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Bundaberg Council's EDRMS Objective

Bundaberg Regional Council has selected Objective ECM 8 as its next generation enterprise content management (ECM) platform. Objective ECM 8 will be deployed to 560 employees across Council.

Objective ECM 8 was selected as part of Bundaberg Regional Council's transformational change program, aimed at underpinning its Digitisation and Mobility strategies, together with removing information silos ensuring a collaborative work environment. Objective ECM 8 will provide the foundation for unstructured data management and will integrate with Council's existing core business applications.

Tony Walls, CEO of Objective Corporation said, "Objective has more than 25 years of experience in delivering information management solutions that meet the requirements of Australian public sector organisations and we are committed to helping local government drive business transformation. We are pleased that Bundaberg Regional Council has selected Objective as a strategic partner and that they share our vision for the importance and value of information management."

Chemist Warehouse gains TotalAgility

Leading Australian pharmacy retail network Chemist Warehouse has selected solution provider Xcellerate IT to implement Kofax's TotalAgility platform to streamline its accounts payable (AP) processes. The Kofax TotalAgility platform includes multichannel capture, business process and case management, data integration, advanced analytics and mobility.

Chemist Warehouse identified key business benefits to eliminate and reduce paper-based invoice processes that would increase staff productivity, increase visibility of AP operations and provide better sharing of information across its over 300 locations.

"Chemist Warehouse wanted to employ a robust platform that would not only capture and automate supplier invoices but also incorporate advanced business intelligence and analytics to quickly and accurately discover, visualise and address critical issues that provides the sight and metrics required to analyse the effectiveness of business processes.

"All of these capabilities are included in the TotalAgility platform which will enable us to achieve these objectives" said Ryan Calvert, IT Technical Specialist – Business Systems, Chemist Warehouse.

Watson arrives at Immigration Dept.

Australia's Department of Immigration and Border Protection has announced it is deploying IBM's cognitive computing platform, Watson in a new initiative to boost capabilities. As part of the program, analysts within the Portfolio will use Watson to draw further insights from unstructured data sources such as news feeds and government reports.

Acting Deputy Secretary Intelligence and Capability, Randall Brugeaud, said the Portfolio is looking at how cognitive computing can complement its existing set of risk management capabilities.

"The Internet, coupled with modern information and communication technologies has the potential to serve up huge amounts of useful data to our analysts; but this creates the risk of information overload," Mr Brugeaud said.

"We are hoping that Watson will allow us to more effectively manage the information overload problem by detecting signals in the very noisy world of unstructured, open source data.

"Being able to rapidly expose connections between otherwise isolated threads will allow us to become more effective in our mission."

Mr Brugeaud said that "The Portfolio is taking a leading role in cognitive computing for the Australian Government and is working closely with a number of partner agencies to understand its potential".

The use of Watson is part of a broader program to enhance capabilities in the integrated Department of Immigration and Border Protection and from 1 July 2015, its operational arm: the Australian Border Force.

Digital Medical Record for Bendigo

Bendigo Health in Victoria has signed up to implement a customised Digital Medical Record using the Vitro platform from Ireland's Sláinte Healthcare.

The Digital Medical Record system will deliver images and patient information electronically and will work with other, existing, Bendigo Health systems such as the patient administration system, and generate reports.

"This means clinicians will be able to view any paper forms or patient medical records via an electronic device anywhere in the new hospital via a single clinical portal," said Bendigo Health Executive Director Information Services, Bruce Winzar.

Sláinte Healthcare says this will reduce duplication of information and is the beginning of a journey to eliminate paper medical records.

The technology will be implemented in less than 12 months as part of the $A630m Bendigo Hospital Project. Bendigo Health runs a 653-bed teaching hospital in Regional Victoria that conducts more than 300,000 treatments a year.

"The new hospital has been designed to be paper light upon opening and in order to achieve this we must implement an EMR, of which the digital medical record is a key part," said Winzar.

"This means clinicians will be able to view any paper forms or patient medical records via an electronic device anywhere in the new hospital via a single clinical portal."

Other Australian implementations of Vitro include at Calvary's Bethlehem Hospital in Melbourne and 11 other hospitals in the group. It is also used as a paperless chart at the Chris O'Brien Lifehouse Cancer Centre in Sydney

NAA wants dedicated IM Agency roles by 2020

Every one of Australia's 200 Commonwealth Government agencies will have a dedicated information specialist on staff by the year 2020, according to a timetable laid out by David Fricker, Director-General of the National Archives.

At the launch of a digital information 'capability matrix' developed by the NAA to set out the relevant skills and knowledge required by public servants at all levels, Fricker said "I think this is an achievable time frame"

While not exactly sure what the new staff would be called, Fricker considered that the term Chief Information Governance Officer may be appropriate.

"Every Agency needs someone who can give rock solid advice to the CEO on information governance," said Fricker

"This must be underpinned by recommended qualifications for lower positions ... and all job advertisements must reflect the necessary qualifications."

Fricker also announced that the NAA is working over the next 12 months to provide certification courses for Australian Commonwealth public servants in information management in partnership with existing tertiary institutions.

'The days have long gone when a handful of people had total responsibility for managing records and information,' said Fricker. 'Today, every public servant, from new recruits to agency heads, needs to recognise the value of the government information they are creating and handling.

'Rapid advances in technology, the growing volume of information, and the increasing complexity of the online environment all mean that Australian government agencies face significant challenges in managing their business information.

'The National Archives is responsible for advising all government agencies on how to manage their information for business efficiency and effectiveness, and also to ensure transparency and accountability.'

Ian Fitzgerald, the Chief Human Capital Officer of the Australian Public Service Commission, said the launch of digital information 'capability matrix' by the NAA reinforced the importance and value of professional information management skills and knowledge for everyone working in the public sector.

"There is a system-wide need to improve IM capabilities in the Australian Public Service," he said.

The Digital information and records management capability matrix is available on the NAA's Web site.

Gartner says wake up to needs of the Information Citizen

Half of organisations will not have an information strategy that addresses the emerging role of information citizen through 2017, according to Gartner, Inc. Gartner said that information is a key component of the Nexus of Forces and information strategies and the use of information are increasingly driven by - and driving - digital business.

"An information strategy is a broad topic, but defining how organisations use and manage information affects all aspects of IT and business management and transformation," said Joao Tapadinhas, research director at Gartner.

"The majority of today's information strategies are not addressing the needs of "information citizens," a growing class of casual information consumers seeking ease of access and use of information as a top priority."

Organisations are looking to big data to provide an enhanced experience for their customers. In 2014, investments in big data continued to rise, with 73 percent of organizations investing or planning to invest over the next two years. However, although many organisations are in the midst of rapidly maturing big data efforts, many questions and challenges remain around their information strategies.

"Information citizens are increasingly being defined as a "user persona" for information and analytic applications. These customers and partners are casual consumers of information and analysis, which include access to and analysis of multi-structured data consumed in easy-to-use applications," said Mr. Tapadinhas.

"Information citizens will subscribe to a consumption platform and ecosystem which will develop and deliver these applications spanning a diversity of information structures and sources."

Currently most information strategies do not define the role or address the needs of these information citizen personas. New types of information consumption platforms will need to include applications to provide information citizens with better access to the analysis of multi-structured data - that is, data that may include a user's business transactional data sources and systems.

These platforms will also include a wider range of capabilities, such as search-based queries of tagged information, visual and data-driven storytelling, along with easy-to-manage and easy-to-use information aggregation and governance of multi-structured data for analysis.

The majority of the consumption of information and analysis will continue to include the current solutions and solution architectures for information and analysis. Today, most consumers of information and analysis have evolved into fairly mature sets of tools, skills and methodologies for analysing structured and primarily transactional information from ERP and data warehouse database management systems.

Current investments in information and analytic technologies and skills have, in many cases, not kept pace with the increases in computing and analysis capabilities. The information strategy is still firmly focused on maintaining the status quo.

Going forward, information consumer applications will need to access combinations of information and analysis across multi-structured data located in multiple cloud and on-premises services.

Cognitive Computing worth $US12B by 2019

The cognitive computing market is estimated to grow from $US2.5 billion in 2014 to $US12.5B by 2019 according to a new market research report published by MarketsandMarkets.

It says the North America region has the largest market share as well highest growth rate, followed by Europe and Asia-Pacific region. The Middle East and Africa and Latin America market are still in initial phase of introductory stage.

The report segments the Cognitive Computing Market by type of technology into Natural Language Processing (NLP), Machine Learning, and, Automated Reasoning.

According to the authors, Cognitive Computing is completely changing the way organisations use data, especially in industries like Healthcare, BFSI and Customer services.

Cognitive Computing enables a machine to think, interpret and infer information like a human brain.

The report found the key players of this market are IBM, Microsoft, Google, Palantir, and Saffron Technology.

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Who's leading the pack in Australian digital government

Australia's National Archives has announced the winners of its inaugural Digital Excellence Awards, with successful Agency SharePoint rollouts leading the way. Projects were judged on how well they met the public's needs; improvements to efficiency and productivity, and on their ability to meet international standards in digital records management.

Winners in the three categories included the departments of Immigration and Border Protection, and Human Services (joint winners), the Federal Court of Australia, and the National Offshore Petroleum Titles Administrator.

A rollout of SharePoint 2013 and RecordPoint at the National Offshore Petroleum Titles Administrator (NOPTA) won in the Small agency category (under 200 staff).

NOPTA, a newly created branch of the Department of Industry and Science has two offices in Perth and Melbourne. Both offices process and administer petroleum titles information, applications and documentation.

The geographical separation of NOPTA's offices, and in keeping with its mandate of relieving regulatory burden, it was a prime candidate for a completely digital EDRMS. Prior to the establishment of its EDRMS, NOPTA was reliant on the issuing of hard-copy files from services based centrally within the Department.

NOPTA is now able to automatically create of the bulk of the metadata (including spatial metadata) associated with a record as a record moves through its lifecycle to finalisation. SharePoint as the collaborative document portal and RecordPoint as the EDRMS have been tied together by linking the BCS to the content types used by staff to store the documents.

Using workflow processing and automated tasking, NOPTA has been able to generate the required records automatically, allowing staff to concentrate on the document content rather than the management of the record itself.

Apart from the Records Management team, Staff are not required to know how to use the EDRMS. NOPTA's EDRMS integration is now seamless with core business activities.

The establishment of an Electronic Court File (ECF) by the Federal Court of Australia was awarded winner in the Medium agency category (200-1000 staff). The first Australian fully-digital official record of all court documents, this completely replaces paper court files and was implemented using SharePoint 2010 which was customised to suit the Court's requirements.

Development also included making SharePoint interoperable with the Court's legacy systems such as the case management database.

Federal Court CIO Craig Reilly said, "The eLodgment rate is now approximately 94%. It has grown steadily since the launch of the ECF in July 2014."

Scanning is done by the lodging party. The court has established elodgment kiosk in each registry for parties without suitable facilities. There is no data extraction in the solution which requires certain information to be entered into the system as part of the lodging process. This information forms part of the metadata of the document and passes with it into the ECF.

The PDF/A-1A archive file format is used for the long term archiving of the court file. Documents may be lodged in a variety of formats and are converted by 3 Heights PDF Tools Document Converter

Joint winner in the Large agencies category (more than 1000 staff), Immigration and Border Protection's ImmiAccount self-service project allows for visa applications to be submitted and manage in a digitised format, using a secure online account. Since going live in November 2013 it now has over 1.8 million users, more than 2.3 million applications and A$1 billion in revenue collection. The other winner in the Large agencies category was the Department of Human Services for the myGov digital service established in 2013 (see opposite).

'A focus on the business benefits of better information management and how well agencies exploited the value of information were also taken into account,' said David Fricker, Director-General of the National Archives, who was one of the judges.

'We were delighted with the standard of entries from Commonwealth agencies across Australia,' said Mr Fricker.

'These new awards are part of our strategy to encourage agencies to enhance their digital information management skills and I see these winning projects as being a great inspiration to other agencies.

Primary Industries NZ tackles ECM via the cloud

Intergen has won a $NZ12M contract with Ministry for Primary Industries (MPI) in New Zealand to provide its Share-Point-based cloud Enterprise Content Management (ECM) service 'Cohesion'. Provision of the service is cloud-based and charged as an annual fee. The contract with MPI is over a 6-year term and will commence immediately.

Cohesion is Empired's proprietary electronic document and records management solution delivered as a service, developed predominately on the Microsoft SharePoint platform. Cohesion was developed by Intergen who were recently acquired by Empired. The contract with MPI is the third NZ Government 'Cohesion' contract to be awarded to Intergen (and now Empired) since being appointed to a panel of three suppliers approximately 12 months ago to provide ECM as a service to the New Zealand government.

Empired is exploring opportunities to provide the service to the Australian government, corporate and commercial sectors.

Empired Managing Director Roger Baskerville said, "This contract cements the decision by Intergen management to commit substantial resources over the previous three years in the development and positioning of the Cohesion service.

"We are confident that providing this service to MPI in New Zealand will provide exceptional credibility and competitive advantage as additional New Zealand Government departments elect to shift their Enterprise Content Management solutions into a cloud-based 'as a service' model under the panel contract."

"Cohesion presents an exceptional opportunity to Empired: it is a proprietary, cloud-based service offering in a high growth market, built on Microsoft SharePoint. Empired is the largest Microsoft SharePoint developer in Australia and is well placed to leverage the Cohesion service into the Australian market."

myGov portal broadens its reach

The push is on to drive interactions between Australians and the Commonwealth Government online, and at the heart of this transformation is the two year old myGov portal managed by the Department of Human Services.

CIO Gary Sterrenberg is overseeing a rapid expansion of the services and functionality offered via MyGov, which now provides access to services such as welfare payments, medical rebates and e-health records, disability support, child support and veterans affairs. The Australian Tax Office also adopted the service, further boosting take-up and extending the range of online options on offer.

As at 31 March 2015, there were 6.5 million active myGov accounts and an average of 15,000 new accounts are created each day. According to the department 30% of the population aged 16 and over have established MyGov accounts. Although it does not anticipate the entire population signing on and expects participation will top out at around 10 million users or less than 50% of the total population. Earlier this year, DHS added optional two-factor authentication to the service, allowing consumers to elect to provide their mobile phone number in order to have an SMS sent to them containing a one-off security code that must be entered into the site before access is granted.

