information recorded in physical form. A computer file is essentially just a stored sequence of bytes that is available to a computer program or operating system.

“Those bytes cannot meaningfully be distinguished from pure information. A Microsoft Word document, for example, may appear to us to be the same as a physical sheet of paper containing text, but in fact is simply a stored sequence of bytes used by the Microsoft Word software to present the image that appears on the monitors”. The court then looked at whether the definition of “property” was intended to cover electronic information. The court said that it accepted that “legal concepts of property are constantly evolving to reflect societal changes and new developments.

# Information Security in the Digital World

By Jo Stewart-Rattray

Once upon a time, not that long ago, computer networks were relatively secure because they were cut off from the public. They existed within the organisation and were not connected to other organisations or the world as they are today. The worst fears were about the introduction of computer viruses through the use of foreign media such as floppy disks!

However, things have changed considerably and today we are connected to the world via the internet and with that connection, unfortunately, has come a rise in the levels of malicious activity. There are targeted cyber attacks, intellectual property theft, internet scams and phishing exercises just to name a few; all of which are malicious in nature and that unsuspecting end users continue to fall prey to. The object of many of these attacks today is to obtain information that the attacker is not entitled to have access to.

The most important asset an organisation has, I believe, is its information. Businesses can re-build workforces if they have their corporate information but the reverse is almost impossible which has been discovered when tragedies have occurred in the past decade or so. Information can take many forms including being digital or paper-based, spoken or intellectual information (knowledge) acquired by individuals, that is created, presented, read, spoken, processed and/or maintained.

One of the most common fallacies in organisations relates to the ownership of information and the responsibility for its protection or security. Information Security is often seen as the bailiwick of the records management team and is, therefore, completely misunderstood. It pertains to the information contained in records stored in the records management system but is not solely the responsibility of that team. So whose responsibility is it?

The protection or security of information is the responsibility of every individual in the organisation that handles that information. In other words, everyone is responsible for the information that he/she creates, stores, transmits, maintains, manages and finally destroys.

Records Managers are the custodians of information, not the owners – another fallacy. The business owns the information and is responsible for determining the criticality, confidentiali-

ty and sensitivity of the information which in turn dictates how it should be protected.

Commonly, there is a lack of governance and policy around the protection of information in many organisations. Given the growth of electronic communication and information the more important proper strategic oversight becomes in corporate life in relation to protection of information assets and corporate reputation. In today's digital always 'on' world it is important for organisations to grow a culture of security to assist in the understanding of how individuals protect or secure corporate information assets appropriately.

While some threats to information can be protected by the use of technology, it is the people within organisations who need to understand how threats and dangers to information can arise and they, together with the use of appropriate technology, provide the best defence. The best security technology in the world will not secure information assets if the people who work with that information do not understand that it is their responsibility to secure it!

What we want is for information security to gradually become enshrined into the day to day practices of each individual within the organisation and these practices to become integral to everything that each individual in the organisation does. And the ultimate goal is that protecting information is just something that we do without thinking about it. So the culture that began as an intentional culture of security works towards becoming an unintentional culture of security – the security utopia. This, in many respects, is what we have seen happen in Australia, over the past 20 or so years with Occupational Health & Safety. Why shouldn't it also be so for our most valuable corporate asset?

It was Thomas Jefferson who told us that "Information is the currency of democracy". If information is indeed the currency of democracy then we must surely secure for it and protect it appropriately.

*Jo Stewart-Rattray is Director of Information Security & IT Assurance at accounting and advisory firm BRM Holdich. Jo has 25 years' experience in the IT field some of which were spent as CIO in the Utilities space, and 17 in the Information Security arena. Email: jsr@brmholdich.com.au*

"We acknowledge too that at the same time as it created new computer-related offences, the New Zealand Parliament amended the definition of property. However, the amendment was limited.

It consisted only of the addition of money and electricity. Parliament must be taken to be aware of the large body of authority regarding the status of information and in our view had it intended to change the legal position, it would have expressly said so by including a specific reference to computer-stored data".

## **"Tangible" versus "Intangible" Property**

The case of *Dixon v The Queen*, outlined above, does raise an interesting question in relation to the value of intangible property. Whilst the Court held that intangible property, such as the CCTV data, is incapable of being stolen, it was held that if the storage medium was stolen that would qualify as theft. The important consideration to grapple with is that the storage medium itself, without any data on it, is obsolete. It is the CCTV footage, the data, which forms the contentious issue of this case.

These recent cases demonstrate that electronic information poses challenges not previously considered in the law. Further, upon examining other decisions and the realm in which we now live, it is evident that there are perhaps inconsistencies developing in the law, which will need to be ironed out of the coming years

In the meantime, we will continue to grow and expand our use of electronic information across the globe, and the law, which has so far developed over centuries around paper, will slowly evolve too.



Allison Stanfield is the founder and CEO of e.law International, a firm specialising in digital evidence.



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# H&R Block Eases the Tax Burden

By David Schulz

**Tax time is a busy time for everybody. The people charged with recruiting tax agents for Australia's leading tax preparation company are busier than most. For H&R Block's district managers it often translated to weekends at home giving themselves writer's cramp to keep up with just physically signing hundreds of employment contracts.**

This year has seen a total transformation of the process with the adoption of a Secured Signing solution to quickly and simply invite tax agents to sign their contract online. What was a paper logistics nightmare is now a win/win/win for all concerned. Managers love that the new system allows them to sign contracts wherever and whenever and have reclaimed their weekends. The Human Resources team has achieved much greater process consistency and audit ability. New tax agents have reported they find Secured Signing a more convenient way to sign and return their employment contract.

Each year in the run up to tax season, H&R Block employs thousands of tax agents. The logistics of the traditional paper process and the coordination across 420 offices across the country was an enormous challenge. "Paper was the bane of our life" says Bill Cashman, HR Manager for H&R Block.

Not only was the paper process a massive logistics exercise, it consumed lots of effort in tracking which documents had been generated, which had been sent and following up with agents to ensure the documents had been signed and returned. There was always the possibility of things being missed and variability creeping in to the process.

## Digital signing

Of course at the end of the process all the paper documents had to be stored somewhere. Storing paper contracts also made finding a contract hard work.

Knowing paper was the core of the problem, H&R Block went searching for reliable ways to sign documents electronically. Secured Signing was selected based on the high security of the service, its use of personal PKI digital signatures and the advantages of working with a local partner. Mr Cashman noted that "It's a new way of doing business, but it's really sped up our recruitment process and provided some great efficiencies without causing any technical headaches to implement."

The Secured Signing solution provides automation of the entire process not just document signing. A tailored workflow was developed that matched precisely the needs of H&R Block. "Our ability to deliver this bespoke solution for H&R Block is a great example of how Secured Signing is able to understand the business needs of the partners we work with, and then deliver to them a system that provides tangible results," says Mike Eyal, the Managing Director of Secured Signing.

The H&R Block District Manager uploads a spreadsheet containing the details of the new tax agents. In a single process the manager can invite one or a thousand agents to sign their contract using Secured Signing. The workflow generates an individualised agreement for each tax agent and manages the process of having the employee and then the manager sign the agreement. Upon completion of the signing process, all parties receive a copy of the signed agreement. The workflow also sends a copy to human resources for central record keeping.

Secured Signing provides automated reminders for all invitees to ensure documents are signed on time. There is also management dashboard giving visibility of the invitations issued, those outstanding and those that are complete.



Adoption of the new process has been high. H&R Block were conscious that many of their tax agents are retired or semi retired and there was a concern they may not accept the change to online signing. This concern has proven to be unfounded with employees not only successfully completing the online process but finding it more convenient.

The Secured Signing solution for H&R Block has delivered a stronger governance outcome for the human resources team while reducing the time and effort that district managers spend onboarding employees. The solution is also identified by employees as more convenient.

Secured Signing has been a massive reduction in logistics with local offices freed from the time consuming and expensive process of manually generating the agreements, printing, enveloping and posting the documents by mail. The transition to an online process has also shortened lead times with the whole process quicker and turnaround by the employees significantly reduced.

Everyone finds Secured Signing more convenient. Rather than district managers taking a pile of hard copy contracts home on the weekend, they can check what contracts are ready for them to sign wherever they are, whenever they have time and sign them on the spot. Employees can sign their agreement online wherever they are and whenever they have time and avoid a trip to the post office.

With all offices using the same system, a common workflow and the template agreements embedded in the workflow, Secured Signing has delivered a significant lift in consistency of process and outcome. H&R Block are now completely confident they have a signed contract for all staff that can be quickly and easily retrieved if required. The audit trail logged by Secured Signing and the personal PKI digital signatures used provide very strong confidence in the signed documents.

H&R Block have realised an immediate return on the investment made in the Secured Signing solution. It has delivered stronger governance outcomes around their employment contracts while reducing the time their staff spend on the process and providing employees with greater convenience.

The project has been such a success it has naturally sparked interest in how digital signing can be used to improve a range of other processes.

*David Schulz is Market Manager Australia for Secured Signing for Documents Email him at [david@securedsigning.com](mailto:david@securedsigning.com)*

## Australian bank takes on \$US1M Kofax capture solution for mortgages



**A large Australian bank has chosen Kofax software to automate the processing of mortgage applications and ancillary documents, and to redact credit card numbers from bank statements to meet Payment Card Industry Data Security Standard (PCI DSS) requirements.**

The software includes Kofax Capture, Kofax Transformation Modules, Kofax Import Connector and Kofax Analytics for Capture.

"We worked closely with a Kofax partner to transform and automate the information intensive processes at this regional bank, which previously relied upon time consuming and expensive manual labour," said Howard Dratler, Executive Vice President of Field Operations at Kofax.

"The bank has benefited from significantly reduced labour costs, improved customer responsiveness, PCI DSS compliance, and actionable insights stemming from our analytics and visualization capabilities. This lender has truly made its First Mile smarter."

The sale included approximately \$US1 million in software license revenue and over \$US200,000 in maintenance and other services fees. It closed during the fourth quarter of Kofax's fiscal year ended June 30, 2014.

Kofax Capture provides scan-to-archive capabilities by scanning documents and forms to create digital images, extracting index data for retrieval purposes and delivering the images and associated data to a variety of repositories and applications.

Kofax Transformation Modules is a set of Kofax Capture add-ons that automate the classification and data extraction of different document types, transforming them into structured electronic information, ready for delivery into business systems and processes.

Kofax Import Connector works with Kofax Capture to capture email, fax and other documents received in file shares or through web services as soon as they enter the organization.

Kofax Analytics for Capture provides optimized out-of-the-box dashboards that elevate visibility into the effectiveness of a capture solution.

## Visa invests in DocuSign

Visa has announced it has made an investment in DocuSign and that both companies will work together "to seek ways to enable customers to prepare, execute and manage digital transactions and integrated payments safely and securely."

The amount of the investment was not disclosed.

"Both Visa and DocuSign have a common vision to help consumers and organizations transact business in confidence," said Ryan McNerney, president, Visa Inc.

"Our mutual objective is to eliminate paper-based transactions. For Visa, the competition is cash, for DocuSign it is paper. Visa is proud to invest and support DocuSign as it creates a digital standard that will help everyone transact business more conveniently, quickly and securely around the world."

DocuSign offers solutions for identity management, authentication, eSignature, forms/data collection, collaboration, workflow automation, payment collection, and document retention.

## PaperSUIT launches legal cloud

PaperSUIT, a platform offering expedited document processes for law firms has had its public launch for the global market. The system is already available in Australia and is now being launched into the US, India, the UK and Western Europe.

PaperSUIT is a web-based document sharing service that aims to disrupt specialised document sharing services like virtual datarooms and legal extranets. Skyhatch, the makers of PaperSUIT, discovered the need for a solution for lawyers and bankers seeking ways to expedite their document-related efforts during deals, cases and negotiations.

Most professional services firms have dealt with virtual dataroom or extranet providers in the past. These providers tend to offer a basic service covering mainly security and access control. Others offer a Swiss Army Knife of features: each adding only marginal benefits with a focus on compliance and reporting. PaperSUIT offers exclusive features including document workflow management, document-integrated Q&A system, document access analytics and branded portals. Since it serves highly regulated and sensitive industries, PaperSUIT wraps all these features in a blanket of high security, accountability and auditability.

"Our aim is to empower professional services firms to better handle their information management practices while amplifying their image in the process," said Ash Patel, Director of Business Development for Skyhatch. "We found that many firms are getting short-changed in terms of the value they get for the exorbitant fees they currently pay for such services."

The service is free for low-capacity and trial use where 1GB of documents can be stored and 5 collaborators can be invited. It's priced competitively in relation to similar specialised solutions – virtual dataroom and legal extranet providers – rather than competing against fast-growing document sharing providers like Box, Google Drive and Dropbox.

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# Automating record keeping - what's holding us back?

By Conni Christensen

It's 2014 and our information stockpiles are growing fast. Where is the silver bullet that will magically fix our records management problems? Where is the quick fix that will classify, appraise, protect, and dispose of our records?

Auto-classification is viewed by many as the solution.

Auto-classification will take the burden of classification off end users, who don't want to classify or aren't able to classify their "records".

And already there are eCM products providing auto-classification tools such as text analytics and predictive coding. Auto-classification - available now to classify your content in order to determine why it must be retained, how long it must be retained and when it can be legally disposed of.

So, with the panacea of auto-classification built in, why is there continued resistance by business users to eCM systems?

Probably because business users still view eCM as a disruptive technology. The organisation needs records management but business users are looking to streamline their processes, save time, save energy and materials, improve quality, accuracy, precision and productivity. SharePoint's popularity is, in part, due to its open development environment which enables business users to create information systems that enhance their business processes.

Auto-classification per se is not necessarily seen by business users as a means of automating their information management. So In a recent paper delivered to the IRMS conference (May 20143), I set out to compare different types of business systems such as Accounting and ERP, and identify characteristics that support the automation of business processes, including information management.

- Enterprise resource planning (ERP) systems comprise a suite of integrated applications designed to support and automate processes such as product planning, development, manufacturing processes, sales and marketing, inventory.

- Accounting systems likewise integrate multiple processes such as ordering, invoicing, billing, payroll, time management, taxation, banking, also within a common environment.

Accounting and ERP systems show us how complex processes can be successfully automated. Features that support automation include:

- A standardised metadata environment. Metadata common to all processes is standardised and shared across all processes. Metadata labels are standardised. Data entry is controlled by lookup sets. Free text is virtually eliminated.
  - Document management embedded into related processes. Document types are standardised. Documents are linked to the processes or tasks. Emails are captured as part of the workflow.
  - Intelligent metadata capture. Information architecture that captures linked metadata into forms, minimising data entry by users. Interconnected fields that trigger auto-fill of data into other fields.
  - The automation of secondary or consequential processes, such as taxation and stock control, enabled by the information architecture.
  - Interoperability within systems and between systems is enabled by standardised metadata labels and values. Mapping tools provide the means of translation where necessary.
  - Metadata searches are enabled. Complex searches can be saved. There are multiple paths to finding information.
- It's all underpinned by metadata and the data model.

Within these systems metadata is the means by which information is classified for the purpose of arranging, sorting, grouping, filtering, and finding. Metadata is used to apply access and security rules, data protection rules. Through metadata and the data model, compliance is inbuilt enabling conformance to principles of integrity, consistency, reliability, authenticity, etc.

Everything is connected through metadata: entities, relationships, workflows.



Anyone who has worked with Accounting or ERP systems knows that these systems are incredibly similar. Entities and relationships are the same, processes are the same, and data flows in the same predictable ways. This is because Accounting and ERP systems are built to the same canonical data model.

The canonical data model is the accepted standard for logical data models and it provides software developers with a standard template to build to.

In the absence of industry standards, developers will devise their own data models. And this is what has happened with eCM development. The absence of standardised record keeping models has caused chaos within the industry, illustrated by patently different approaches to retention and disposal. We still don't have standardised definitions for labelling record keeping elements such as aggregations (i.e. files), records classes, document types, disposition events, and disposition actions. Nor do we have standard data values to enable interoperability and data exchange between systems.

We lack the reference models that clearly define record keeping processes and document the intersection of record keeping with business operations, applying the rules to the process, transaction, document type, subject, agent etc.

And while industry standards such as ISO 16175 (Principles and Functional Requirements for Records in Electronic Office Environments) and 15489 (Standard for Records Management) require organisations to undertake an analysis of business activity, none of these standards deliver useful models for system developers to use to integrate record keeping into business models.

Let's return to classification

There are multiple forms of classification built into accounting and ERP systems. In my business accounting system we classify by document type, customer, supplier, jobs, asset, income and expense items, services, and multiple types of user defined classifications such as project, customer type, supplier type etc..

But the burden of classification has been reduced by the interconnectedness of the system.

We have also built classification models in SharePoint where we leverage logical connections between related concepts to capture metadata. Interoperability is enabled between Accounting and SharePoint by using standardised labels and metadata values. Tedious browsing through the file plan has been completely eliminated with the use of faceted classification and linked metadata models.

Nevertheless we are developing models to integrate auto-classification into our information systems, to search for keywords and entities to map document into classification, and to link data protection, access and security rules to documents.

Likewise we are currently refining and testing metadata models that will support the automated appraisal and disposition of records, using auto-classification to identify keywords (and their synonyms) and mapping them to metadata based retention schedules.

What's driving this model of record keeping automation forward is:

- A thorough analysis of business processes, data flow, inputs and outputs;
- Identification of record keeping requirements;
- All connected into logical data models;
- Supported by an enterprise taxonomy and metadata framework;
- Augmented with auto-classification tools

To put it more succinctly, automation is the point at which where system design, records management, and business analysis meet.