Prior to implementing its digital initiatives, the department offered limited payments and services online with a reliance on traditional methods of claiming and communicating through paper mail and forms. The lack of digital online services forced customers into traditional channels of paper, telephone and face-to-face to conduct their business with the department.

The payoff for MyGov will lie in its reduction of the huge volumes of physical mail and direct interactions with citizens. The scale of the challenge is illustrated by the fact that between July and December 2014 the department distributed over 46 million hard copy mail items. Some 35.4 million letters have now been delivered to the myGov Inbox with an average of 127,000 letters delivered each day.

The Department says the number of letters moving to online channels continues to increase each year and over 50 per cent of Centrelink letters are now sent online. For this Financial Year to date, the number of hard copy letters distributed by the department has dropped by around 15 per cent.

The department's document lodgement service enables Australians to securely lodge and store and access documents such as forms, medical certificates and payslips, online or through the self-service mobile apps. Since its release onto Centrelink platforms in January 2013 an average of 1800 documents have been lodged per day and more than 1.24 million documents were lodged by 30 November 2014.

The service provides improved information and records management and facilitates the move from traditional document management and storage (photocopying and manual records) to readily accessible, appropriately controlled, secure electronic records. Behind the scenes the department uses several technologies including FileNet and TRIM for different record-keeping purposes. SAP is used as the originating data capture interface to collect these documents.

The department does limited extracts from some of the forms available online using Kofax and Fuji-Xerox technology.

To aid with its migration to digital, the department in 2014 implemented an OpenText solution for Outgoing Correspondence management, OpenText Document Presentment (OpenText DP).

The Department says its part of its strategy to move the large number of PDF forms available at *http://www.humanservices.gov.au/customer/forms/centrelink-forms online*, although it has not announced a timetable for this to be completed.

The 2015 Federal Budget allocated $A7.1 million for developing a "whole-of-government digital mailbox solution to enable individuals and businesses to receive and transact with digital messages and documents from government in a seamless, secure environment."

The newly-established Digital Transformation Office (DTO) plans to expand and improve the myGov digital mail service to provide it as a secure inbox for communications from an increasing number of agencies. Federal communications minister Malcolm Turnbull has announced that myGov will be offered to all other state and local governments at no cost, other than those associated with the initial "onboarding". The myGov digital mail platform is also set to be expanded to allow use by businesses from next year.

Total data market predicted to hit $US115B by 2019

Consisting of data platforms, data management, analytics, and data mining the Total Data Market is expected to nearly double in size, from $60bn in 2014 to $115bn in 2019, according to analyst firm 451 Research. The specific market segments included in 451 Research's analysis are Operational Databases, Analytic Databases, Reporting and Analytics, Data Management, Performance Management, Event/Stream Processing, Distributed Data Grid/Cache, Hadoop and Search-Based Data Platforms and Analytics.

The company predicts the focus on 'big data,' which has driven a wave of adoption to address unstructured data in addition to existing structured data processing and analytics technologies, will lead to a market CAGR of 14% from 2014 to 2019.

The forecast is based on 451 Research's new Total Data Market Monitor service, which presents data, generated via a bottom-up analysis, of 202 vendors that participate across the nine Total Data segments the company tracks.

Specifically, 451 Research tracks 56 Operational Database participants, 26 in the Analytic Database market, 72 within the Reporting and Analytics segment, 41 Data Management vendors, 11 Performance Management vendors, 11 Event/Stream Processing vendors, 9 Distributed Data Grid/Cache vendors, 25 Hadoop vendors and 15 Search vendors.

"The market continues to evolve and new approaches have emerged that more efficiently store and process data, while also providing access to those that need it to analyse it and gain business insight," says Matt Aslett, Research Director for 451 Research's Data Platforms & Analytics Channel.

"Our research illustrates the dichotomy inherent in the data platform and analytics market: while it is smaller startups in emerging sectors that are growing the fastest, the incumbent providers in established markets are likely to contribute the greatest value over the next five years."

The 56 Operational Database vendors generate the bulk of total market revenue, followed by Reporting and Analytics and Analytic Databases. Rounding out the $US1bn+ market segment group is Data Management with the remaining segments all below the $1bn mark

Worldwide Total Data Revenue by Segment ($M) 2014-2019
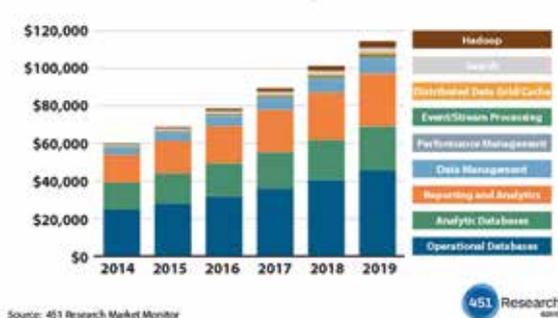
Source: 451 Research Market Monitor

Hornby Transport teams up with ELO

Hornby Transport Services, a specialist carrier in the Transport & Logistics industry, has announced its collaboration with Smartcat Digital and ELO Digital Office. Hornby Transport implemented ELO Document Management Software platform late 2014 and has taken its Quality control and Compliance standards to the next level with Best Practise management of vital process records.

Hornby Transport had been looking for an electronic Document Management Solution for some time before deciding on Smartcat Digital/ELO. Headquartered in Wollongong, on the South coast of New South Wales, Hornby is a 30 year old company has substantial contracts with major blue chip clients in the industrial sector. These include organisations such as BlueScope, Incitec Pivot and OneSteel, in addition to running services in partnership with major national transport companies

"The company was faced with storing a large quantity of paper documents – in fact we had been utilising 20ft containers for this purpose for several years – and time had come to extend our storage facility. With a fleet of some 40 odd prime movers the number of shipments per vehicle led to a vast quantity of manifest documentation" says Graeme Walker, Compliance Manager at Hornby Transport.

"Adding to all of this paper documentation, we had a large quantity of hard copy maintenance and driver records which we are required to keep and have available instantly should a statutory body request, as well as industry audits by our Transport & Logistics safety associations.

"Hornby had looked at other DMS, but the knowledge of the provider regarding the product they were selling was less than we expected. Smartcat Digital/ELO on the other hand were su-premely knowledgeable about their product and able to show Hornby how we could save time and space for the company, too" Graeme commented.

Managing Director of Smartcat Digital Matthew Catt notes, "The fact that we were happy to supply information and advice that would greatly improve accuracy using barcodes and standardised company forms at a very early stage of developing a solution was highly regarded by the Hornby project team. From the initial briefing to functional demonstration of ELO's impressive capabilities, it was an easy decision for Hornby Transport to select Smartcat Digital and ELO as the best choice for their Compliance Documents solution that would be able to grow with their company."

Within two weeks, Smartcat Digital/ELO were able to provide a business process analysis which included the design and implementation of the system to meet our needs as well as full implementation with key documents and training. Not just standard user training, but valuable knowledge transfer allowing the Hornby Transport Compliance team to design and add further documents and workflows to their system as and when needed.

"The Implementation occurred as and when scheduled. As soon as handover was completed, Hornby were able to commence using the solution immediately" states Rainer Krause, ELO Managing Director for the Asia Pacific region. "Whilst it has only been weeks since implementation, it has proven to be robust and easy to use.

"Hornby have added a further Compliance documents to their system in-house, thanks to our thorough on-site training program".

What's holding up the paperless push in document management?

There are many reasons organisations are implementing Document Management Software (DMS) to replace traditional paper filing systems, from superior organization and security to increased productivity and profitability. However while many anticipate the paperless office presents a win-win equation for both businesses and their customers, uptake is stalled in many industries as different inherent barriers prevent what seems to be a natural migration.

It is now possible to manage volumes of documents that could have a nightmare only a decade ago. Businesses are realising the benefits and successes of moving towards a paperless environment.

The solutions emerging into the market are helping companies big and small better manage every aspect of their operation. From storing to retrieving, distributing to disposing, document management systems are vital to business efficiency and management.

Our ever-growing dependence on mobile devices and on-the-go technologies means businesses and their people are now more connected than ever, and require mobile image capture and document management.

Many perceive the arrival of digital capture as a way to centralise and simplify workflow and archiving, but then find they are conquered by "document sprawl" as they are overcome by the sheer number of places that documents live: as email attachments; in filing cabinets; on file servers; in an EDRMS; in cloud sharing sites or with an external bureaux.

The EDRMS is often promoted as a "single source of truth" and many industries distinguish between "controlled" documents such as drawings and contracts versus uncontrolled documents, and adopt different strategies for each category. owever, when documents are scattered across multiple stores including Cloud, the challenge becomes to determine which copy and version is the final copy. The EDRMS only becomes the single source of truth if those repositories are somehow in sync.

A major barrier to transitioning from paper-based to digital business and e-government is the lack of direction from record-keeping regulators (i.e. state archival institutions) about how to manage records that are born digital and need to stay digital, according to Brisbane-based consultant Kym McCauley, who has wide experience in the public and private sectors implementing eDRMS.

"For both Public and Private Sectors there is also confusion about what a 'digital' document is (i.e. thinking that it's a document that's printed out and scanned and then saved on a shared drive or eDRMS etc.).

"There is a genera failure of current recordkeeping tools (such as Business Classification Schemes and Retention and Disposal Schedules) to:

manage the scale of digital documentation generated; or

integrate seamlessly with advanced automated classification, retention and disposal plug ins (for eDRMS such as TRIM/RM8 or document management/sharing platforms such as SharePoint).

"Because they are central to most business / government transactions it's challenging to enlist legal teams to lead and drive change. Across both public and private sectors legal personnel are by far the most persistent in their use of paper files and resistant to such matters as digital signatures etc.

"I've tried to apply a risk approach to persuade legal teams to embrace digital documents for low risk matters and reserve the management of paper files for high risk cases (e.g. involving criminal actions, significant monetary/financial actions, etc.).

"It's common to find in the profession the duplication of paper based and digital documents (with both being managed in tandem)."

McCauley notes that in an ideal world, users would be fascinated by metadata and insist on applying it consistently and comprehensively.

> " ... traditional eDRMS are still too rigid (in terms of organising structures and need for end users to be record-keepers)."

"This will not happen so the best bet is to get as much as is reasonable out of the user and then automate (as much as possible) the application of metadata using the range of products and third party applications that are now available (and becoming more prevalent).

"The recent debates about metadata and privacy has generated more interest and I think that this will develop as organisations become more sensitive to the metadata they collect and assign."

"Document management/sharing platforms such as SharePoint offer some promise once it is transformed into a compliant records management system (i.e. via plug in or advanced eDRMS modules). SharePoint has the potential to integrate widely with other systems to become a central repository.

"I think that traditional eDRMS are still too rigid (in terms of organising structures and need for end users to be record-keepers) to live up to the claim of being a "single source of truth", unless better ways of integrating it with SharePoint is achieved.

Legal tradition

Elissa Pritchett is a Document Management Specialist who provides consulting services to the legal industry, were the

traditional barriers to changing paper-based processes remain strong.

"I have only had one client who has successfully gone 'paperless' however after an adjustment period struggling with the retrieval and management of electronic files, installation of dual screens and firm wide distribution of iPads for meetings, they are well on the way to making paperless look easy," said Pritchett.

"Unless the business has a good search engine with indexing in place to multiple storage drives which comes at a cost, multiple repositories are a big issue.

"There is also a challenge in managing a central database of usernames and passwords for individuals and logins firm wide to all these digital applications, you can't rely on users always communicating these back to any central register."

The move to standardise on electronic filing of documents lodged with courts and the rollout of PEXA (Property Exchange Australia Ltd) for online property transactions will oblige many law forms to make the leap into digital

"There is a recommended retention period of 7 years before a client's file can be destroyed. Firms are starting to move away from the traditional approach of packing files into boxes to be stored offsite.

"Storing a file electronically, with suitable backup safeguards is now considered acceptable practice. With the client's acknowledgement, an electronic storage fee can still be charged.

"If the firm does not take the time to record/make a controlled document, a lot of intellectual property is being lost or having to be re-visited as resource disappears into the DMS and cannot be sourced for future drafting. This is a recognised issue with many of my clients who are spending valuable time reinventing the wheel/re drafting rather than being smart and efficient and adopting the 80/20 rule and banking content for future re-use."

Suncorp solution spreads

Suncorp Group - a provider of insurance, banking and wealth management - made the decision in early 2011 to improve its content capture capability and drive towards paperless processing.

Suncorp had a number of paper-intensive processes such as processing insurance claims, mortgage applications, customer on-boarding and account maintenance. Handling all the paperwork required a small army of employees.

As well, the company sent tens of thousands of files every year to a storage provider, a cost that could be eliminated by converting to digital files. And storing documents off-site also made it difficult to retrieve information quickly.

For its first Kofax project, Suncorp chose mortgage application processing. Suncorp also implemented IBM's FileNet platform for enterprise content management

Glenn Mead, team leader, enterprise content capture team, said there have been Incremental improvements to mortgage application processing since 2011 and the solution has spread to other divisions of the company.

"There have been some very strong drivers to get rid of paper to allow us the flexibility to provide flexible workspaces and allow staff to work from home, and many of our traditional HR and accounts payable processes have migrated," said Mead.

Suncorp is underway with a major program to replace its core banking platforms. Loan origination is moving to Oracle Content Management and Oracle BPM and as it migrates these will be integrated with Kofax capture.

Suncorp Insurance divisions will retain IBM FileNet ECM. Insurance claims are imported using Kofax and processed through a Guidewire Claims Solution workflow.

Suncorp Insurance has moved to standardise ingestion through Kofax across the different lines of business: CTP Green Slip, per-

sonal and commercial insurance, workers compensation. Kofax is being used to OCR and pick up claim numbers, attach documents and basic classification to indicate document type and integrate with the Claims Centre tool to kick off workflow activities.

"During the loan application process there can but up to four instances where we need a document signed by a customer. At the moment we are restricted to having the document delivered and returned with the signature by mail.

"Obviously there are cost savings to esignatures as well as significant time savings, but the improvement in the customer experience."

Suncorp is about to undertake a pilot project to adopt esignatures for loan applications.

"We have undertaken a lot of work to move away from paper to email for correspondence which now represents over 90% of our volume," said Meade

Kofax software is also employed to scan email subject, body and attachments for claim numbers to automatically place email into FileNet and initiate different workflows based on keywords and which email address it came from.

In over 90% of cases this is able to occur as straight-through processing without requiring human intervention

Scriptura Engage is the output management solution for creating and managing customer communications for print, email, online, social, mobile or interactive.

Enterprise collaboration takes place in SharePoint 2010 and Confluence for IT.

"Many of our traditional HR and accounts payable processes have migrated ..."

Transport NSW

Karin van Arkelen is Business Analyst - Document and Records Management Specialist at Transport for New South Wales

A major project under way at Transport NSW to integrate the ERP and EDRMS platforms of three previously separate state government departments.

The Baird Liberal Government has combined three previously disparate organisations into one giant body Transport for New South Wales. It includes the functions of previously separate RailCorp, the State Transit Authority and Roads & Maritime Services.

A rollout of SAP ERP includes replacing previous applications used by all three agencies for HR, Finance, Procurement and Case Management

In tandem, Open Text Content Server is being deployed as a single EDRMS to replace previous repositories.

The project is due for an initial go-live on July 1, 2015 representing the culmination of three years of work.

"The integration of structured and unstructured data is one of the major challenges for enterprise and government today," said van Arkelen.

"Implementing a new EDRMS is great but you must be able to combine with data from ERP and CRM."

"Our EDRMS is cross-functional and using SAP and Open Text allows us to combine structured and unstructured data

"Operating in a SAP screen users are able to see documents stored in Content Server with linked metadata. It works both ways, so the same applies in Open Text. This gives staff a huge amount of information."

Holding up paperless push

(from previous page)

A major project has been undertaken to migrate documents from Objective and TRIM EDRSMs databases as well as microfiche records and data from network drives, with associated metadata.

The migration has employed Open Text data migration tools.

"In a project of this size it is impossible to bring everything over from day one. We have concentrated on delivering a staged approach which will commence with documents such as open contracts and those relating to employees that are current.

"Is important to determine what is essential and what can come across in the second round, and also consider what we can leave behind or archive."

A large amount of work has been devoted to developing a universal taxonomy for Transport for New South Wales.

The deployment of Content Server 10 has allowed the use of faceted browsing, so users are able to narrow down the range of documents they are searching for based on selecting a range of choices for particular metadata (example?).

There are still a range of paper forms for data captured in procurement and HR that require scanning and data entry, for example time sheets used by staff in remote locations and maintenance instructions for staff working on train tracks.

Network folders have not been entirely banished.

Converting the crafts

An experienced Information Management Professional & Document Control Manager working with the Australian division of a with a large multinational construction firm, Tim Rutter observes that "You face big issues as soon as you take a person way from a device. One of the great challenges in document management for construction is how you get the design to the crafts people doing the actual building.

"Also how do we get high quality records back to a central repository?

"Over the last 20 years the change in this sector has been massive, and communication and collaboration between designers, architects and engineers is largely digital but it is invariably converted to paper for the last stage in the field.

"Also there are still a lot of forms to be filled out on site and most of these are still paper."

The firm employs its own suite of A3 and larger document scanners to import on-site documents back into its digital repository.

"The holy grail is getting the jump from professionals collaborating digitally into the crafts. For those of an age who were traditionally only taught on paper in school that is hard, however soon we will be getting a new generation who started off playing with mum and dad's smartphone when they were babies."

In the field the firm employs a modified Documentum 4 ECM platform as a repository for correspondence, contracts and collaboration. In an attempt to increase digital participation on large construction sites it has flooded them with Wi-Fi points and as many iPads that it can find willing recipients for.

"Every database is available to our guys in the field, but the usage seems to stop at the engineering level. The more we can get the builders working digitally the more time and money can be saved. Also when you pass paper through six sets of hands there are always records that will be lost.

"There is also the challenge of educating users what a business record is, it's not something that people are taught. Fileshares are always a problem and like most big companies we undertake a lot of training to educate users how to identify risk and responsibilities in relation to keeping documents as records," he said.

How to evaluate ECM vendors

By Mark Grimes

With the volume of information available to us today online it is easy to identify vendors to include in RFIs and RFPs. Vendors that have consistently performed well in analyst's research, are well respected in the market and have slick websites with marchitecture that appears to address your every whim. You likely do 70% of the research and know a fair bit about them before they even get in the door.

Once you have identified the group you want, vendors are usually keen to respond to your market scan. Everyone wants to win your business and be the vendor of choice to partner with your organisation to improve efficiency and deliver great outcomes. To that end there is very rarely a 'request for x' question or requirement that is not answered with a resounding 'YES WE CAN!'

The difficulty is differentiating these responses. The core capabilities of ECM are a given, check-in, check-out, versioning, etc. There are however idiosyncrasies in your business – what you are trying to do with ECM is unlikely to be unique but you are.

How do you test the vendor's capabilities to confirm they can meet your business characteristics?

Ask yourself what is important outside of core ECM functionality – then ask the vendor to demonstrate these. Providing a set of scenarios, as part of the process, that are specific to your business is the best way to find out if the vendor can meet your requirements:

• Ask to see the items which are unique to you

• As part of the demonstration ask to be shown how workflows are changed to enable your dynamic business process landscape

• Electronic forms start most processes, ask to view how you can create them

• If integration with other applications is crucial ask where the vendor has integrated with a specific application before or, if not, how they plan to integrate

• Ask what they perceive as their weaknesses

• Ask what differentiates them from the competition

Similar to interviewing a candidate for a job the expectation should be that the vendor is prepared and impresses us. Knowledge of your business, their product and having the capability to demonstrate to your requirements is critical. You are likely to have the ECM longer than your employees!

In conclusion if you provide the vendor with enough notice of your business scenario they should prepare a demonstration showing you how your business would achieve these with their solution. Vendors are only too happy to oblige all you need to do is ask!

Mark Grimes is Managing Director of Australian content management consultants Blumark. www.blumark.com.au

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E-tailer crafts a new document strategy

It's an ironic fact that the end result of e-commerce is invariably something delivered in a cardboard box or an envelope with a printed packing slip detailing the order. While this remains true for Craft Online, one of Australia's largest online craft products suppliers, the application of sophisticated digital solutions to the intervening steps of the order process has delivered enormous business benefits.

Rapid growth was presenting several challenges including dealing with processing more than 2000 orders per week, along with associated administrative headaches, growing support requirements, inventory management and the overall cost of maintaining its document management infrastructure.

Craft Online had invested more in hardware than in solutions for workflow, but as it grew, knew it had to implement a cost-effective document management & workflow solutions for its online business.

Think Office Technology, a Konica Minolta dealer, was engaged to audit Craft Online's business processes from end-to-end. Group Operations Analyst Damien Rose concluded that a data capture solution would save the business money and time.

This resulted in a platform in late 2014 employing a Konica Minolta bizhub 552 MFP, PSI: Capture technology and FileBound document management.

Konica Minolta's solution for Craft Online first involved capturing and splitting daily multi-page order files.

The e-tailer utilises a dedicated e-commerce platform VPASP which delivers a bulk multi-page PDF file several times a day detailing hundreds of orders to be dispatched from the warehouse that day. This PDF contains two copies of each order.

Before acquiring the Konica Minolta bizhub 552 MFP, the orders had to be manually batch printed, individually sorted and stapled.

It was the CEO's job to start work each day at 4.00am to undertake this task and have the orders ready each day for the warehouse staff, who then manually locate the ordered products. The second copy of each order, which is used for order picking, checking and auditing is retained as a record for future reference.

The acquisition of PSI:Capture and FileBound introduced a range of efficiencies and time savings for this workflow.

Once PSI:Capture has detected the individual orders and split up the huge PDF file, the duplicate order forms are placed into a folder watched by PageScope Direct Print, which delivers them for printing and stapling on the MFP. To save time, and reduce errors at the dispatch end of the process a barcode is added to the top of each order indicating the order number, this is then able to be scanned into the freight management software to retrieve the customer details and print the shipping label.

After the order is dispatched with one copy of the order form, and the duplicate order is scanned into FileBound with the barcode identifying the order number and ensuring it is filed correctly.

This has cut down on a huge amount of paper storage for Craft Online. The added benefit is that archived orders can be retrieved quickly via multiple search criteria if there is ever a discrepancy or a query regarding an order.

"This integrated solution saved us at least three to four hours a day in printing, separating & stapling orders," said Tony Fox, IT Manager for Craft Online.

Headquartered in Queensland's Sunshine Coast, CraftOnline provides its customers with high quality craft products & art supplies. It offers over 150,000 scrapbooking, art and craft supplies at www.craftonline.com.au. A series of associated sites offering a range of beads, gemstones and packaging products extends this to an additional 30,000 product lines. CraftOnline employs 20 staff nationwide and has a large warehousing base on the Sunshine Coast as well as manufacturing interests in China.

A second area of process improvement was for warehouse inventory management. Craft Online receives invoices from its suppliers as a PDF with accompanying CSV file, which can be stored, interpreted, compared and managed by another solution, Flow.

This integrated solution, which collates the information for upload to the online store, has saved approximately eight hours of admin time per week. This integrated solution allows for goods to be automatically processed into the shopping cart and has the benefit of immediately identifying any stock items that are required for orders still awaiting shipment.

Many of these functions used to be done manually, and by automating the process it has not only saved time, but reduced the human error factor.

By implementing a business solution that was simple and easy to install, access and use, Craft Online has reduced labor costs considerably, and allowed staff to work more efficiently on other areas of the business.

Future plans include integrating automated accounts payable processing, support ticketing and other internal processes that can benefit from the workflow systems.

CraftOnline.com.au are now working on an 'Order by Request' system that will utilise the power of their workflow system to increase their product range even further.

This system will allow customers to order a huge range of additional products that CraftOnline does not currently hold, but can order and dispatch quickly as they arrive.

The feedback from CraftOnline has been stellar to say the least, and the IT department are now looking at every process that can be automated and streamlined utilising this system.

"Having seen the power of these systems, and the associated cost savings, I would recommend any business to look at these solutions" says IT Manager Tony Fox.

Search is the key to SharePoint migration

By Paul Kelly, CTO, Search365

Many organisations are keen to experience the well documented features and benefits of SharePoint 2013. The question in most cases isn't whether to stay with SharePoint, instead the challenge is to implement a foolproof SharePoint migration and upgrade road-map, and this is where a Search-first strategy can help.

This involves establishing a new SharePoint 2013 platform with the services needed for Enterprise Search. Content from existing farms and other content sources is then crawled and connected to the new search services. Content might be on SharePoint 2007, 2010, CRM, Structured Data sources or other document management systems.

Future state business processes can be implemented in parallel on the new platform, without dependency on completion of a full physical migration. Historical records become accessible in a unified way through SharePoint.

The Search-First SharePoint Migration approach enables users and business processes to move to a future state platform without a dependency on a sequential, time critical data migration. The approach taken is to move to a new system with minimal dependencies, by making necessary data and records from old systems available via Enterprise Search. Both systems operate in parallel for a period of time while transitioning people and processes as required.

The Process

Phase 1: Establish Search First – set up Enterprise Search services farm with the essential services needed for search; Connect content sources, and set up new search centres. Better search with full access control is now available across all farms to all users.

Phase 2: Move users to the new platform and rollout future state information systems.

Phase 3: Migrate legacy systems and content. SharePoint Farms can be selectively migrated using the most appropriate methods outlined in the Microsoft TechNet documentation.

 The Strategy provides:

• Substantially better search, enjoyed across the whole organization

• Quicker deployment and faster time-to-benefit

• Reduced risk by allowing a phased approach without
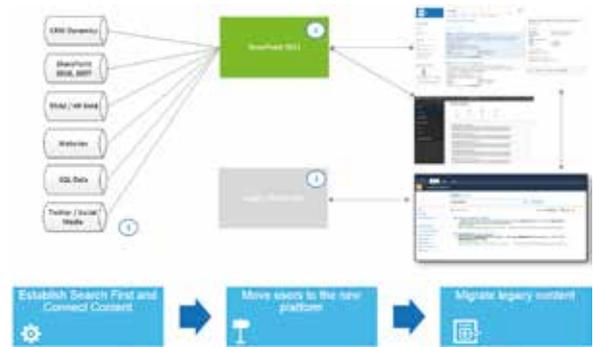
A schematic representation of a Search-frost approach to Share-Point migration.

degradation of service

• Increased flexibility since different farms can upgrade or migrate at their own pace

One of the nice aspects of search is that it provides the user with a unified view, independent of where the content happens to be. This means that content can be moved, while providing a consistent user experience.

From Day One everyone can be given access to Share-Point 2013 and default to the new SharePoint Search centre. Users will find results and seamlessly link back to originating content sources.

Using Search first helps facilitate the on-boarding of departments by allowing them time to gain familiarity with the new SharePoint interface, get properly trained and enable access to new functionality and features with minimal risk. By implementing analytics, it is possible to report on low quality or rarely accessed content and make a business decision to leave some content in place.

For existing SharePoint 2010 environments, the SP2010 search centres can be redirected to consume the new SP2013 index so that users can enjoy the new UI capabilities while powering the small search boxes spread throughout the SharePoint 2010.

Paul Kelly heads the Enterprise Search practice at Search365, Prior to Search365, Paul was the Australia NZ Business Productivity Search lead at Microsoft. For more information contact info@search365.com.au or visit www.search365.com.au.

Time to get smart about managing work

By Bronwyn Coombes

Companies today understand just how difficult engineering change can be. Many are seeking to learn how they can develop more 'brain-friendly' organisations based on the growing interest in the practical application of neuroscience, i.e. 'how the human computer works' in the workplace. This is leading to a new way of thinking about delivering IM Services.

The nature of our work is changing, and this is reflected in how we use information in order to successfully lead teams, meet business goals or just get through our working day. Similarly, the 'command and control' stereotypical leadership is so 20th Century! The 21st Century is all about the value of employee engagement and contribution.

The rising tide of Neuroscience is helping us to better understand human performance at a time where organisations are asking more of their people:

• Better quality decisions with less time for deep thinking;

• Increased innovation with less budget;

• Improved productivity with smaller workforce numbers.

In 2004 a Google search of the term neuroscience returned approximately 10 results. Today, the same search returns over 39 million entries.

Neuroscience is providing practical understanding, underpinned by recent and current science based evidence, about how our brains are wired and what this means for success in the workplace. According to Australian Neuroscientist and international thought leader, Evian Gordon, the organising principle of the brain is to minimise threat and to maximise reward with all our human actions driven by this organising principle.