*Conni Christensen is Founding Partner of The Synercon Group*

## Text Analytics to extract metadata from SharePoint

By Robert Young, Pingar

Most organisations do not realise that they can automatically extract information and value from text. Typically, they employ humans to do this manually, or worse, they ignore text altogether. Have you considered the cost to your business of creating and then storing data that just gets lost in your systems? Since 2007, New Zealand Company Pingar has invested in the academic and commercial research of text analytics and its application in the global business market. Pingar's singular goal is to extract value and sense from unstructured data using text analytics.

Unstructured data makes up 80 percent of data available today and is the main data type for social media, file shares, underutilised document management implementations, and research data.

Pingar's text analytics are a set of linguistic, statistical, and machine learning techniques that model and structure the information content of textual sources so they can be used as business intelligence, exploratory data analysis, research, or investigation.

Pingar is now poised to leverage its extensive research to bring disruptive solutions to unstructured data in an affordable, easy to implement, and effective way.

A diverse range of large companies are already using Pingar's solution including leading Australian retailer Coles Supermarkets, Commonwealth Bank of Australia - the 9th largest banking group in the world, USS POSCO the worlds largest steel producer, Ecolab, MGM Casinos Macau and more.

Today Pingar delivers its unique capabilities with unstructured text via an Application Programming Interface (API) Server that allows developers to build solutions to organize, collate, and identify what is important and relevant inside their organisation's text. The Pingar API will analyse its component concepts and suggest related search terms. You may also refine the results by providing an optional context document.

- Auto categorise documents against a pre-defined taxonomy/index
- Auto categorise documents into content-types such as "employment contract", "financial statement"
- Identify key concepts and phrases describing documents
- Identify people's names, organizations, and locations
- Identify the most relevant paragraphs providing a summary

Pingar is also taking technology a step further by developing applications that complement its core API capabilities. One popular example is the Pingar Metadata Extractor for SharePoint. Utilising Pingar's natural language processing in order to transform unstructured data into usable structured data.

It reads SharePoint content, identifies phrases that describe the main topics and classifies (categorises) the content against taxonomies. It can detect organisations or companies, people, locations, addresses, account numbers, dates, and many other custom created entities such as unique SKU numbers at a retailer. It is able to match similar terms, misspellings of words, equivalent spelling in different variations of English and more language issues such as these.

*(Continued over)*

# Getting a seat at the Big Data table

By Andy Carnahan

One of the recurrent themes at record keeping events is the frustration the record keeping community expresses at not having "a seat at the table". I used to shift a little uncomfortably in my own seat because much of the frustration was directed at "IT people" like me.

The solutions of today have a nasty habit of becoming the problem of tomorrow and IT's success in automating the production of all kinds of data has led to the problem loosely known as big data.

Big Data is the dilemma created when the means to create data vastly outweighs the capacity to manage that data. The volume, velocity and variety of information so outstrips our capacity to manage that information many parts of the organisation have given up trying.

Some records departments have solved the problem by drawing their own line in the sand and, using a piece of perplexing logic, maintaining that if it isn't in the record keeping system it isn't a record. There may be thousands of emails flying around the network unmanaged, but so long as the letters are still registered, there is a small part of the madness that has familiar order. It could be argued this is not drawing a line in the sand but burying your head in the sand.

Meanwhile, IT people keep providing more storage and place their faith in the power of their concordance index. More computing power, faster indexes. If a search engine can find a needle in a haystack, surely that is all that is needed? This is the sorcerer's apprentice solution. We are so busying enabling we are too busy to manage.

Six years ago I believed in the power of the search engine but now am convinced it is only one side of the solution. Google has proven the power of search but the search is only effective when Google places you in the right haystack.

I have also had a humbling realisation it is the often neglected record keepers who are responsible for "harvesting" the fields and placing the hay into haystacks. In other words, they give context to the content that the search engines so easily find.

The challenge for record keeping is to shift from an artisan model of hand crafting each document to a system of automated classification. It is enacting machine mediated contextualisation to a human standard.

For record keepers this is not a great change in role but it is a significant change in mindset. There is no longer a one-to-one relationship with the record keeper and the document. The record keeper becomes an organisational ontology manager training a rules engine that takes the place of the previous manual process. Where the rules engine is not confident, the record keeper trains the engine how to recognise the context and apply the rule. From that point on, another exception moves into the rule set.

There are software products emerging (and rapidly) that offer the promise of semantic indexing. Following the now-predictable Gartner hype cycle, at first they will be overhyped and then underestimated and we will find ourselves surrounded by them.

For record keepers, recognising the seismic shift that will bring them back to the table is a critical perspective. There are many record keepers on the point of retirement and many who follow "the rules" rather than realise the time is rapidly approaching when they will be called upon to make the rules. It will be a time when record keepers will be invited back to the table. I just hope there are still some remaining who will answer the call.

Andy Carnahan is Customer and Information Services Manager, Wingecarribee Shire Council, NSW. Andy will speaking on the topic "How to get a seat at the Big Data table - an overview of the emerging methods that will put record keeping back on the map and put business back in control of its data assets" at the upcoming Ark Event EDRMS for the Australian Government 2014. The event is over two days 30-31 October in Canberra. Details at <http://www.arkgroupaustralia.com.au>



## Text analytics to extract metadata from SharePoint

(From previous page)

In turn, Metadata powers SharePoint's search refiners, which allow users to rapidly get rid of irrelevant search results by showing categories, topics and other metadata. Each time a search is refined, the search refiners offered in SharePoint are from the reduced set, and therefore with a general idea of what the user is looking for, they are dynamically helped to find it.

Pingar Metadata Extractor for SharePoint

Canadian Institute of Mining (CIM) is the leading technical society of professionals in the Canadian Mining and Energy Industries. CIM has over 14,600 members coming from industry, academia, and government, serviced by their 10 Technical Societies and 35 Branches.

CIM's challenge was finding information in SharePoint

The CIM library is for their members. Search results need to be filtered by keywords or topics to make it really easy to use. To accomplish that CIM utilizes Pingar to tag ALL documents with metadata EVERY single time.

Papers are written by professionals outside the organization and submitted to CIM. Their staff had to read and tag all documents going into SharePoint and a typical document is at

least 20 pages of scientific and technical information. Each librarian could only properly tag 180 documents per year, while CIM needed to upload thousands of documents. Therefore a solution was researched globally, resulting in the implementation of Pingar Metadata Extractor.

Gerard Hamel, CIM Director Information Systems and Technology, said "It was the exact tool we needed to index documents. Now we are able to upload thousands of documents, and we don't need to read every single one, because Pingar does it automatically."

In addition, Pingar is currently developing other cutting-edge applications to reach out to multiple file shares, repositories, and other platforms to deliver a single view, categorise, classify, identify themes and subjects covered, even highlighting potential replication or versions of the same information, all from unstructured data. Another existing application is the monitoring of text media where we are able to track where and when your company is mentioned, certain subjects, legislation, or competitive information. This is becoming an increasingly important area for companies to quickly understand what is being said about their brand.

# Predictive Analytics – Driving effectiveness in decision-making

By Vanessa Douglas-Savage

**Predictive analytics is the practice of extracting patterns from information to predict future trends and outcomes. Typically used as a decision-making guide, predictive analytics is steadily impacting the way in which governments will design and deliver public services to their citizens.**

The success of predictive analytics tools in public service delivery hinges on overcoming some key big data analytics challenges.

Firstly, they must consolidate and integrate data from across a range of sources, including complex legacy systems, isolated information groups, and data from external sources that maintain citizen information. With so many sources, the amount of data is overwhelmingly large.

To derive analyses and value from these systems, the key questions to ask are: What information is important? How do the pieces of information fit together?

Historically, the big data wave has been poor at answering these questions, and reliance is still on human intervention to reach decisions, determine directions and remove the noise from the real message. The key for humans to navigate this effectively is to recognise patterns in the data, and this is where machines can assist.

## Structured and unstructured data

Of the data landscape, 80% is unstructured data. That is, the data is contained in documents, emails, images or social media text-based posts rather than structured databases. Where structured databases provide a level of consistency in format and metadata, unstructured data requires a level of organisation prior to any analysis activity. The aim is to establish context and connections to structured data sources. This e-discovery activity can be complex and costly particularly in the review phase where traditionally every piece of data would have to be read by a human, sometimes involving armies of humans.

Taking some steps towards breaking through this challenge is the practice of predictive coding. This involves a level of machine intelligence where systems are taught by human subject matter experts to gather data, perform analysis and make decisions about what is relevant. In large, complex information environments, machines are taught to do the heavy lifting which in the long run can cut the cost of e-discovery significantly. The downside of predictive coding is that media files like video, images and audio cannot be read.

Another method of unstructured content organisation is automated metadata tagging for classification, description, indexing and management of content. In the case of automated tagging, a machine is taught via rules, suggestion-based tuning and previous experience to apply tags to content.