With a naturally slightly defensive state, our brains subconsciously scan our environments up to approximately five times per second for real and perceived threats. Our human brain spends it's time predicting our environment in order to keep us safe. Translated to today's work environment, the mere mention of words like change, review and transformation are enough to activate our brain's threat circuits. For our business leaders and workers, threat circuits can be triggered on a daily basis in the absence of the right information at the right time.

Knowing that our brain's natural default state is defensive, has a wide range of implications for how we manage and undertake many aspects of our day to day work activity. Under threatening conditions, real or perceived, there is literally less energy available to our brain circuitry for activities such as decision making, collaboration and creativity. Over sustained periods of time, this brain state can lead to stress and active disengagement.

We have all had tasks to do where it takes a lot of both effort and time, once we know we can no longer avoid it. The effort doesn't come easily or naturally…this is an easy way to recognise an 'away state'. For good decision making, collaboration and innovation, we need our workforce in a 'toward' state, where people are engaged in their work, engaged with others and connecting ideas for innovation. We have all had days where we have lost track of time because we are so engrossed in an activity … this is an easy way to recognise a 'toward state'.

> Neuroscience is providing practical understanding, underpinned by recent and current science based evidence, about how our brains are wired and what this means for success in the workplace.

Dulling Down the Pain

Its important to 'dull down' the threat that projects naturally create. This means that the circuits for communication, collaboration and decision making remained 'more open'.

In the case of major workplace change, IM Leadership must support contributions and innovations by individual team members, providing a platform of curiosity, engagement and motivation to make a difference. Knowledge is no longer of value in and of itself. Amidst a changing workforce demographic - 2015 is the first year where Millenials comprise a majority of our global workforce - it is how wisely we apply knowledge that will set both organisations and leaders apart.

The emerging 21st century Wisdom Worker will be a far cry from the 20th century Knowledge Worker. As our current workforce evolves and matures, it will be demanding platforms that enable online collaboration, the collectivising of intelligence and meaning making.

An exciting opportunity exists for IM to pave the way to innovation by rethinking not only employee and customer engagement but also the way in which information will be needed into the future. Neuroscience is helping us as Leaders to better understand how to create an atmosphere of contribution that points toward innovation.

Bronwyn Coombes is an independent people, process, and performance consultant based in Perth, Australia, with over 20 years' experience in a variety of industry sectors. Email info@neurobron.com.au.
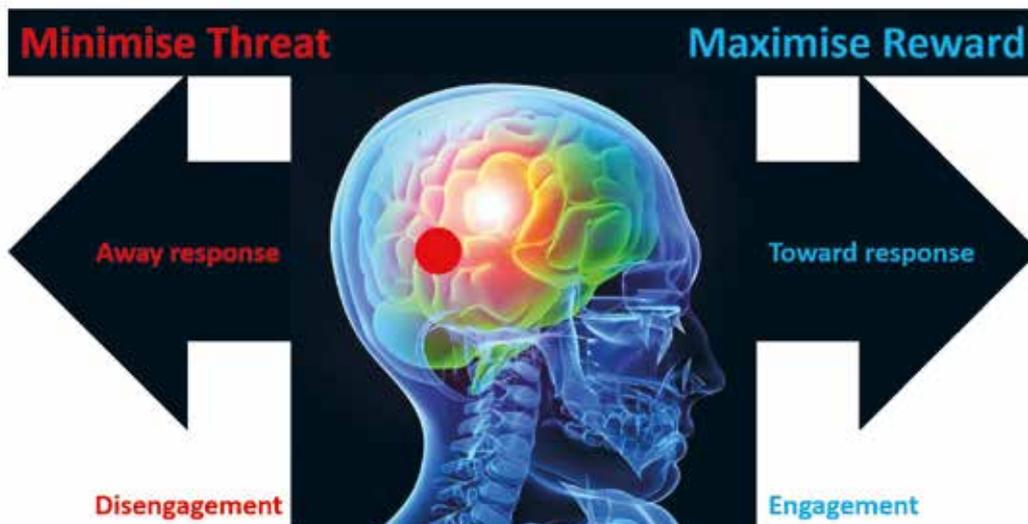
Knowing that our brain's natural default state is defensive, discloses a wide range of implications for how we manage and undertake many aspects of our day to day work activity.

Battling on the Biosecurity front line

Like most Australian government agencies, the Department of Agriculture transacts its business via hundreds of forms. Many are now available as eforms in addition to downloadable PDFs as the Agency undertakes the massive task to overhaul and refresh its systems and processes to digital modes.

This process will take some years to complete, although the Department is confident it is able to meet the 2015 Digital Transition schedule and all records created digitally now are archived accordingly.

Behind the scenes the Department is migrating to a new version of Trim (RM8) going into production in July 2015 to facilitate digital recordkeeping. Data that is submitted from paper or PDF forms is entered manually into business systems, although front-line staff are now using a mixture of SharePoint 2013 and Oracle BPM for inputting data into the workflow via HP Elite Pads.

The department desktop environment is running Windows 8 and Windows 7 concurrently and Office 2010 on Windows 7 and Office 2013 on Windows 8. At the backend is Windows Server 2012 and Red Hat Linux for applications with an Oracle stack.

A diverse range of business applications include: Cargo Online Lodgement System (COLS), Plant Export Management System (PEMS), Maritime Arrivals System (MARS), an EDW, Illegal Logging Compliance and TRIM.

Graham Gathercole, CIO, Department of Agriculture, said "We have a technology revolution underway at the Department of Agriculture, one that has delivered huge benefits in mobility and connectivity for our people who work on the biosecurity front line."

"Our department's remit includes agriculture, fisheries and forestries. A large chunk of our business is protecting those industries from pests and diseases. Our biosecurity officer's work in seaports, airports and mail centres around the country and their work is vitally important for the future of the country. We have around 4000 departmental staff and close to 300 sites across Australia and a relatively small IT department with around 135 employees.

"Our clients have told us they only want officers with tablets doing their import clearances because those officers can do what's necessary in real time at the point of service." - CIO , Graham Gathercole

"Previously, access to our systems was challenging from a mobility and connectivity perspective which impacted our field workers productivity. As a result, three years ago we began evaluating a number of devices to run Windows 8.1 and our direct access technology and we settled on the HP Elite Pad. We've now rolled out around 500 of these tablets. By the end of December 2016, there will be 1000 more tablets deployed.

"The innovation we have got from this platform has been incredible, from the point of view of both staff and clients. For example our inspectors used to go to sites and they would need to file a lot of paperwork. Sometimes this would take 24 hours to process, now if there are no issues, they can be in and out in under 15 minutes. Goods used to take 24-48 hours for clearance – now we can do almost on the spot clearance. Our clients have told us they only want officers with tablets doing their import clearances because those officers can do what's necessary in real time at the point of service."

Depp's dogs in the do do

Actor Johnny Depp could have avoided the threat of his Yorkshire Terriers Boo and Pistol being put down by Australian Customs officials if he had completed a simple application form online at the Department of Agriculture Web site. The large Australian Commonwealth agency is underway with a huge end-to end digital drive to assist in the fight to maintain Australia's biosecurity, although it appears the Hollywood star considered his ability to fly the dogs in on his private jet entitled him to sidestep official requirements.

Minister for Agriculture Barnaby Joyce had only just completed passage of a major overhaul to Australia's biosecurity system via the Bioescurity Bill 2014, which passed through the Senate on May 13, when presented with evidence that Mr Depp had sidestepped protocols put in place to safeguard the nation's $A52 billion agricultural industries,

The threat of canine diseases such as Rabies is behind the complex and time-consuming 19-step process laid out on the Department of Agriculture's Web site at *http://www.agriculture.gov.au/cats-dogs/step-by-step-guides/category-3-step-by-step-guide-for-dogs*

Mr Depp should have been able to afford the application lodgement fee of $A125.00, although he would have suffered the inconvenience of weeks of preparation and animals possibly being quarantined for 10 days.

Mr Depp or his agents would not have even been put to the trouble of downloading and printing a PDF application form to submit the application, as it is available online as an eform at *https://apps.daff.gov.au/PermitApplication/Pages/ImporterExporterDetails.aspx*

Structured Data is still King: Dell survey

Dell Software has announced findings of a survey of database deployments showing that while unstructured data types and new database management systems play an increasing role in the modern data ecosystem, structured data in relational database management systems (RDBMS) remains the foundation of the information infrastructure in most companies. Although advancements in the ability to capture, store, retrieve and analyse new forms of unstructured data have garnered significant attention, the Dell survey indicates that most organisations continue to focus primarily on managing structured data, and will do so for the foreseeable future.

Dell Software commissioned Unisphere Research to conduct a survey of database administrators (DBAs) and others charged with managing corporate data. According to the survey, while management of unstructured data will likely become more prevalent as advanced analytics initiatives continue to gain traction, structured data still makes up 75 percent of data under management for more than two-thirds of organisations, with nearly one-third of organisations not yet actively managing unstructured data at all.

Though the survey reveals a relative diversity of database platforms in use across organizations, Oracle and Microsoft SQL Server remain the most common platforms organizations use to support mission-critical data. According to the survey, approximately 78 percent of respondents indicated that they were running mission-critical data on Oracle, while 72 percent said they were using Microsoft SQL Server as a platform for their mission-critical data. Beyond the top two, MySQL, IBM DB2, and MongoDB represented the next most popular database management systems.

Moreover, although the growth of unstructured data has garnered most of the attention, Dell's survey shows structured data growing at an even faster rate. While more than one-third of respondents indicated that structured data is growing at a rate of 25 percent or more annually, fewer than 30 percent of respondents said the same about their unstructured data. Additional findings of note related to data growth include:

• 83 percent of organisations cite growth in transactional data (including e-commerce) as one of the most important sources of structured data growth within their organization, with 51 percent also citing growth in management data, such as ERP systems.

• Although there is an increasing industry focus on the proliferation of social data, an increase in the creation of internally generated documents was seen as the top driver of unstructured data growth, identified by more than 50 percent of respondents.

Although respondents indicated interest in adding more database management systems to achieve a multitude of benefits, the adoption of technologies such as NoSQL and Hadoop is not yet truly widespread. Only 10 percent of respondents mentioned they are currently using or deploying a NoSQL database, while 56 percent of respondents claim their companies do not have plans to adopt one within the next three years. The results are similar for Hadoop. Approximately 20 percent of organizations surveyed are currently using or deploying Hadoop, with 57 percent indicating their companies have no plans to incorporate Hadoop technology within the next three years.

However, the survey does provide many indicators that more widespread adoption of these newer platforms may in fact be soon to come. The need to support new analytical use cases, which increasingly involves unstructured data and big data technologies, was cited as the most important factor driving adoption of new database management systems, with the need for greater flexibility and performance closely behind. In addition, the appearance of MongoDB as one of the five most commonly used systems indicates a growing acceptance of NoSQL technology. The indicators are particularly strong for larger, enterprise organizations.

The survey of 300 database administrators and others charged with managing corporate data included a wide range of companies in terms of the size and industry. Nearly two-thirds of the respondents came from organizations with more than 1,000 employees, with more than a dozen industries represented. The survey took place in the first quarter of 2015.

Delivering Information as a Service at PTTEP Australia

By Adrian Gallyot

Information as a service, or IaaS for short, is one of those bright new four-letter acronyms that means different things to different people. It's a cousin of software as a service, SaaS, and it lies at the heart of the heart of where technology, information management and governance intersect today.

IaaS didn't really exist when I began working in the IM space 10 years ago, initially doing hardcopy Records Management, Document Management, Business Analysis and System Design & Development.

However, IaaS is now at the heart of how we now approach Information Management at PTTEP Australasia, a wholly-owned subsidiary of PTTEP, the Thai national petroleum exploration and production company. It is a top ten publicly-listed company on the Thai Stock Exchange and operates more than 40 projects globally with a workforce of 4,000.

We have three locations in Australia employing more than 300 people and operate the producing Montara oil field and the highly prospective Cash Maple gas condensate field in the Timor Sea.

This presents some unique challenges.

Traditionally these three separate areas were approached independently:

ICT - traditionally maintain the infrastructure by which we capture and manipulate information.

IM – traditionally maintain the history of business processes and administer this information to the correct stakeholders in the form of documents, data, reports, etc.

Governance – overarching organisational policies that determine how business shall be conducted with view to maintain commercial advantage in industry and abide by its regulatory requirements.

The crossover of these three is where I believe IaaS belongs, and unless our work as information managers has a positive influence on a business's profitability then we risk becoming irrelevant!

This means challenging the traditional role of information management to begin to formulate strategies to influence the key business processes that generate profit and productivity.

Like many organisations in Australia, PTTEP Australasia is utilising SharePoint 2010 as our intranet where we bring together both automated process links, views of data and document management. In addition we are employing HP Process Automation to design our workflow solutions including web forms, process logic files, connections to databases and exporting connections to the iManage DMS.

HP iManage is how we capture all the resulting attachments and flat PDF forms of completed processes while SQL Server captures raw data about our processes which we then use to construct live data reports and customised data views for stakeholders.

Engineering Change Requests

An example of a complicated workflow peculiar to our industry is the Engineering Change Request which manages the capture of information relating to all engineering changes to machinery on any of our production facilities.

This is a five-stage process that requires up to 22 approvals!

Developing a fool proof workflow to support this process required fully understanding requirements and getting to know and supporting the real business process, not just the one in the official procedures manual.

It also made it necessary to understand the full business context that this process exists in, as well as all the external factors that influence and support it.

Automating the approval process as much as possible created the best experience for the user, and ensured a flexible design that can adapt to perceived changes in future.

Continuous improvement is also essential, demanding timely response to requests for improvements and ensuring that system functionality is maintained at its optimum.

Offshore Staff

One of the challenges of an offshore petroleum company is the large number of offshore employees that operate on a roster system, so each approval job role has multiple users.

To solve this at PTTEP Australasia, we created approval groups for each position and ensured email notifications went to the shared mail boxes. We also developed an additional form to manage any temporary reassignment of a job role.

Many organisations face the challenge of consolidating legacy data. At PTTEP we had over 300 Engineering Change Request systems (ECRs) that needed to be consolidated in the same format to ensure that we could group two different data sets into one.

Taking the service driven approach we created an ECR "UPDATE" form to allow the user to select, review and change their data, and launch an ECR in any of the five approval stages.

Communication of ECR progress was a huge problem prior to this system, as offshore staff in particular lacked the ability to know who had their ECR.

We broke new ground by allowing offshore and onshore staff the capability to track the progress of their form using a live tracking data report available on the company intranet through a data linked Excel file.

Introducing Information as a service requires more than smart technology, the biggest challenge is the entrenched culture and how you manage the change in stakeholders' roles.

This requires patience, understanding and empathy.

Providing users with links to the workflow system helped ease the transition, they can access a web form to begin a new process and submit it for approval or see any forms pending approval in their inbox.

They are provided with links to Document Management System so that users can view the flat file PDF version of their approved forms along with each attachment related to their engineering change which is actually saved into Worksite.

They can also view graphs generated from a live data linked spread sheet, allowing the live statistics to provide a source for periodic reporting requirements.

The use of SharePoint 2010 means all this related information from a multitude of locations can be presented as one solution for our Engineering & Maintenance Department.

Information as a service at PTTEP is basically defined as our ability to gain an in depth understanding of the information management requirements of our business and our ability to adapt the functionality of our system tools to meet those requirements both now and in the future.

Adrian Gallyot works within the Information Management Development team at PTTEP Australasia to capture and automate business processes.

Demystifying and Adopting Machine Learning

by Narendra Mulani

As data is transformed into insight, it becomes a strategic asset for a business. To cash-in on this currency of the new economy, organisations are taking steps to make analytics a core competency across the enterprise.

Machine learning, in particular, is a topic that clients are bringing up more frequently when discussing how to pursue this data-driven advantage. Forty-one percent of organisations are using machine learning, 36 percent are experimenting with it, and 16 percent are considering using it, according to a recent Accenture survey.

While it is recognised that machine learning is considered a new or next-gen approach to analytics, there is still some mystique surrounding it. Some businesses aren't clear on what it is, when they should apply it and how they should apply it.

Machine learning can be valuable to companies, helping them to apply their data to defend, differentiate and disrupt in their markets. Here are some key points to help shed some light on machine learning and how it could help businesses become more agile and insight-powered to effectively pursue their goals:

Understanding Machine Learning: Not As Scary As It Sounds

Machine learning is an evolution of analytics. It is not a single technology or technique but rather a field of computational science that encompasses modern mathematics, and various statistical techniques including clustering, trees, dynamic systems, and deep learning, just to name a few of its key areas.

At its foundation, machine learning leverages massive amounts of data – internal, external, sensor, social, etc. – to identify and define associations between the data to discover solutions. As machine learning can be complex, data scientists are generally needed to determine the set of algorithms that can solve for the business problem and learn from the data to find patterns and connections, and apply its knowledge to future situations. Such intelligent algorithms acquire experience, enabling their software to self-evolve and make discoveries for innovation. And keep pace with the rising expectations of its users. Machine learning is also a key enabler to cognitive computing, defined as IT systems that can sense, comprehend and act. Leveraging computer vision, natural language processing, and inference engines, cognitive systems enable more natural interactions with the environment, people and data.

In terms of potential use cases to illustrate what's possible, machine learning can help a company to: learn from past behaviour and predict behaviour of new customers, segment consumer behaviour in an optimised, market friendly way (e.g. customer lifestyles modelled from geo-location data on mobile phones), or conduct crowd simulation models where each customer's response to a reward is modelled.

As all businesses are unique, the rate of adoption varies. For instance, a firm's analytics maturity level is a big factor in machine learning adoption. Additional elements to consider would be the culture of the company and the availability of technology and talent needed to support machine learning.

If a company is just beginning to explore the possibilities of analytics, the timing would be premature for them to dive into machine learning projects. When the time is right to begin exploring machine learning, they should develop a comprehensive understanding of their firm's software intelligence, including how it is currently used and could best be used in their company. Then, they should begin to invest— in educating employees, hiring technical experts, and encouraging use of tools like Python and other open source libraries.

Alternatively, if a company is experienced with analytics and pursues a lot of research and development initiatives, machine learning would be an excellent tool for them to use to fast-track innovation. These companies would begin by identifying their data assets, leveraging new ones, and starting to explore the data they already have in search of hidden insights. They will start small and add on until machine learning is prevalent throughout the enterprise.

Applying machine learning: machines don't solve real, complex business problems. People do. An over-reliance on data—regardless of how smart the underlying algorithms used to analyse it are—can hinder innovation. To overcome this potential limitation, companies should establish a level of collaboration between humans and computers.

Machines can compute with incredible accuracy and scale, and can consistently get better at doing so. Humans complement this ability as they excel at thinking creatively and in context, so they can question and improve the conclusions of the intelligent software. Indicating that this collaboration is seen as an important path forward, 78 percent of survey respondents stated that successful businesses will manage employees alongside intelligent machines.

Through this collaboration, entirely new data associations can be discovered —ones that almost certainly could not have been made by humans alone. Normally, these unique connections are highly predictive in nature, empowering enterprises to acquire the insights that enable them to adapt, empowering them to develop new products and enter new markets ahead of their competitors.

A data-driven future. One leap at a time

Machine learning technologies will pave the way for intelligent software to evolve itself to keep pace with technology and enable companies to adapt to the ever-changing digital world. Cognitive computing will go another step further to capitalize on its unique reasoning capabilities to address questions that were once unanswerable due to their ambiguity.

When a company understands the opportunity machine learning could offer their business, pursues it when it's ready to take the plunge, and builds a collaborative environment between humans and machines, they are in a place to harness the power and potential of software intelligence. As a result, they'll be able to innovate more rapidly, run more efficiently, and serve customers more effectively – unearthing the value and business in their data.

Narendra Mulani is senior managing director for Accenture Analytics.
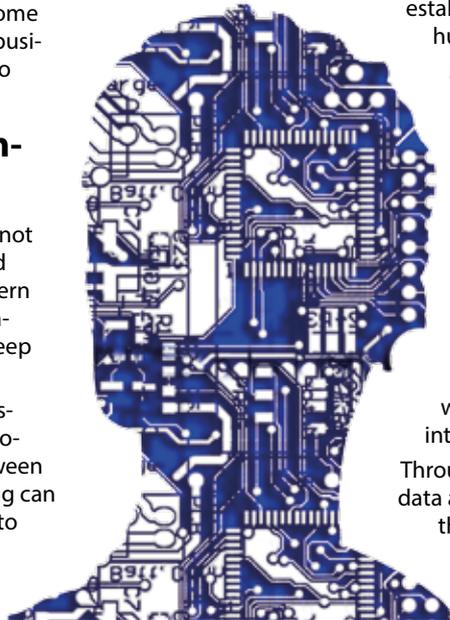
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Putting people ahead of process with decentralised data capture

By Demos Gougoulas

Behavioural change is hard. Really hard. There are two key reasons why. Firstly, change is hard. Secondly, people only change when they can see it is in their best interest to do so. This fundamental fact lies behind the failure of many attempts to move to a decentralised capture solution and get users involved in record-keeping.

There are not many organisations today with the capacity or the desire to engage large centralised teams of recordkeeping professionals to digitise and categorise the huge volume of documents and emails that flow in to, out of and around a typical organisation. Even if they did, they would soon be swamped.

The reality is the work still needs to be done. An enterprise digitisation strategy that satisfies obligations around governance, compliance and digitisation standards is a critical necessity. However just throwing the job on to your everyday knowledge worker, with no training in records management, is not the answer. If team members do not perceive it as part of their core duties, it will not be done.

The core reasons that most organisations introduce a digital process to their business is not just to improve record keeping. They see many tangible benefits outside improved governance and compliance such as high speed information capture, faster distribution, better search, improved analytics and more importantly adding value to the business.

Record-keeping professionals have been lobbying for some time that the practice of record-keeping should become a function of the business process as opposed to an obligation at the end of the information life cycle.

This thinking was behind Outback Imaging, the home of Ez-eScan, developing a range of Web Applications designed to take the hard work out of decentralised capture and ad hoc scanning.

Let's accept that everybody is comfortable with walking up to a photocopier, scanning a document and sending it via email. If this process can be tied to an organisation's business rules to allow for the scanned document to be digitally optimised and saved to the right place in a corporate EDRMS, then you are on the way to information management nirvana.

Now many MFD vendors may say that they can already do this, but this probably involves standardising your entire fleet of devices. A typical organisation today has a range of MFDs of varying make, model and vintage and multiple different OCR solutions. This could be solved in one fell swoop with a total refresh, but you may not have the budget or the inclination to do so.

You may also have existing embedded solutions that are not delivering as they are too difficult to use and hence enforce. Users also find it difficult to name and file documents correctly on the MFD keypad. Additionally, much of the scanning ends up with images that are saved or emailed as a non-compliant PDF with no text search and no image enhancement or QA.

There are plenty of solutions that allow documents to be scanned straight into an EDRMS but unfortunately if not done correctly this can end up as more of a hindrance than a help

to an organisation's record keeping. For example If a 20-page contract or report is scanned on a photocopier and only 15 pages go through because a couple of pages got stuck together, the only time you find out is at some stage in the future when it actually becomes really, really important to see the whole 20 pages. That's when you suddenly realise why QA is important. And that's why dedicated document scanners have image enhancement and multi-feed detection, but most MFDs don't.

Information and Records Managers have always wanted to align the business rules associated with the capture of these documents and have naming conventions, file locations and workflows automatically applied without the operator being aware of what is happening in the background.

This was the thinking behind the development of EzeScan Remote Indexing Assistant (RIA) Web App for Workgroup Capture.

This Web-based application works in the background. When a typical user walks up to an MFD, and scans a document to their email, EzeScan intercepts the document and immediately converts it into a compliant searchable PDF/A document then sends an automated email notification to ask the user to QA the document and add or modify essential metadata via a simple web-form. This can be done on their smart phone, tablet or at their computer, and once completed EzeScan grabs additional information based on an organisation's business rules, creates the filename and files the document in the correct location.

This also means it's not necessary to purchase an OCR kit for every MFD in the organisation. Once the user has completed the web form the scanned document is submitted to the next stage of processing which could include uploading to an EDRMS.

In this way Administrators can control static data, naming conventions, filing locations or EDRMS metadata for ad hoc scanning. Additional custom fields can be configured for users to input custom values via the applications web interface.

We can also capture the serial number of the MFD where the document was scanned and include it in the PDF/A metadata which is becoming a necessary component of records compliance.

In addition we have created a File Upload Assistant (FUA) Web App for Workgroup file upload.

This is another Web-based application to allow users to select and upload a range of electronic files from a computer or mobile device to the desired location (network/supported EDRMS) with the correct metadata.

Once again it provides a simple Web form which is easily configured for the users to input custom field variable data. In the background EzeScan maintains naming conventions, filing locations or EDRMS metadata.

At the moment, most records managers maintain a set of business rules which exist in a document sitting somewhere on their hard drive. These rules dictate how files should be named, classified and where they should be saved as well as applicable workflows.

If however, you have 5000 users they probably have no idea what the rules are or how to apply them. By identifying the user and requiring them to complete a simple web form, EzeScan can now look up those rules each time a document is processed and apply them automatically.

In many cases this may only require entering something as simple as a Matter number, in the case of a Lawyer, and perhaps the document type, whether it's a Contract or a Client Brief. In this case EzeScan can lookup the relevant rules to apply classification, metadata and file it without the user having to know or understand the record keeping requirements and processes.

Organisations want their team members to focus on the role they have been employed to do and not be bogged down by difficult administration processes. At the same time the capture of information is necessary and being able to put it to use highly desirable. By implementing a system such as this an organisation has the knowledge that their information is being handled correctly while at the same time ensuring their team members are not overwhelmed by the task at hand.

Demos Gougoulas is Sales & Channel Manager with Outback Imaging, creator of EzeScan. Email him at demos@ ezescan.com.au

Email habits in the age of information overload

Some interesting insights have emerged from a large-scale study of email usage undertaken by Yahoo which looked at the habits of more than 2 million users exchanging 16 billion emails over several months.

It find that as users receive more email messages in a day, they reply to a smaller fraction of them, using shorter replies (so the early bird is more likely to get the worm, as the saying goes!)

Nearly 90 percent of users replied to their emails within a day, with about half responding in around 47 minutes. Interestingly, this distribution is very similar to the time it takes users to retweet a message on Twitter, the report notes.

The most frequently occurring reply time was just two minutes. Most email replies were very short: between 5 and 43 words. Just 30 percent of emails went on for 100 words or more.

Some other trends emerged. Emails received on weekends get substantially shorter replies compared to those received on workdays, and these replies are also much slower. Messages received during the night get slower replies than those received during working hours. Interestingly, messages received in the morning get substantially longer replies than those received in the afternoon and evening.

Youngest email users, teens, have the fastest reply times; as users get older they become slower to reply to emails. Median reply time of different age groups was as follows: 13 minutes for teens, 16 minutes for young adults (20–35 years old), 24 minutes for adults (36–50 years old), and 47 minutes for mature users (51 and older). Gender does not seem to play as important a role in the replying.

The study also looked at how people adapt to the increased information load: do they become more active and reply to more emails, do they delay replying or fail to reply altogether?

It found that email load affects user behaviour. Users increase their activity as their email load, i.e., the number of emails received that day, grows.

"While users increase their activity with higher email load, it appears that they are not able to adequately compensate for the increased load. A the email load increases, users reply to a smaller fraction of their emails, from about 25% of all emails received in a day at low load to less than 5% of emails at high load (about 100 emails a day).

However, highly active users are better able to keep up with the rising email load than low activity users."

NSW government outsources shared services

The NSW Government has announced the outsourcing the functions of shared service provider to over 6,000 public servants, ServiceFirst, which will transfer to Unisys and Infosys by the end of 2015. ServiceFirst currently supports agencies including the Department of Finance, Services & Innovation (DFS&I), Department of Premier and Cabinet (DPC), Department of Planning and Environment (DP&E), The Treasury (Treasury), Service NSW (SNSW) and the Public Service Commission (PSC).

The Department of Finance, Services and Innovation will manage the transition to the new model in conjunction with existing clients, with ServiceFirst continuing to provide shared services for agencies during this period.

Minister for Finance, Services and Property, Dominic Perrottet, said the Baird Government was continuing its innovation drive by to the business community.

"The hard working ServiceFirst staff have done a terrific job in a difficult environment of making legacy systems and processes work for the agencies they support", said Mr Perrottet.

"But this model is inefficient, expensive, based on outdated technology and designed for a 9 to 5 world which no longer exists. This is causing our staff frustration and costing taxpayers money. "It's time to move our back office into today's world, give our public servants the tools they need to work effectively and shift to modern, flexible and scalable technology solutions."