However, predictive coding and automated tagging highlight the third big data analysis challenge, imperfect data. As with all learning experiences, mistakes will be made by both machine and human. Humans must learn how to teach the machine, and the machine must go through the learning curve of understanding subject matter and reaching relevant conclusions.

But more significantly, the challenge of garbage in - garbage out remains at large. Because the machine is learning, if human input is incorrect, or there are errors in the source data, then the machine will arrive at incorrect conclusions. As a result, predictive coding and automated tagging are not completely trusted



to deliver the same outcomes as a human eyeball activity.

At the same time, care must be taken to ensure that information gathering does not infringe on individuals' privacy, and that due measures are taken to protect civil liberties.

A significant challenge in this area is around the de-identification of data so that the identity of a person cannot be determined. This activity is often underestimated as conclusions are drawn around the importance and use of the data prior to release. A recent example was in New York City where taxi trip logs were made available. Within a short space of time, it was found that despite some data anonymisation it could easily be determined who drove what vehicle, a driver's gross income and where they live. There is ongoing debate about whether de-identification works and whether you can truly anonymise a dataset.

Finally, for any predictive analytics effort to be effective there needs to be consistent and on-going training for officers. This training needs to help them deploy analytics tools and technologies in the most effective manner, and remain abreast of the changes and improvements in the industry. Training activities can also be an effective feedback tool to improve the analytics process and refine predictions.

## Law and order – predictive analytics

The practice of predictive analytics is finding wide application in areas such as law and order. It is helping to make reliable intelligence available to officers, equipping them with effective everyday operational decisions, as well as the best strategies to fight crime, detect frauds and prevent terrorism.

Further, given today's increasingly complex information environment, predictive analytics helps police forces generate coherent and meaningful patterns of information while simultaneously sifting through several sources including social media, video CCTV footage and geographic filing systems. Traditionally, such exercises warrant huge budgets, but combining analytics tools with digital technologies is helping police forces gain key intelligence insights, without having to depend on a large department of intelligence analysts.

As budget allocations shrink and resources decline, governments will continue to explore ways to use predictive analytics as an effective route for quality public services delivery. As always, the key to success will be the quality of the data, pattern recognition and the assumptions that underpin analysis.



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EzeScan is Australia's most popular production document scanning software solution and product of choice for many Records and Information Managers. This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002. With more than 750 installations world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for documents of all types.

EzeScan works with virtually any TWAIN/ISIS/WIA compliant scanner or any brand of networked MFD, often being selected to replace the software that ships with scanners. With "out of the box" seamless integration with many industry standard EDRMS and/or ECM systems, EzeScan saves both time, money and lowers the risks associated with developing and integrating third party scripting or custom programming.

EzeScan has a proven track record with HP TRIM, Objective, TechnologyOne ECM, Autonomy iManage WorkSite, Open Text eDOCS/Livelink, Microsoft SharePoint, Xerox DocuShare, infoXpert eDRMS, infoRouter, Meridio, Laserfiche and Alfresco. EzeScan solutions range from basic batch scanning with manual data entry to automated data capture, forms and invoice processing.

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ABBYY FlexiCapture 10 is a powerful data capture and document processing solution that provides a single point of entry for automatic and accurate conversion of forms and documents into business-ready data. FlexiCapture recognizes multiple languages and automates a variety of tasks, such as data entry, document separation and classification by type—providing the data you need, fast.

Thanks to its up-to-date technology for document classification and data extraction, this software is easy to configure, use and maintain.

The state-of-the-art architecture of ABBYY FlexiCapture 10 allows building solutions that meet a wide range of throughput needs—from cost-effective standalone systems for small to medium businesses and departments to highly scalable server-based solutions for medium sized and large businesses and government projects. In addition, ABBYY FlexiCapture can be integrated with back-end systems and into specific business processes to improve overall efficiency and reduce costs.

## Kodak alaris

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From the world's fastest scanners and integrated imaging products to service and support, KODAK Document Imaging creates solutions that meet real-world customer demands.

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The Objective ECM solution has been engineered to meet the complex and stringent requirements of Government and highly regulated organisations, which have high volumes of unstructured information, complex business requirements and require flexible deployment requirements.

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Our solutions empower public sector effectiveness; efficiency and transparency helping government deliver better services to the community at a lower cost. Through direct customer engagement, Objective is committed to delivering outcomes that have a positive effect on the public sector, its citizens and the community.

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At Kapish we are passionate about all things TRIM. As a HP Software Gold Business Partner, we aim to provide our customers with the best software, services and support for all versions of the Electronic Document and Records Management System, HP TRIM. We understand that it can sometimes be an all too common problem where document and records management is seen as being just too difficult.

To help improve this perception we offer easy to use business solutions to overcome the everyday challenges of information governance using HP TRIM.

As a software and services company focused exclusively on HP TRIM, we work with our customers to improve their everyday use and experience with the system.

Designed to bridge the gap between users and technology, our software solutions are easily integrated into existing systems or implemented as new solutions.

Quite simply, our products for HP TRIM make record keeping a breeze.



## Information Proficiency/Sigma Data

Tel: 8 6230 2213

Email: info@sigmadata.com.au

Web: infoproficiency.com.au/

sigmadata.com.au

Information Proficiency and Sigma Data are at the forefront of Information Management Services and Streamlining Business Processes.

We supply and support HP and Kofax software solutions, as well as developing our own range of productivity and

connectivity tools based around Kofax and HP Records Manager (HPRM). Focusing on Information Management Technology and Services, we work hard to understand our client requirements, and implement solutions to match.

Implementing efficient processes are critical to enhancing productivity, transactional speed, reducing costs and achieving regulatory compliance for your organisation.

Our team of industry certified professionals are able to design and deliver systems to meet your requirements. We strive to build lasting relationships with our clients, providing continuous improvement and mature solutions.



## TechnologyOne

Phone: (07) 3167 7300

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Web: <http://www.technologyonecorp.com/products/enterprise-content-management>

TechnologyOne (ASX:TNE) is Australia's largest publicly listed software company, with offices across six countries. We create solutions that transform business and make life simple for our customers. We do this by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,000 leading corporations, government departments and statutory authorities are powered by our software. TechnologyOne Enterprise Content Management (ECM) enables organisations to easily and efficiently capture, store, use and manage information contained within its business documents from any device, anywhere and anytime. ECM provides one place to store all business information, and one place to search when you need to find a document. Traditional document management needs are evolving, and new challenges brought on by a mobile-first world are driving a business need for ubiquitous access to document storage and capture. Overcome the challenge of managing vast amounts of business documentation, using TechnologyOne ECM.



## OpenText

Phone: 02 9026 3400

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# OPENTEXT

- To capitalise on business opportunities and help knowledge workers achieve their goals, enterprises need tailored Enterprise Content Management (ECM) solutions that suit the specific processes, policies, and end-user requirements of their organisation. But custom solutions are both pricey and time consuming. Organisations that really want to get the most out of their ECM systems need tools that increase their business agility and user adoption without increasing the overall cost.
- OpenText Content Intelligence helps your organisation extend, enhance, and simplify OpenText Content Suite. You can tailor the views of business content and the ways users interact with it, making your ECM system easier to use and increase user adoption.
- OpenText Content Intelligence enables your organisation to:
  - -Improve user adoption, productivity, and management insight
  - -Easily develop and deploy applications, interfaces, and reports tailored to your organisation's needs
  - -Lower TCO and improve ROI by making OpenText Content Suite a natural extension of the way business users create and interact with enterprise content

## Glentworth Consulting

Tel: 1300 634 430

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Web: [www.glentworth.com](http://www.glentworth.com)

# glentworth™

Glentworth is an information management consultancy with a core focus on shifting the way information is used to create value. The Glentworth team specialise in understanding business challenges and solving them through galvanising data, information and knowledge within organisations.

Through enabling organisations to increase the value they gain from their information, this increases productivity, promotes growth, reduces transactional costs and enables process optimisation.

Information is woven through the fabric of the modern organisation and consequently drawing the secondary value of this strategic asset will play a critical function if costs and waste are to be contained.

Successful growth will directly rely upon the capability to reduce errors, increase quality and make timely decisions.

Our consultants have proven capability in providing innovative and effective data, information and knowledge management solutions across sectors and problem domains.

We carefully discover the circumstances of the situation and design a fit-for-purpose approach. This allows informed decision making and the right techniques to help achieve the outcome. Glentworth is a trusted partner of organisations across the government, commercial and not-for-profit sectors.

## Secured Signing

Phone: 1800 305 175

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WebSite: [www.securedsigning.com.au](http://www.securedsigning.com.au)



Secured Signing breaks one of the most stubborn barriers to a completely paperless process: the humble signature.

Our service delivers a secure and authentic digitally signed document that is self-contained, PKI Digital Signature standards based and portable providing long term reliability with complete confidence in the document content and the identity of the signatories.

A broad range of solutions are possible with Secured Signing. These range from simply signing documents and inviting people to sign documents through to online forms, bespoke workflow processes and integration to your website and backend systems. A true Software as a service (SaaS) offering, Secured Signing requires no hardware to be purchased or software to be downloaded and there are no establishment costs or minimum contract periods. You simply pay for what you need.

Secured Signing is a local company providing support on your time with the confidence you'll always be able to meet your privacy obligations."

## iCognition

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Diem Enterprise Solutions: [www.diemsolutions.com](http://www.diemsolutions.com)



iCognition is an Australian company delivering specialist consultancy, implementation and managed services centred on Information Management and Governance, particularly around HP TRIM/Records Manager.

The company provides consulting, strategy development, innovative solutions, systems integration, product development, implementation and managed services that cover strategic and project level services. As a HP Gold Partner we are certified to provide HP TRIM/Records Manager technical and business services, including HP TRIM upgrades and support. We are also an Intellex Partner and a Microsoft Silver Partner focused on SharePoint. As a HP Alliance One Partner we develop the Diem Solutions that add value to HP TRIM.

Our flagship products, Diem Portal and Diem Broker, are designed to maximise the efficiency, effectiveness and satisfaction in capturing, discovering, managing and collaborating around corporate information.

## Blumark

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Most businesses look to technology to support their activities but as they grow and change, more systems are added and more employees create a greater number of emails and documents. Not surprisingly, IT becomes more complex and there is a risk of workflow becoming hampered by the distraction of managing essential business functions.

Blumark are experts in ECM and process improvement, assisting organisations with the difficult task of managing business processes and content in an efficient and cost effective manner. Blumark becomes the organisation's trusted partner as an advisor, implementer, trainer and support provider.

Blumark specialise in the content lifecycle and provide solutions for the diverse electronic and physical content types which organisations work with today.

Leveraging technologies such as IBM FileNet and OnBase by Hyland, Blumark focus on delivering ECM solutions which support the way that organisations do business minimising change management, enabling users, ensuring compliance and empowering records specialists.

## FileBound Australia

Phone: 1300 375 565

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Web: www.filebound.com.au



FileBound is an end-to-end process automation solution for enterprises of all sizes. FileBound is a cloud-native document and work management solution that automates the flow of enterprise work. This comprehensive enterprise content management (ECM) solution features capture, document management, workflow, electronic forms, analytics, mobile access (iOS and Android) and much more.

It presents in a single, easy-to-use application that manages business processes from beginning to end and reliably connects people and information.

FileBound provides organisational efficiencies, drives out manual paper-based processes to decrease costs, increase productivity and support compliance with internal and external mandates. FileBound users have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.

## UpFlow

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PSIGEN, PSI:Capture is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability.

PSI:Capture provides unmatched integration with just about any ECM platform and allows the utmost in flexibility for deployment in large or small organisations. Whether you want a simple scan workflow or complex document capture, PSI:Capture provides a solution to meet your specific needs.

Document Capture and Scanning is a challenge in any organization. With an array of scanning devices, capture needs and back-end content management systems, it is ineffective to settle for multiple applications to accomplish one goal.

PSI:Capture provides a single capture platform that can meet all the needs of an organisation: Use MFPs, copiers, scanners or fax | Run Database Lookups | Dynamically create libraries, folders and file names | Create searchable PDFs | Perform OCR, OMR, ICR | Complete Forms Processing and Classification | Extract Line Items | Verify using a Web based Verification platform | Act as an ECM Onramp.

UpFlow are the Asia Pacific Distributors for PSIGEN.

## Iron Mountain

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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

## OPEX Corporation

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OPEX Corporation is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide. OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecommunication, service bureaus, educational institutions, and fulfilment operations.

OPEX has developed innovative prep reducing scanners that address the root causes of workflow issues our customers face. Minimising preparation, paper handling, and other manual tasks not only improves efficiency, but also results in superior transaction integrity and information security. As documents are removed from envelopes/folders and scanned, operators can view each image to ensure it is properly captured. This prevents time-consuming and costly re-scanning later in the process. Moving image capture upstream also reduces information management risks.

## Aleka Consulting

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With a unique knowledge base in text analysis and storage technology, Aleka provides products and services to let users work more effectively with email, electronic documents and document management systems.

**FindAlike** – Office Add-in using near-matching technology to find email recipients and senders for the same message, find different versions of the same document, and suggest record keeping containers based on content.

**AK Disposal View** – Web-based access to disposal authorities to minimise 'donkey vote' filing.

**DMS Health Check** – find misfiled documents in your DMS

**Mailing List Cleaning** – identify different name/address representations, dead and relocated recipients and save postage.

**Storage Audit and Remediation** – find out what and who is filling your storage and painlessly reduce it.

**SharePoint Migration** – much more than drag and drop! Flatten folder trees, de-duplicate, deal with naming rules, map permissions.

**Facet Folders** – metadata-based browsing of disordered data.

**Rule-based Sentencing** – apply rules to file names, folder names and text content to speed document sentencing.

## Laserfiche

Phone: (852) 3413 9898

Email: ecm@laserfiche.com

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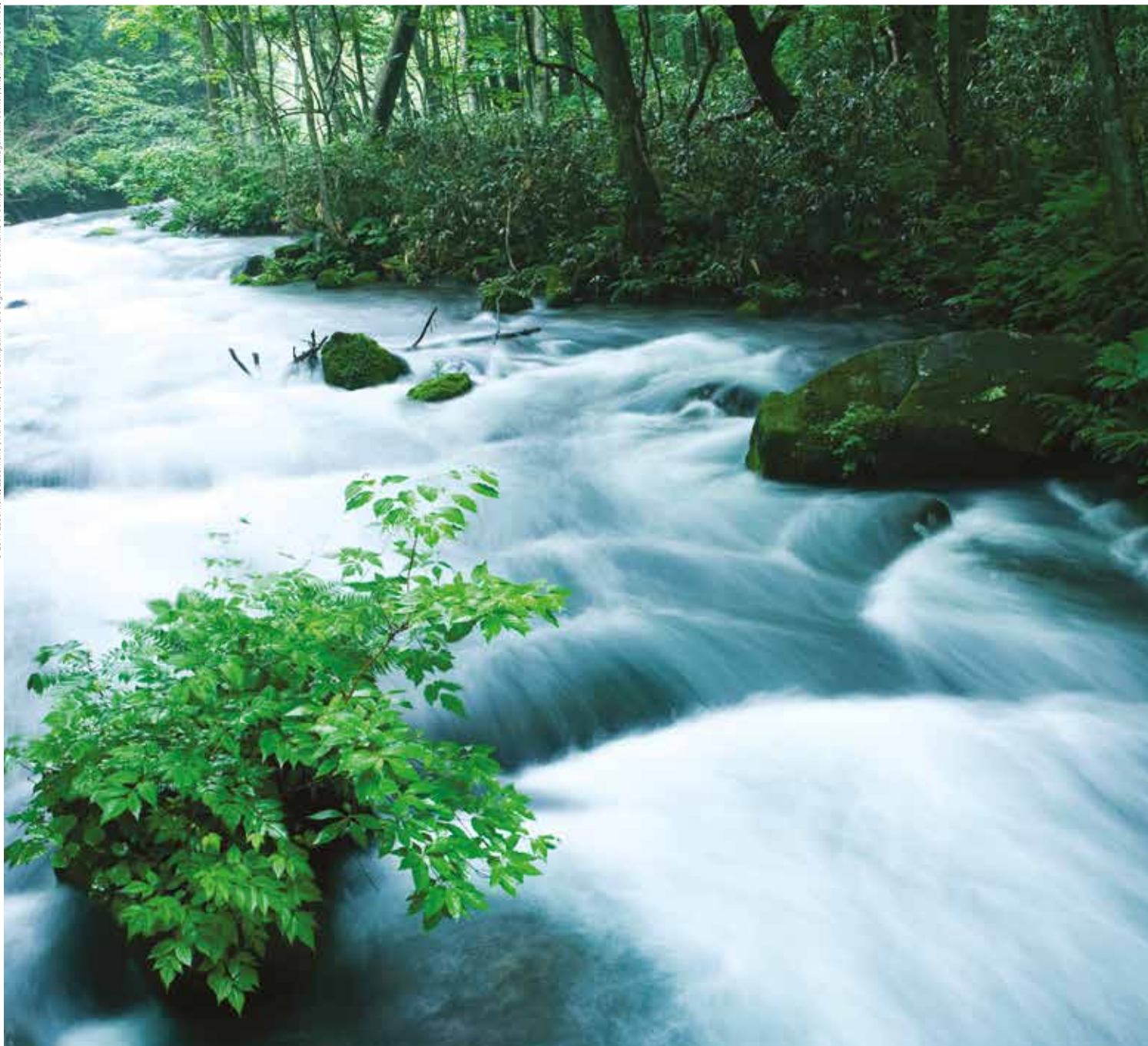


Laserfiche Enterprise Content Management (ECM) maximises the value and utility of structured and unstructured information within an organisation. Our solution gives IT departments centralised control over system infrastructure, while offering business units the flexibility to meet their needs.