Unisys and Infosys will offer ERP (enterprise resource planning) and transactional services, such as IT services, payroll, recruitment and accounts from a new specialist delivery centre established in Western Sydney. The government expects savings of around $A20 million per annum.

The new arrangement promises 24/7 user support, with automated forms and digital service requests

Support for employees to use their own mobile and desktop devices in the work environment and out of office access to the desktop to enable flexible work options.

Shift to an 'as a service' model where agencies will be charged for what they use rather than annual billing.

Reduced costs from the consolidation of multiple on-premise ERP solutions into a single cloud based platform.

Transition to the NSW Government data centres, in line with the NSW ICT Strategy. Potential for other agencies to on-board and leverage scale and efficiencies.

Mr Perrottet said a revamped back office would empower the public service to better serve citizens.

Sensai raises $US900M for unstructured data analysis

US start-up Sensai has announced it raised $900K in seed funding to develop its unstructured data analysis platform, which it is initially targeting at larger financial services and compliance organizations. Sensai is already used in the Fortune 2000 in financial services and compliance, and has signed customers including engineering giant Siemens, Swiss financial services company UBS, and asset management firm WorldQuant.

According to the company, today's data science teams often rely on structured data alone to make projections and validate strategic decisions. In many cases, these teams have been forced to choose between omitting unstructured data from their efforts, or engaging in months of manual work to organize and analyse these data types. Sensai aims to make it possible to analyse unstructured data such as news articles, call transcripts, legal and regulatory filings, and social media to uncover insights, identify trends and mitigate risks without the costly manual work.

"The world's largest businesses have been forced to make decisions without the insights they need from unstructured data that has been available to them for years," said Jonas Lamis, CEO and co-founder of Sensai. "With the launch of Sensai, we're putting the most advanced tools for analysis of unstructured data in the hands of data science teams. Our customers now have the ability to stay ahead of their market and make better decisions without investing in massive initiatives that rely upon slow, costly and custom-built processes."

Companies can use Sensai to gain an edge in trading, ensure compliance through analysis of historic and current audit documentation, and to project company quarterly performance.

"Sensai empowers financial services companies with sophisticated 'quantamental analysis capabilities' without requiring deep in-house technical expertise," said Greg Neufeld, a Partner at fintech accelerator ValueStream Labs.

"We've seen Sensai's technology in action at several of the most advanced hedge funds and investment banks in New York, and we're thrilled with their ability to deliver real value to Wall Street."

Sensai's platform allows users to build investigations supported by hundreds of data sources, including proprietary data, lists, reports and over 500 million public documents. The system continuously tests and learns which algorithms and investigations produce the best results, then makes them available to other users on the platform. Rather than forcing analysts to build their own algorithms for every single investigation, Sensai makes it possible for users to use the most proven algorithms to gain better insights from their data sources in a fraction of the time.

Sensai then surfaces insights in real-time dashboards that can be consumed by decision-makers throughout the enterprise. Users can also generate customized endpoints through reports, exports, alerts, and APIs. In addition, Sensai can be deployed on premise or in the cloud as a service, and provides enterprise-grade group management for collaboration, along with advanced data protection.

It claims the Advanced and Predictive Analytics (APA) software market is projected to grow from $US2.2B in 2013 to $US3.8B in 2018.

To learn more, visit http://sens.ai/.

Shred-X becomes nationally certified

One of the largest information destruction services in Australia is now certified for all operations across the entire country by the National Association for Information Destruction (NAID).

Shred-X is a founding member of NAID-ANZ, the Australian and New Zealand chapter for NAID. NAID is the international trade association that sets minimum standards in correct and proper procedures for the information destruction industry.

Shred-X helped develop an Australian standard with NAID's AAA Certification Program. The NAID AAA standard was developed over the past two decades for the North America and Europe markets. Prior to this, the company says there was not a recognised Australian standard.

"Having all seven facilities across Australia AAA certified and, therefore, becoming the first secure destruction company in Australia to have national AAA certification is a major milestone that we here at Shred-X are extremely proud of," stated Van Karas, General Manager of Shred-X.

TRIM use under fire at DPS

An inquiry into practises of the Australian Common-wealth Department of Parliamentary Services has learned that inadequate documentary evidence was provided due to poor management of the TRIM recordkeeping system. The committee of inquiry was inquiring into the process surrounding the choice of a photographer by former Department of Parliamentary Services secretary Carol Mills to document the Australian Parliament's 25th anniversary.

Ms Mills did not declare a potential conflict of interest even though she knew the woman who was paid $A40,000 to take the pictures and the documentation about the decision-making process is missing.

Asked by the chair of the Parliamentary Inquiry into the issue why information had not been supplied correctly, Myra Croke, Chief Operating Officer, Operations Division, Department of Parliamentary Services said," The difficulty we have with our system of filing on TRIM is that it stores every draft document from the very first rough draft that somebody at quite junior level might create on the system, right through to the final version that gets through and might go all the way up to the secretary, or even to the Presiding Officers.

"Unless people carefully label those documents on the way through, it is not always clear how far the document got—as to whether it was in fact a very rough draft or it was in fact the final. It is something we need to get a lot better at because, as you know, we have had a number of recommendations in relation to our record keeping, so it is an area we really need to focus on improving.

When the chair expressed disbelief why the documents "disappeared off the system" Ms Croke responded, "I did get an assurance from the area that is responsible for our record keeping—and they are part of my division—that a thorough search was done at the time and that all the documents they could find were in fact given over to the Australian National Audit Office (ANAO).

"I am not sure—that document—two of the documents—the one from April in particular, which we have just given to the committee, was in fact a draft that we are absolutely sure went nowhere. It was created by one individual person. They were the only person that ever accessed that document. It was created and had some changes made on one particular day, 18 April, and no further changes were made to that document after that date by anybody.

Senator Alex Gallacher asked whether changes been made to either the record keeping or the contract management systems in DPS.

"With the problems identified with this case, it seems to be a pretty classic case to have a look at and see what went wrong in terms of record keeping and record management—understanding what was involved and information to the committee. Were there any changes made?," he asked?

Ms Croke responded "We have made quite a lot of changes in the procurement space of late. We have got a complete new set of financial delegations, which were issued from

1 January and were reissued just recently with some very minor changes. Sitting underneath those we have agency advice instructions which we are required to have under the PGPA Act. That is standard for any agency in the Commonwealth and we have those in place.

Asked whether the problem would be likely to reoccur, Ms Croke said, "I do not think I can give an assurance that it will never ever happen in DPS. I do not think any department could give you that assurance. But we can say we are doing a lot of work to put appropriate controls in place to minimise the chances of this occurring and to ensure staff are trained and knowledgeable about what they are doing.

"Business planning is also occurring and part of that is identifying risks in each particular branch of the division. We have already started doing workshops across the department in relation to that. We hope to have business plans and a corporate plan in place by the end of July at the latest."

"We have already invited the ANAO to come back and do a follow-up audit, which they have indicated is on their program for 2015-16. It will probably occur in the 2016 calendar year.

"The procurement team and the legal team are working very closely together on issues as they occur, and that is what we are feeding back in to the contract practitioners group to try and train staff around the sorts of issues that are coming up across the department and to keep staff informed.

"You cannot just conduct training for contract management and wheel people through their two-day training in February and think they are fine and that they do not need any more. They actually need some reinforcement of what they are doing and some further guidance as things change. As an organisation, as we learn about how we can do things more effectively we will cover that.

"In terms of record keeping, if you are conducting a procurement, the procurement manual clearly sets out the nature of the records we should be keeping. We have already rolled out some changes to the SAP system. We now have finance running on SAP, and all of the procurement and payment arrangements will be fully up by the end of June.

"We are consciously trying to reinforce that records are kept either in SAP, which is our payment and HR system, or within the TRIM system, so we should have a thorough record-keeping system as we go forward. I think that is the one area that we still need to do some work on."

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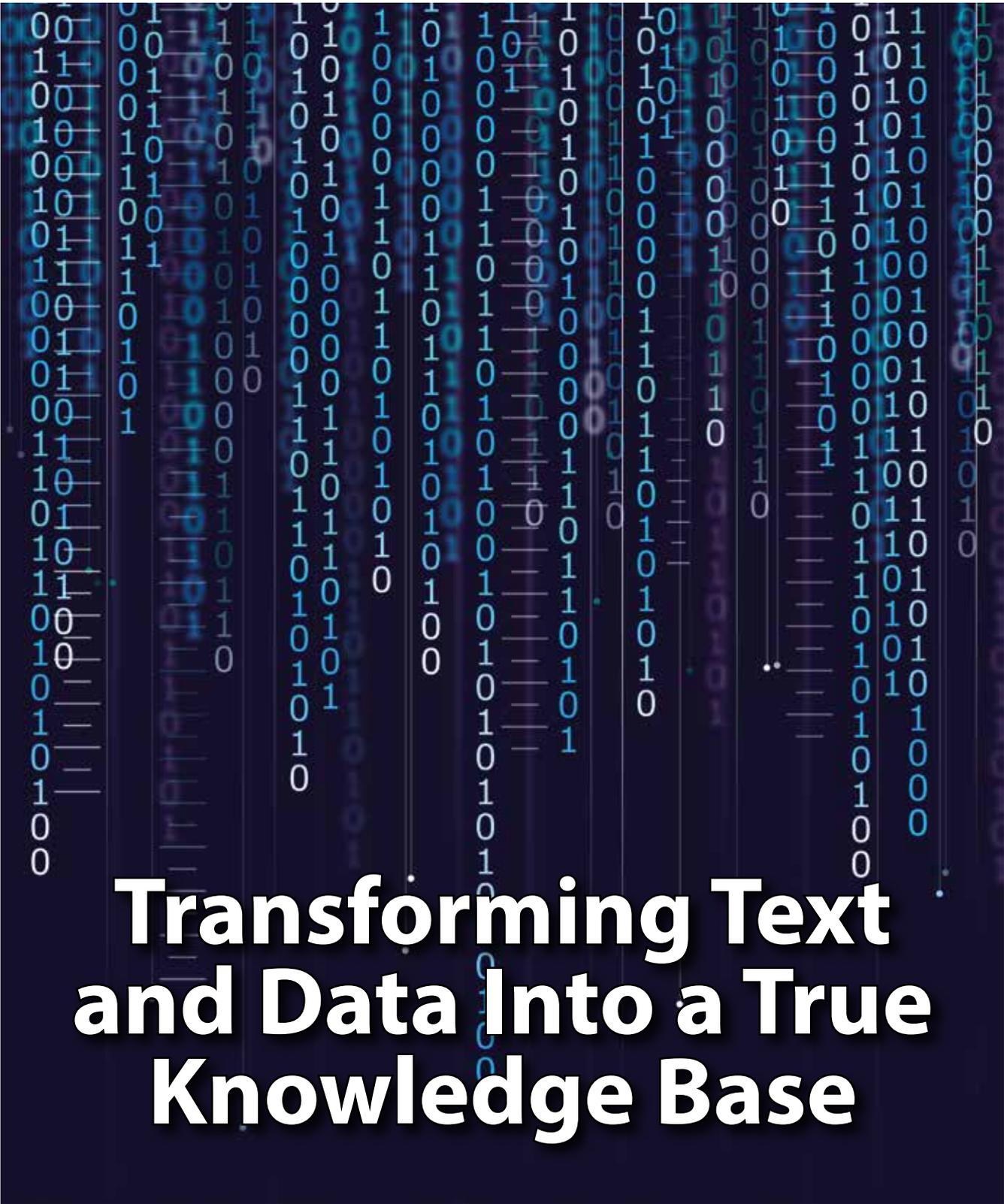
Transforming Text and Data Into a True Knowledge Base

by Tony Agresta

Extensive Google searches to locate current statistics on the size and growth rates of big data failed me today. I then realized why. Growth rates are so large and so dynamic; few, if any, are attempting to predict how much data is really out there. In our multichannel world, there's simply too much data to digest. The variety of data, growth in unstructured data and challenges deciphering it prevent transformation from noise to meaning, and no industry is immune from this monumental shift in data complexity.

There are some rays of hope. Newer sources of data including Open Linked Data (LOD) are available. It's free of charge, used by few, understood by less and powerful enough to distinguish you from the pack.

The growth in unstructured data is running at breakneck speed and organisations are scrambling to keep up, but with the proper technology some are succeeding. These progressives have found a way to transform, connect, organize, query and analyse information to achieve big data enlightenment.

They have "knowledge bases" of integrated data, which provide a roadmap to discovery, decision support, better research, improved customer service, personalised patient care, higher

advertising conversion rates, customer retention and more. If we relate it to the human mind, we have our own knowledge bases developed from experience, study, training, interactions, relationships and events.

We use it every day to make decisions. And our brain, the engine behind the knowledge, has the ability to reason, extend knowledge, learn and draw conclusions. Imagine if your business leveraged a knowledge base replete with all of its dark data. Imagine the types of questions you could answer given instant recall, powerful reasoning and billions of related facts.

The growth in unstructured data is running at breakneck speed and organisations are scrambling to keep up, but with the proper technology some are succeeding

While experts may will argue about on the definition of a "knowledge base," most agree on these characteristics:

• Pre-existing knowledge

• The ability to absorb additional unstructured and structured data

• Linking capabilities to connect the dots between facts and the original source of information

• Reasoning powers to infer new facts or detect inconsistencies

• Methods to classify all the information

• A storage and maintenance capability to manage the knowledge flow

Shine a light on dark data

There are many techniques to creating knowledge bases, but one gaining attention is grounded in natural language processing, or text mining. When done correctly, this has the power to structure unstructured data and create a new level of discovery. One option for storing the results from text mining is a knowledge graph, allowing for insights to be drawn in milliseconds.

A unique approach in knowledge base creation

Text mining is more than just analysing documents. A number of processes are involved that blend existing Open Linked Data (LOD) with your own data to create a more complete base of intelligence.

For example, let's say you have a set of data containing the names and addresses of businesses along with other information such as industry, revenue and employees. Like most data sets, it's probably incomplete. Let's also suppose you have validated text mining algorithms that run against your own data. They identify and extract other business names, locations and facts.

When a company is mentioned in a document, you can check your original reference data to see if it exists. Does it have the exact same spelling? Is it truly the same business but referred to differently? Should the new business be added to the knowledge base as a unique, new entry?

These questions refer to an approach to knowledge base creation that starts with facts, analyses text, disambiguate meanings, resolves identities and stores additional knowledge with links back to the original text.