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 34,000 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. Contact Laserfiche to tell us your needs, we will be sure to guide you to a team of local experts most suitable for you.





## Flow from one step to the next.

**Keep information flowing.** Instead of stopping at every step, Laserfiche enterprise content management gets information exactly where it needs to be. From desktop or laptop, tablet or smartphone, business managers stay informed, make decisions and keep processes moving.

To learn more, contact us at [ecm@laserfiche.com](mailto:ecm@laserfiche.com).

“ Within 1 year, we used Laserfiche to develop an extensive correspondence management system that has helped our campus become 100% paperless. ”

Dr. Majed Alhaisoni, Dean of IT and e-learning,  
University of Ha'il

Winner of e-Initiative 2013 Excellence Award,  
18th Middle East eGov and eServices Awards



# Bringing fax back in from the cold

By Mark Howarth

**The fax number may have disappeared off most business cards these days but fax technology is still a vital part of many essential business processes in 2014. The question for organisations today is whether they have optimised document automation and information capture for fax in their business processes.**

Fax communication is still essential in many vital business functions, whether it's sales order processing, trade settlement processing, online customer service and accounts receivable processing.

Banks and financial institutions rely on fax for its status as a point to point communications channel with the ability to provide audit history and proof of delivery.

In manufacturing fax is widely used in procurement, producing purchase orders from SAP or Oracle, as well as supply chain and logistics.

Many small businesses are comfortable with receiving data from business partners or customers via fax.

So while we have embraced the cloud, email, scanning, and a whole host of e-commerce technologies, there are still millions of faxes being sent and received globally which contain critical information for conducting business. Each and every day millions of messages are generated by businesses as they interact with customers, suppliers and other organisations. Fax, alongside Email, SMS and Voice are ubiquitous and universally accepted messaging solutions.

However in today's fast-paced, wired and wireless world, have these messaging solutions been optimised for the business process and consumer they serve? For example, how many communications are generated in an organisation's procurement process? Is the generation of these communications automated and efficient, or are they semi manual and ad-hoc?



Criteria – Fax Automation	On-premise	Cloud
IT infrastructure needed	Yes	No
Out of the Box integration with Corporate Applications (ERP, CRM, Mail)	Yes	Typically limited
License procurement	Yes	No
Cost per fax sent	Yes	Yes
Cost per fax received	No	Yes
Cost of number rental	Yes	Yes
Ongoing annual costs such as software maintenance or service fee	Yes	Often

Has fax in particular kept pace with the development of IT&T trends such as Cloud and Mobility?

Organisations are moving to IP fax technology in the Cloud or On-Premise, and architecting resilient and scalable solutions integrated with back office systems that deliver process automation and lowest possible cost of ownership.

## Fax in the cloud?

The question of 'cloud' or 'on-premise' is high on that checklist for IT departments nowadays. (see table above) In the case of fax automation the cost analysis is relatively straightforward.

However what also needs to be taken into account is the cost and complexity of change management, and this may not be so straightforward to calculate.

There are two significant components to this:

- integrations with corporate applications and
- fax number management. The flexibility to pull fax numbers from telephony number ranges is often limited so new numbers need to be procured and existing numbers redirected. This can be a time consuming, difficult and costly exercise.

I suggest that these hidden costs must be closely examined in developing the business case for change.

## Best of breed fax

What should be included in the checklist when analysing a "best of breed" fax solution?

There are a number of elements included in analysing any IT solution, such as product maturity, ease of use, interoperability and security and scalability.

Another key consideration is whether this is a 'point solution' or 'enterprise solution'. A point solution strategy may see an organisation using multiple SMS providers, on-premise fax solutions from multiple vendors and a cloud provider here and there. This can lead to cost and complexity for an organisation in terms of upkeep, management and efficiency.

A best of breed cloud messaging solution is likely to include SMS, Mail, Voice and Fax as available communication channels. The platform will have an excellent API in order to automate messaging from back office systems whilst providing capability for line of business users to import contact lists, define message templates and effectively self-serve.

## Easylink - The cloud solution

EasyLink is a 100% cloud based solution. It gives time-critical, business-critical, Voice, SMS, Email and Fax messaging from a single platform.

The EasyLink production messaging solution automates the creation and delivery of outbound transactions which originate

in back-office systems. It's ideal for trade confirmations, letters of credit, customer statements and other high-volume communications.

## RightFax on-premise IP fax server

RightFax provides a multitude of options to capture and route inbound documents when they enter the enterprise. The options consist of XML, Bar Code, Integration and Fax Archive Modules. By utilising these tools you can connect and integrate with Imaging, Workflow and Archive systems.

RightFax provides companies with a centralised infrastructure for mission critical document delivery by integrating with email, desktop, CRM, ERP, document management, imaging, archival, call centre, MFP systems, as well as host, legacy and mainframe applications.

Today, there are three key considerations for an on-premise fax solution.

1. Virtualisation – If your fax server isn't virtualised it needs to be. This is an opportunity to consolidate infrastructure, increase high availability and hopefully reduce IT&T costs
2. IP Fax - Fax over IP is an opportunity to integrate and leverage IP Voice systems. It is an opportunity to remove telecommunications infrastructure and leverage Call Management applications.
3. Integrations - With a host of certified integrations RightFax provides a rich history of document automation from back end systems and MFP devices.

## A best of breed cloud messaging solution is likely to include SMS, Mail, Voice and Fax as available communication channels.

As the market leader in outbound document automation, RightFax tightly integrates and is strategically aligned with other market leading applications including Oracle, SAP and Microsoft. Having purpose built modules for SAP r3, Oracle 11i and Exchange 2013.

Also, any current users of MESSAGEmanager fax server should consider the end of life for new customers announced post the OpenText acquisition on 9th December, 2013.

As such, organisations using MESSAGEmanager may need to start considering their future product direction and options. Two of these options being to replace with RightFax or to implement the EasyLink cloud based messaging solution.

*Mark Howarth is Managing Director of Axient, a leading Value Added Reseller of enterprise messaging and digital transaction solutions. (+61 2 8338 3444, [www.axient.com.au](http://www.axient.com.au))*



## Central scanning solution minus PC



A new line of network scanners from Kodak Alaris provides organisations with a central scanning solution that allows users to capture information from documents and route it into key business processes without the need for a dedicated PC.

Until now, many organisations have been unable to automate some paper-based business processes because a PC isn't appropriate for the work location (e.g. employees in a particular department don't require PCs). In other instances, employees may have PCs but it's preferable that they are limited to performing specific tasks. The KODAK Scan Station 700 Series is suitable for either scenario as it connects directly to a network and sends data to multiple destinations simultaneously, including network drives, printers, FTP sites, email, portable USB drives and Microsoft SharePoint. It is designed to meet the needs of small businesses or branch offices of larger organisations in a variety of industries, including healthcare, finance, legal, government, travel and insurance.

"The KODAK Scan Station is helping a bank enhance customer relations by allowing tellers to quickly capture documents and access core functions of their business application on the touch screen without leaving the customer," said Tony Barbeau, General Manager of Kodak Alaris' Document Imaging division.

"The Scan Station also helped the bank meet stringent requirements for user interface and document transfer security. Plus, the integration capabilities allowed the bank to create and distribute a simple application to use on the Scan Station in all of its branches."

Unlike traditional scanners or other multifunction devices, the standalone Scan Station 700 integrates network connectivity and imaging functionality to make scanning more accessible in a shared environment. The large, easy-to-navigate touch screen offers a customisable, intuitive user experience that promises fewer user mistakes and a quicker path to proficiency. A remote administration utility allows administrators to manage, configure, and maintain multiple scanners from a single location.

In addition to the standard user interface of the Scan Station 700, the Scan Station 720 EX model extends the solution's feature set with an integration-friendly architecture. The 720 EX allows select Alaris partners to develop and install highly specialised business applications to automate information processes with even greater efficiency. Other unique features of the Scan Station 720 EX include a built-in fax modem and output to the KOFAX Front Office Server.

The Scan Station 720EX design allows third-party applications to add value to existing capture processes, offering a powerful, cus-

tomisable approach to elevate end users' information management capabilities. Select partners can create these applications to easily look up projects, confirm deliveries, provide feedback and check the status of projects in the system, saving time and reducing administrative costs for the end user.

For further information on the new models contact [francis.yanga@kodakalaris.com](mailto:francis.yanga@kodakalaris.com)

## Kofax launches Mortgage Agility

Kofax has introduced Kofax Mortgage Agility, designed to transform and simplify the mortgage application process.

Mortgage Agility streamlines the critical initial steps in the mortgage lending process by enabling applicants to use any channel, including mobile devices, internet portals, email, fax and paper, to submit mortgage application information.

The solution then extracts the business critical content, uses business rules to check for missing or inconsistent information and enables collaborative communications between the applicant and lender to capture trailing documents and resolve exceptions.