As entities are identified inside free flowing text, they can be connected to other entities mentioned in the text and the reference data. For example, if the text states "His hotel was in Canberra located just West of Manuka and not far from Parliament House," text mining can identify entities such as "Canberra" and "Manuka."

But are they places, people, organisations or something else? If your existing knowledge base already had pre-loaded facts about places, it can enhance the entities with any number of new insights.

One of the steps in text mining is "relationship identification." Once entities are identified and enriched, they are connected to other entities; for example, "Foggy Bottom is in Washington, DC", "Foggy Bottom is near The White House" and "Foggy Bottom is east of Georgetown."

What just happened? We used Open Linked Data (LOD) to verify Foggy Bottom as a neighborhood that exists in Washington DC while also connecting it to other entities. LOD knows that DC is a "District" (not a state) and that it is within the United States. Preexisting facts were combined with results from text analysis to expand the knowledge base.

The Power of Inference

Suppose the data inside the knowledge base is stored in the form of a connected graph so that entities are forever linked to one another. If the knowledge base has the power to reason it can infer new facts.

For example, if we know Foggy Bottom is in Washington DC, and Washington DC is a sub region of the United States, and The United States is in the Northern Hemisphere, we can infer that Foggy Bottom is in the Northern Hemisphere. The knowledge graph was able to connect the dots, think at the speed of the human mind and instantly reason to yield new information.

Extending the Knowledge Base

The benefits of this approach are extensive. Text is discoverable since extracted knowledge is inextricably linked to the original text. Answers to your queries are more complete. Connections are more obvious.

Data is presented to you in context, showing relationships between disambiguated entities, and stored in the same exact format in the knowledge graph thereby lowering maintenance costs.

One less obvious advantage has to do with entity classification. This addresses the problem of categorisation while maintaining relationships.

Based on your needs, entities can be categorised using "data dictionaries" that classify the entities. Foggy Bottom is a place. The White House is a building. Washington DC is a District (not a state). When these classifications are bound to the knowledge base, they provide it with a common language and way to ask additional, broader questions of the underlying knowledge.

For example, a query such as: "Give me all the districts in the Northern Hemisphere" would return 'Washington DC.' These classifications take on many forms of escalating complexity and power – Controlled Vocabularies, Thesauri, Taxonomies and Ontologies are all viable approaches to classification.

They can be leveraged not only at the entity level but at the document level to group documents into their most relevant category.

There's much more involved in the process of creating a knowledge base but these fundamentals repeat themselves across domains. Integrated data that has been analysed and classified holds great potential to resolve mission critical questions.

By interlinking text and data, leveraging public data sources that provide context and supplemental information, and identifying true meaning, businesses are constructing knowledge bases with the power to reason at the speed of the human mind. It is these large graphs of connected knowledge that are addressing decision support challenges worldwide.

Tony Agresta is the managing director of Ontotext USA, which addresses semantic technology challenges using text mining and graph databases.

Harvesting ECM success at CBH Group

The CBH Group, Australia's largest co-operative owned by around 4,200 Western Australian grain growers, has completed a major ECM migration from OpenText eDOCS 5.3 to Content Server 10.5, implemented by solutions provider Fastman.

Established in 1933, the CBH Group has total assets of more than $A2 billion and employs approximately 1,100 permanent employees, with up to 1,800 casual employees during the harvest period from October through to January.

"The implementation of Content Server immediately improved functionality from eDOCS but also provides us with a platform for the future. Particularly via its integration with SAP through OpenText's Extended ECM for SAP (xECM) solution," said Tris Christian, Project Manager at CBH Group.

CBH has reported users benefitting from, "better searching" and "Inherited permissions that save users manually setting permissions on each document they save"

Each user has personal workspaces for working on draft documents while in the system, and the move to Content Server has provided better integration with SharePoint and Outlook.

"We're all pleased with the way the implementation went. Everyone at Fastman has been a great help throughout the project," said Christian.

The solution has been deployed to 1,200 users on the CBH network, ranging from the head office in Perth along with interstate and international users. A migration of 1.2 million documents from eDOCS was undertaken by Fastman using tools developed by Fastman's Canadian business partners and proven over several years across many similar projects.

Use of these tools enabled the migration to be completed quickly as a single "Big Bang" approach, with permissions on migrated documents being retained and folder permissions mapped so that inheritance is available for new content created in those folders. The actual cutover was completed over one weekend.

Christian has some advice for other organisations attempting a similar upgrade.

"We selected the right product for our requirements," he said.

"Also we took the time to engage with the right implementation partner – Fastman – and ensured both eDOCS and CS10 expertise was available."

The scope of the project was carefully managed by holding back the rollout of certain modules to avoid overreach. An example of this is Extended ECM for SAP Solutions which was held back from the initial launch to enable a faster initial rollout and limit change impact on the business. Ultimately xECM will give CBH the ability to marry document management and collaboration with SAP, with content tied to the customer profile in SAP, enabling all documentation and SAP structured data to be accessible in a central repository.

"Many organisations still struggle with user adoption, and strategies for successfully managing enterprise content from creation to destruction are elusive," said Managing Director and Founder of Fastman, Alister Grigg.

CBH met this challenge by insisting that training was made compulsory for all users and offered it as bespoke e-learning or classroom depending on preference.

A decentralised support model was chosen, with local support staff trained for functional issues and 'Folder Administrators' trained for queries on folder structures or permissions.

One aspect of the project that was particularly challenging was the need to work within very strict freeze periods based on the grain harvest period. This starts around 1 October each year and runs through to January/February the following year.

CBH Group currently receives and exports around 90 per cent of the Western Australian grain harvest, has a marketing and trading arm and owns a state-of-the-art rail fleet. It also owns a 50% stake in Interflour which operates seven flour mills in Indonesia, Vietnam, Malaysia and Turkey, including a grain port terminal in Vietnam.

Minimal changes to systems or processes are permitted in this period. The close collaboration and flexible engagement model between CBH and Fastman ensured compliance with this, and to a successful project overall.

The company plans to expand OpenText capabilities, applying records management to content within the OpenText Vendor Invoice Management for SAP Solutions application; and expanding the use of OpenText Enterprise Connect, which integrates content management within the Microsoft user environment.

The Fastman formula

Australian solutions provider Fastman has carved out a global profile over 10 years deploying OpenText ECM solutions to customers in 18 countries and now has a physical presence in four. One of its largest engagements is within a massive deployment of GCDOCS, the Government of Canada's branding of OpenText's enterprise content management system - Content Server - which is the Federal Government of Canada's official electronic documents and records management solution (EDRMS).

GCDOCS is being deployed to more than 90,000 civil servants across 104 Agencies, many of whom are using Fastman's Permissions Manager product for managing access rights. The program is being managed by Public Works and Government Services Canada (PWGSC), using a combination of centrally hosted and departmental deployments and based on standards defined by the Canadian Treasury Board Secretariat. Prior to GCDOCS, departments used a combination of products and systems which restricted their ability to work collaboratively and to leverage information held within each system. The new system supports information sharing both within Government and with external parties whilst maintaining the necessary security and privacy controls. Fastman Permissions Manager extends the standard Content Server tools by introducing a Permission Overview function that

acts as a new central dashboard from which permissions can be quickly viewed and easily managed.

It is one of the custom solutions that Fastman has developed for its customers since commencing as an Enterprise Information Management (EIM) solutions provider in 2006. It has deployed solutions to energy and engineering companies across three continents, and many public sector organizations.

In Australia and Asia the company's primary focus is on services, primarily around the OpenText Content Suite and to a lesser extent SharePoint. In other markets the focus is on its own products, often supported out of Australia and Singapore by the same people that deliver services to local clients.

When Managing Director and Founder of Fastman, Alister Grigg, started in the IT industry 35 years ago the term "Information Technology" didn't exist. And when he started Fastman in 2006 the term Enterprise Information Management was just gaining currency. Document Management and Records Management were of course mature disciplines, and we had already moved on somewhat from the first iterations of Knowledge Management.

"Fast forward to 2015 and our industry has changed in many ways but in others it's stayed much the same. Mobile IT is ubiquitous, business is regularly done via email and even text messages - both foreign concepts only a short few years ago.

"The IM challenges we now face are being driven by people in their 20s and 30s, even though they are being met by those in their 40s and 50s. Even the new generation of CIOs are having to look to this younger generation to make sure the ideas and strategies they bring to the boardroom are relevant."

"A generation ago a document was a simple concept. It was a piece of paper or the equivalent in electronic form. We had only just moved from typing pools to word-processing, to self-serve authoring tools like Word. We still did business largely by exchanging documents, or emails at a pinch.

"But today that same 'document' may in fact consist of a number of elements, across multiple channels and across multiple technologies. Email, instant message, video conference, images, traditional documents, videos - the list goes on and changes almost weekly. And of course at the same time we are all very familiar with the issues presented by the explosion of data volumes. "Thankfully there are some very clever people in our industry, and technology has matured immeasurable in that time even if the basic concepts remain familiar. Clearly as we move quickly to cloud based, hybrid, and file sharing style deployments some of the traditional assumptions are being challenged but the opportunities this presents are immense.

"We love working with customers to design and deploy solutions which take advantage of such developments, for example the use of smart devices by field staff to capture video and imaging integrated with business process and archiving managed by strong, enterprise level platforms."

"The operational efficiencies these types of solutions provide, coupled with lower organisational risk and more consistent compliance, are at the core of modern Enterprise Information Management. But really the most satisfying part of working in this field is the satisfaction we can deliver to business users, both in the office and in the field. That's what drives us across all aspects of our business."

Supporting OpenText Customers in 18 Countries
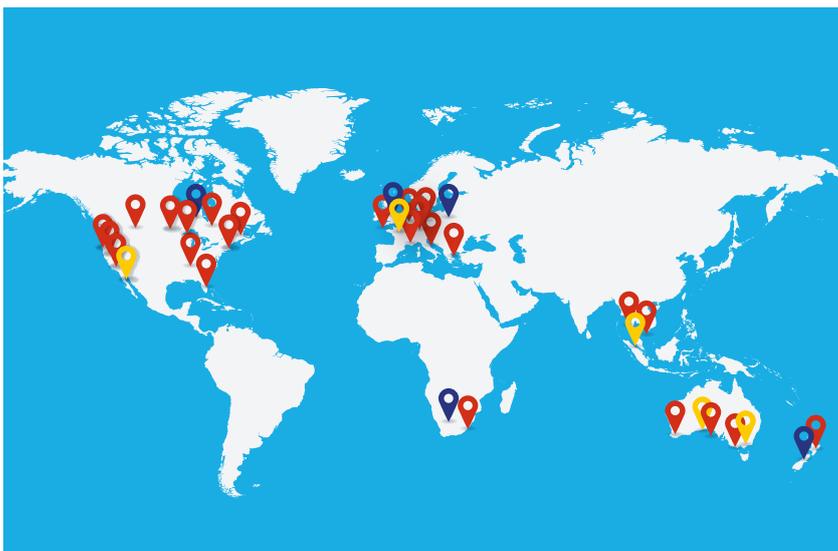
Customer(s)   Presense   Reseller

FastMan
www.fastman.com

Business Consulting

Permissions Manager
Manage, Rollback, Report

Techincal Consulting

Bulk Data Manager
Load, Manage, Control

Managed Support

Digital Signatures
Sign, Secure, Process
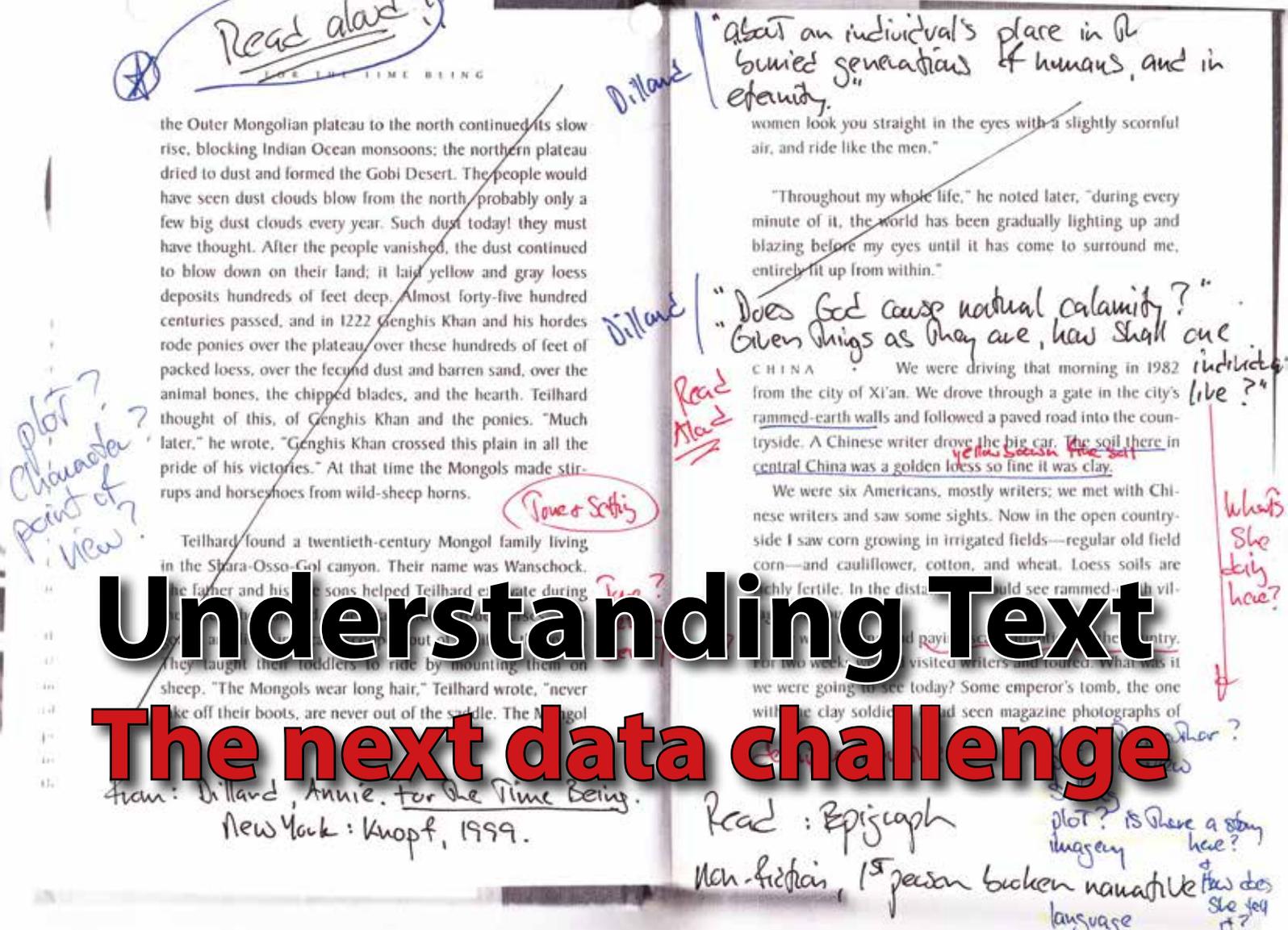
Understanding Text
The next data challenge

Data Analytics and Natural Language Processing are emerging as potential lifesavers for modern organisations at risk of drowning in rivers of unstructured data. ABBYY is one of a number of leading enterprise software developers to apply artificial intelligence (AI) to the task of transforming the rushing torrent into intelligent and actionable information, via a technology known as Compreno. IDM asked Yury Koryukin, Managing Director of ABBYY Australia, to explain how semantic understanding of natural language can help organisations keep their head above water.