It then leverages defined workflows, business rules, compliance requirements and due dates to assemble a complete mortgage application package for entry into loan origination systems. It can also connect to third party software applications or web sites to, for example, verify applicant information, order credit or appraisal reports and other purposes. All of this is accomplished while keeping the applicant informed about the status of their application and providing lender management visibility into the loan process and loan officer performance via near real time interactive dashboards.

Mortgage Agility combines a set of multichannel capture, business process management, mobile, analytics and data integration capabilities on a single platform to provide a less frustrating and more convenient customer experience for applicants, and helps lenders close more quality loans faster and at a lower cost.

## Nuance unveils NaturallySpeaking 13

Nuance Communications Australia has enhanced Dragon NaturallySpeaking 13 speech recognition software by making navigation and text-entry tasks faster and easier. Dragon 13 offers support for many microphone options, including, for the first time, microphones built-in to many of the latest laptops, offering greater freedom and flexibility – no headset required. Dragon 13 automatically detects which microphones are available to use, so you simply select your preference and start talking.

Dragon 13 now also supports voice commands and Full Text Control (using your voice to perform direct dictation, text selection or correction and cursor movement within text) in popular web applications such as Gmail, Outlook.com and Yahoo! Mail in Chrome, Firefox and Internet Explorer.

For example, simply tell your computer to "Open Internet Explorer," and from there, use your voice to navigate to Facebook, scroll through your news feed and select photos and links. Or, use your voice to open Gmail, address and compose a message, insert a personal signature and send your note – no typing or clicking required.

Dragon 13 also features a contemporary, intuitive interface and tutorials

The English language version of Dragon NaturallySpeaking 13 Premium is available for download, starting at \$A199.95 on [australia.nuance.com..](http://australia.nuance.com..)

The English version of Dragon NaturallySpeaking 13 Home is t \$A99.95

Additional language versions of Dragon NaturallySpeaking 13 Premium and Home will be available later this year.

[www.getdragon.com.au](http://www.getdragon.com.au)

## OpenText free file sharing tools

OpenText has announced free enterprise file sharing and synchronisation for OpenText Content Suite 10.5 users, who will qualify for an unlimited number of OpenText Tempo Box licenses "Companies need a simple, integrated solution for employees that offers a level of governance to ensure corporate data is well protected," said Muhi Majzoub, senior vice president of engineering, OpenText.

"While there are low-cost consumer options available, none offer the security and data control benefits of an enterprise solution. With Tempo Box, employees have the file sharing solution they want and companies have confidence that the enterprise remains protected with consistent governance."

Tempo Box will be available as part of the Content Suite 10.5 Platform, core of the OpenText Content Suite. Customers can access, share and synchronise enterprise information, while leveraging the latest smartphones and tablets.

As previously announced, Tempo Box has also been made available to customers of OpenText Extended ECM for SAP 10.5. It will also be available for OpenText Extended ECM for Oracle 10.5.

Backed by OpenText ECM, Tempo Box's secure management for the enterprise allows organisations to:

- \* Remotely wipe mobile devices of any proprietary company data when necessary
- \* Set and manage access permissions, retention policies and file storage
- \* Securely communicate between the repository and Web, desktop and mobile clients using 256-bit SSL encryption
- \* Encrypt mobile device content for iOS, Android and Blackberry.

## Perceptive launches Cloud Share

Lexmark's Perceptive Software has announced the release of Perceptive Cloud Share, a cloud solution for sharing and collaboration with enterprise social content, including rich media.

Built upon the Perceptive Evolution platform, and capable of storing content in the cloud or connecting to existing storage systems, Perceptive Cloud Share manages large rich media files without the additional infrastructure overhead required for storing and moving these files on the premises.

Diverse file formats can be uploaded to the application, where they are transcoded, optimised and made available for streaming to a broad range of devices. Users can upload and share video files from any device, and they can also add custom meta-data, search videos and even add bookmarks and comments to specific sections of videos.

"Perceptive Cloud Share is a cloud-based service that simplifies the capture, storage and sharing of content and rich media, helping customers solve the unstructured information challenges associated with large video, photo and audio files. Rich functionality combined with enterprise-grade access control—all built on the Perceptive Evolution platform—make Perceptive Cloud Share an ideal "Corporate Tube" solution," said Perceptive Software Chief Technology Officer (CTO) Brian Anderson.

## Nikec Solutions adds Sydney office

Nikec Solutions, a provider of secure workflow management solutions, has established a new office in Sydney extending its global reach into Australia and New Zealand (ANZ).

Damian Jeal, Global Vice President, Nikec Solutions said, "Over the past few years the company has been growing in key markets around the world thanks to our flagship solutions - Copitrak (cost recovery and cost management), Nikec Binder (digital ring binder) and Nikec Docstore (secure file sharing platform).

The soaring popularity of these solutions illustrates the growing need for robust technologies to support growth, mobility and

BYOD within information intensive environments, while improving document workflow processes and security," stated Jeal.

To manage the new office, James Kenney assumes the role of Regional Manager ANZ. Kenney brings over 6 years of experience in the professional services sector, most recently as a Business Development Manager at Law In Order, a supplier of hard copy and electronic document processing services.

*Nikec Solutions' office is situated Level 12, Plaza Building, Australia Square, 95 Pitt Street, Sydney NSW 2000. Tel: +61 (0)2 8079 5208. Fax: +61 (0)2 8249 8001 Email: info@nikecsolutions.com*

## FileBound Express Version 7

FileBound has announce the release of Version 7 of its FileBound Express appliance for Cloud and Onsite document management.

The appliance can be purchased with a 250 000 document limit or a 1 000 000 document limit and empowers 10 concurrent users. The new release features a revamped user interface and several new configurable workflow capabilities.

A free Android App now provides for for mobile access in addition to iOS. FileBound Touch allows access to critical work documents, processing of workflow tasks from the convenience of a tablet or smartphone.

Performance improvements have been delivered by the move to full 64-bit technology.

<http://www.filebound.com.au/filebound-express/>

## Lepide updates SharePoint Auditor

Lepide Software has launched a new change auditing solution, LepideAuditor for SharePoint. The software assists in safeguarding SharePoint Server from any unwanted access, deceitful changes and malicious security threats. With more than 40 inbuilt reports, it presents comprehensive information regarding every change by specifying who changed what, when, and at which SharePoint site.

Features include:

- Tracks complete history of user actions and any modification on the server
- Dedicated agent available to seamlessly gather all audit data
- Detects any change to servers, farms, sites, lists, libraries, folders, content, groups, users, permissions, etc.
- In-depth auditing through sort, search, filter, and group by options to further narrow down reports
- Long term log storage
- Schedule reports for auditing
- Instant alerts on the preconfigured critical changes

Comprehensive detailed reports that can be saved in PDF, MHT, or CSV

<http://www.lepide.com/sharepoint-audit/>

## Simple way to split large PDF Files

A new utility from Japanese developer A-PDF provides a simple solution to the problem of dividing a large PDF file with the need for a full Adobe Acrobat licence.

Available for \$A42 for a single user licence, the A-PDF spit software can split large PDF documents and create smaller files

The desktop utility allows users full control on the splitting process

"The tool offers flexible ways of splitting Acrobat PDF files. One can split a file by choosing pages, by choosing odd/even pages, and even on the basis of bookmarks. There are several unique features that are making it a powerful PDF splitting utility," said a spokesperson.

A free trial version is available at <http://www.a-pdf.com/split/index.htm>.

## Analytics8 announces unstructured data analytics challenge



Consultancy Analytics8 has announced the Contextual Intelligence Challenge ([www.contextualintelligence.com.au](http://www.contextualintelligence.com.au)), a competition for business intelligence professionals to submit their innovative use cases for leveraging the Squirro unstructured data analytics platform to their organisational advantage.

The most innovative use case with the potential to return real organisational benefit will win a Squirro unstructured data analytics solution valued at up to \$A100,000.

The Squirro Context Intelligence solution promises to extract value from the 80% of unstructured information, and combine it with structured data analysis in order to radically improve decision-making, drastically reduce costs and help organisations achieve major increases in effectiveness.

The Contextual Intelligence Challenge aims to encourage business intelligence professionals to truly investigate the potential value locked away in unstructured data repositories, both internal (e.g. CRM, email, documents, etc.) and external (Forums, Newsfeeds, Chatter, Blogs, Social Media, etc.).

Participants can choose the data they want to combine in real-time to achieve insights into their customers, business, and markets.

By donating their expertise valued at up to \$100,000 to one winning entrant, Analytics8, Sovereign Merchant and Squirro are aiming to fuel an ecosystem of BI, analytics and data science professionals building Squirro powered business solutions. In addition, all other entrants will receive the right to discounted Proof of Concept investigations.

[www.contextualintelligence.com.au](http://www.contextualintelligence.com.au)

## tibbr plugs into SharePoint

TIBCO Software has announced direct integration of its tibbr social collaboration software with SharePoint and Outlook.

"TIBCO is committed to delivering best-of-breed social collaboration functionality to all users in the enterprise, whether that be through our native interfaces or embedded in leading business applications," said Leandro Perez, director of product marketing, TIBCO.

"Microsoft SharePoint and Outlook have significant footprints in the enterprise. We see a great opportunity to bring the benefits of tibbr to those users seamlessly in the applications they already use -- be it in the cloud or on-premises."

Additional features include:

- Richer employee profiles
- Intuitive and personalized newsfeed
- Embedded collaboration for Team Sites
- Improved document-based sharing and commenting
- Immediate mobile access for users

## Nintex and DocuSign team up for workflow automation

Nintex and DocuSign have announced the integration of DocuSign's Digital Transaction Management (DTM) platform with Nintex's workflow automation platform.

The partnership will assist the incorporation of DocuSign DTM features like eSignature into Nintex workflows to eliminate paper-based document signing.

"Digital Transaction Management is transforming the way organizations do business by eliminating the need to print, fax, scan or mail any document that requires a signature," said Michael Schultz, vice president of strategic alliances for DocuSign.

"By going fully digital, Nintex customers can accelerate transactions and contract signings—saving time, money and creating a better overall experience for all parties."

The integration of the Nintex workflow automation and DocuSign DTM platforms allows organizations to:

- Execute secure, legally-binding and enforceable documents
- Eliminate inefficiencies and break-downs in business processes requiring signatures
- Formalize and streamline all activities required before and after signatures are secured
- Improve governance, compliance and security of business processes requiring signatures

"As our customers push for the greatest possible efficiencies in their organisations, we are committed to equipping them with the tools to transform their business operations," said Ryan Duguid, vice president of product for Nintex.

"Manual signatures delay business processes, inhibit productivity and increase administrative costs. With DocuSign, our customers and partners can address these challenges head on and complete their digital transformations."

[www.tibbr.com](http://www.tibbr.com)

## Esker on Demand reaches 1B page mark

Document process automation solutions provider Esker has announced that its cloud-based service, Esker on Demand, has processed over one billion pages.

Ten years after its launch, the company reports Esker on Demand now serves over 5,000 customers worldwide, reinforcing the trend and increased adoption rates of the cloud model.

Esker on Demand enables companies to automate the reception, processing and sending of purchase requisitions, vendor and customer invoices, collection letters, pay checks, and sales and marketing communication directly from their business applications (e.g., ERPs, CRMs, etc.) by leveraging a suite of cloud-based automation solutions, including: Purchasing, Accounts Payable, Order Processing and Accounts Receivable.

The service is delivered via three data centres, in the US, France and Australia, and seven mail production facilities, in Australia, France, Belgium, Singapore, Spain, the UK and the US. There are over 25 million pages processed worldwide each month.

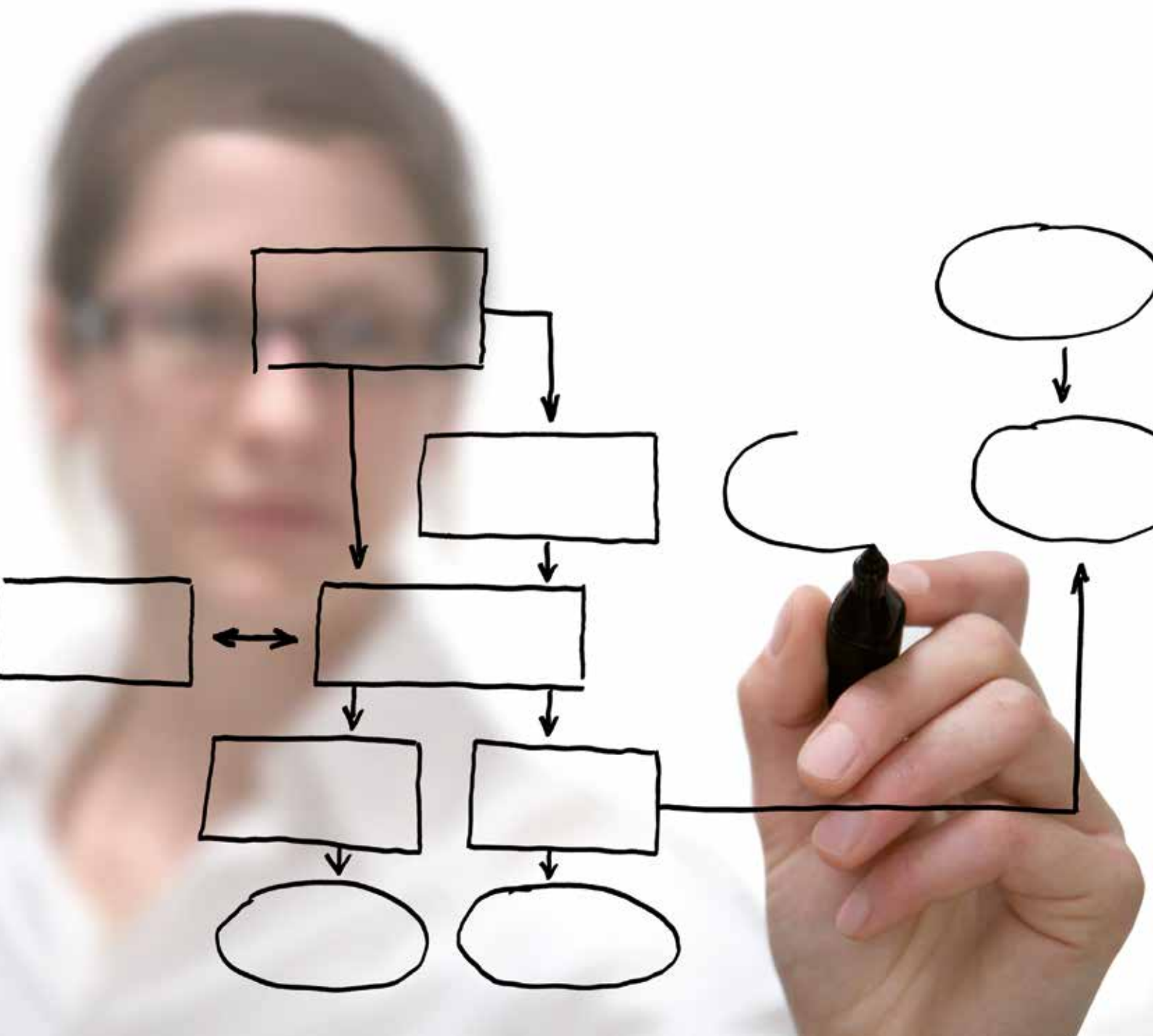
"In Australia and New Zealand, we are grateful for the confidence and trust of companies like Amcor, BHP Billiton, Dulux, Visy, GrainCorp, James Hardie, Fonterra, NSW Fire Brigades, etc. In total, 100+ local and multinational companies based in Australia and New Zealand are using Esker Cloud solutions" said Christophe DuMonet, Managing Director of Esker Australia & New Zealand.

"In today's economy, document process automation technology is a key advantage for companies by allowing them to achieve higher productivity and eliminate low-value tasks to focus on their core business," said Jean-Michel Bérard, CEO at Esker.

[www.esker.com.au](http://www.esker.com.au)



# AUTOMATE YOUR BUSINESS PROCESSES.



Create efficiency and drive responsiveness  
with Objective ECM Workflow.

# Transaction-friendly so you can focus on customers

## Kodak ScanMate i1150 & i1180 Scanners

In customer-facing transactions, you need to scan documents, capture information, return documents, and stay focused on your customer. The transaction-friendly, quiet, compact Kodak ScanMate i1150 Scanner scans

a mix of materials – documents, IDs, even hard cards – quickly. It's designed for the way you work today – featuring a 60% faster "burst speed" transaction mode for the first 10 documents to turbo-boost customer satisfaction.

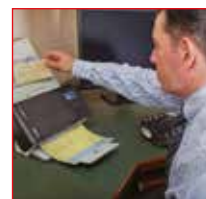



i1150 - 25 ppm and up to 3000 pages per day  
i1180 - 40 ppm and up to 5000 pages per day

Small, Quiet and Quick  
In transaction mode the i1150 speeds up 60 % to capture first 10 documents



Model	RRP	Rated Speed	Special Features	Warranty
i1150	\$459	25 ppm	Speeds up to 40 ppm in transaction mode (for the first 10 pages)	3 yrs RTB
i1180	\$899	40 ppm	On board Perfect Page and bundled web connectivity	3 yrs RTB



On board  renowned advanced image processing and web connect ready for cloud based application

### Newly launched

**Kodak**  
Scanmate i900 &  
**Kodak**  
i1100 Series Scanner



**Kodak**  
i2000  
Series Scanner



### New Models Integrated Flatbed

**Kodak**  
i2900 Scanner



**Kodak**  
i3000 Scanner



**Kodak**  
i4000  
Series Scanner



**Kodak**  
i5000  
Series Scanner



Please contact **Kodak Alaris Australia Pty. Ltd.**  
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