IDM: The ABBYY brand is best known for its OCR and data extraction software. Why has the company sought to develop linguistic technology?

YK: Actually, it's a logical move for us as ABBYY has spent the past 25 years working in this area to develop the electronic dictionaries used in our OCR products. Over that time, our linguists and developers have created a universal description of language for English and Russian initially with a tree of meaning that accommodates and understands the many synonyms that provide a challenge for search engines. For instance if I am looking for a table is it a collection of data or a wooden thing with four legs? Our technology combines syntactic and semantic analysis, as well as machine learning on untagged text corpora. So, it can resolve various complex language phenomena, including lexical ambiguity, recovering omitted words and links (ellipsis), identifying pronoun referents (anaphora), co-reference, coordination and others. We see a lot of opportunities to use this research to extend the functionality of our current products and introduce entirely new ones.

IDM: ABBYY has recently launched a suite of intelligent capture and language-based analytic solutions: ABBYY Info Extractor, ABBYY Smart Classifier and ABBYY Intelligent Search based on Compreno technology. What exactly is Compreno?

YK: ABBYY Compreno is the result of linguistic research by ABBYY to bring machine analysis a step closer to human text processing. Unlike technologies based on statistic algorithms and rules, which do not actually "know" anything about the language and can therefore only learn from the frequencies and co-occurrences of terms in the text, ABBYY Compreno technology accurately identifies entities, facts and relationships between them — to assist business processes that depend on reliable and granular content analysis. Compreno creates an XML where words and their context are identified, and this information is available for further analysis.

IDM: There are many existing technologies that promise to have solved the challenge of automated classification, what additional value does Compreno bring to this task?

YK: Most classification technologies are based on statistics and rules, and don't use the actual meaning of words, so if you have a big variety of document types and therefore a high degree of complexity of classification you need to spend quite a lot of time to verify the classification results. Whereas ABBYY Smart Classifier offers innovative language-based classification. It delivers syntactic and semantic analysis of document content to accurately assign these documents into predefined categories. This can be used to automate many processes that require document sorting, routing and archiving. For example, mailroom routing, where it analyses document content and by using meaning-based document attributes automatically routes all kinds of documents to the required people and/or department.

IDM: How does it help Enterprise Search?

YK: On the Internet, Search engines analyse user clicks to improve the quality of search results. These rankings help us to find what we are looking for, although we are still forced to frame our search using keywords instead of natural language. On a corporate network with hundreds or sometimes thousands of users, these ranking methods don't help. It is not enough to employ statistical methods.

That is why ABBYY's solution is to generate the results based on ranking by meaning. Unlike traditional ranking, this is built on syntactic and semantic analysis of text, displaying the results that are closest to the queries' meanings right at the top of the list. It also helps to narrow down the search by selecting the exact meaning for an ambiguous word in the query.

For example, if you search for "software" and "program", it will understand that you are probably interested in associated terms, and will deliver results for "application" and other suitable synonyms.

IDM: Do you have some examples how these Compreno-based solutions are being employed today?

YK: It is pretty new technology which we just launched a few months ago, although there are already some deployments. One is in the processing of remittance advice documents for a large manufacturer. This organisation supplies products and services to a number of corporate customers (including resellers) who it invoices every month. It then receives large volumes of remittance advices indicating payment was received, however these are completely unstructured and pose a major challenge to capture and process.

It is a complex case as remittance advices can contain different numbers which may not necessarily match the total of a particular invoice. For example, the payment may be only for a half of the bill, or for one and a half, or for the last three bills. As a result, accountants need to manually enter payment details into in their financial system(s).

Traditional data extraction software is effective at handling semi-structured documents like invoices. It's easy enough to identify and extract an invoice number from an invoice, but it is much more complicated to identify this in a remittance advice, when the format and presentation can vary considerably. It is possible to accomplish this via a rule based approach, but in the case of this manufacturer it assessed the effort to create these rules and to describe exceptions was so large that it made it commercially unreasonable.

Instead they used Compreno and its native ability to identify key entities and extract the interrelated facts. With this technology they were able to identify the invoices for which payments were being made and the actual amount that was attributed to each of these invoices. Thereby significantly minimising and in many cases completely eliminating the need for manual data identification and entry.

IDM: What are some other examples of how this technology could be deployed?

YK: It would be quite possible for ABBYY Info Extractor to be used to help manage the risks presented by having hundreds or thousands of contracts stored in an EDRMS or a fileshare repository.

For example, if there is a contract signed that comes into play in case of a particular event or a circumstance, then how is your organisation alerted when this event takes place? Or if there is a contract signed that guarantees exclusivity to one customer or supplier, and whoever signed this contract leaves the organisation and another contract for exclusivity is signed by someone new, how can the organisation be alerted to the breach?

Info Extractor SDK does this though analysis of existing con-

"We see many applications of our Compreno technology to exploit the ability to extract "facts" from unstructured documents, for instance entities and relations between them in agreements. There are also opportunities for semantic classification, enterprise search and sentiment analysis." - Yury Koryukin, Managing Director of ABBYY Australia.

tracts within an organisation to help assess the risks involved. For example, if we have a 400 page contract with lots of conditions, moreover, it is one of many. How can we be sure when entering into another contract of 400 pages, that it does not conflict with the one that is already signed? Currently, this check is performed by legal departments of companies by simply reading the conditions. Compreno can facilitate this work: identify major entities, relationships between them and relevant facts critical to the contract. The decision, however, is still up to the human.

IDM: One of the challenges that usually comes under the heading of Big Data is analysing millions of social media posts, is this an area you are targeting?

YK: We have one global manufacturer already employing Compreno technology to assist with sentiment analysis in social media. It needed to evaluate thousands or more likely millions of online customer reviews on a particular product to provide a score, indicating how well it had been received by the market. Obviously it needed some form of text analysis to do this, but traditional approaches fail in the face of a reviewer who employs irony. For example, "I've just purchased the amazing new model of digital camera with some incredible image capture specifications and a promise of remarkable performance, however, unfortunately, the pictures are terrible.

In this case a statistical approach would come up with a positive score, a completely inaccurate reading of the review, while Compreno will understand that the total score of the review is negative. We have only really scratched the surface in discovering how our linguistic technology and AI can help in integrating unstructured information into intelligent business processes. Language-based insight into unstructured data will open up new opportunities to action information and improve critical business processes that mitigate risks, increase efficiency and drive revenue.

For further information about ABBYY Compreno technology and the Info Extractor, Smart Classifier and Intelligent Search products, contact sales@abbyy.com.au or phone 02 9004 7401.

Auto-Classification Technologies and RFID

by Claudio via Skilja

Recent advances in auto-classification technologies have provided a substantial manual labour reduction for several companies related to physical preparation, classification and separation of documents into their operations. Although these advances have achieved tangible results in optimizing document centric workflows, there is still a gap in the aspect of classifying and tracking paper documents.

This is especially important in some countries where physical documents are subject to different retention policies based on legal requirements. A certain amount of documents must be retained physically for a varying number of years based on the document type determined by classification.

Some capture applications are able to identify document types using barcode at scan time and using auto-classification or barcode content, apply different rules to separate and classify the document images. In the digital world everything is straightforward and works pretty well, but if you need to track and trace

folders at the receiving and delivering points, checking if all the required document classes are really there.

Just like barcodes, RFID technology allows to store a free encoding data schema into the EPC memory, on the other hand, it is always suggested to use a standard, to avoid a proprietary encoding. There are now a few international standards available for different types of objects, such as fixed assets, returnable assets, trade items, documents, etc. These standards have been developed by GS1, an international non-profit association, aiming efficiency improvement, higher items visibility and interoperability between the whole chain.

The EPC data schema GDTI (Global Document Type Identifier) specified by GS1, was developed to identify documents, including the class or type of each document. GDTI can be encoded in a 1D/2D barcode, stored into an EPC memory or printed directly on the document. Companies can use the GDTI as a method for identification and registration of documents and related events. They can also use the GDTI for information retrieval, document tracking, electronic archiving or even to prevent fraud and document falsification.

DOCUMENT SMART LABEL IN DETAIL

All these standards were specified based on the EPCGlobal framework, which describes the relation between different RFID components such as hardware, software and data interfaces. Based on the context of this article, we are referring about passive RFID. This technology does not use batteries and works with UHF frequency. Based on this specification, the objects can be identified not only in a near field, but also in a far field area, achieving up to 10 meters far, depending on the type of the object, the tag, antenna and the reader.
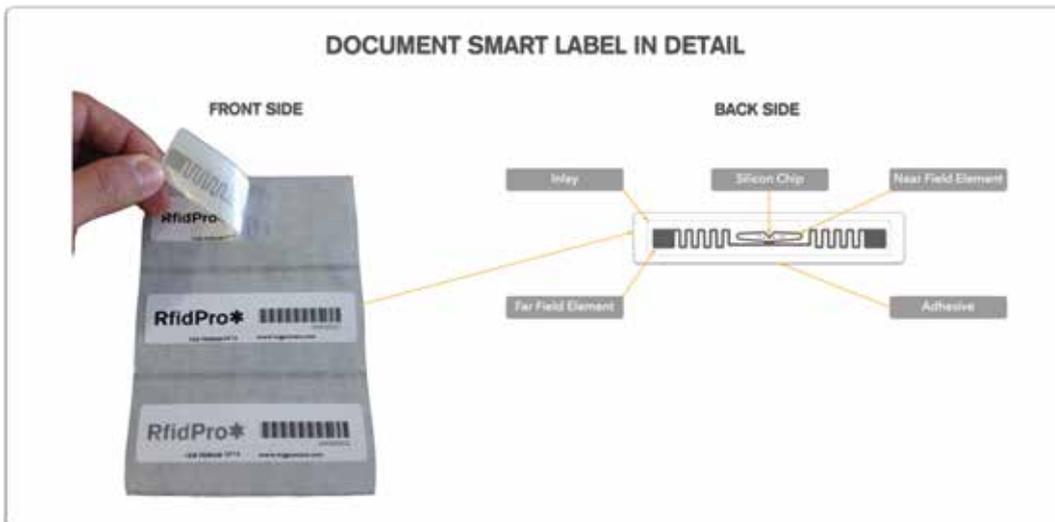
the same documents physically until the final archiving step is completed, it always becomes a challenge, especially in a large scale operation with tons of documents.

RFID is an acronym for Radio Frequency Identification, and it is also considered a generic term denoting the ability to identify an object remotely. It means that the information is transmitted via radio waves and does not require line-of-sight or contact between the reader and the tags.

RFID technology provides great benefits through the combined use of a barcode, a microchip and an antenna, encapsulated into a tag, also called smart label. The radio waves are sent from a reader and then picked up by a tag that signals back its unique number called EPC (Electronic Product Code). The presence of a tagged folder/document is seen at a reader's specific location, and this information can be reported to the tracking software that updates a records management database, an ECM repository or even a document capture platform.

Due a high reading speed and the capacity to identify an item even without visual access to the document, RFID technology makes it possible to quickly read a stack of tagged folders and documents even when they are stored inside a card box. In this way, it is possible to perform an automatic check-in of a ton of documents without any human intervention. Additionally it is also possible to inspect document containers like card box and

The combination of auto classification technologies and RFID tagged documents makes it possible to match the classification results, physically and logically.

Given the physical classified document class, it is possible to define and choose the most appropriate document container (e.g. card box, folder, etc.) and pass the parent document class to the image/content classification engine to perform a deeper classification.

At the end of the process, we can match the results and track the both versions (image and paper) during the entire flow. This is can be achieved without physical contact with the paper document. Imagine that you get a box of paper from a remote location for archiving. If the documents have been classified and RFID encoded then within a second you can check the completeness of the physical archive and stow them away. If all of this happens with your capture process automation system you have a tight combination of auto-classification with physical sorting of paper – solving this last obstacle to full automation.

There are still several interesting RFID use cases for documents, such as automatic check in/out, hunting, inventory, exits, etc. which will become more and more popular very soon with the decreasing costs of the technology and the advances of new concepts like IoT (Internet of Things).

Cláudio Chaves is Managing Director at TCG Brasil

When it Comes to Data, Small is the New Big

By Anthony Smith

As kids, we're taught that superheroes work hard to keep their communities safe with their special powers. Captain America has super strength and courage; Spider-Man is smart and agile; and Thor has a mighty hammer. All of these superheroes defeat villains five times their size, proving that size isn't a reliable indicator of power. Just as these superheroes use their powers for good instead of evil, great businesses need to exercise their own superpowers to provide customers with superhuman levels of service. That's where knowledge comes into play. Industry buzz suggests that the only data worth having is the big kind, but that's a fallacy. Sometimes, it's the small, nuanced data that can save the day.

Powering up: Why data collection is important

Customer data is a commonly unrecognized superpower. Companies that provide software as a service (SaaS) are especially likely to have massive amounts of uncategorized, unmanaged customer data, creating a well of potential that largely goes unused. This data, when analysed properly, can provide companies with unlimited opportunities to improve product functionality, increase customer satisfaction and stimulate business growth.

SaaS companies can use harvested customer data to analyse what is and is not working within the services they provide. Such information can help troubleshoot flaws, highlight coveted product features or reveal hidden opportunities, such as the optimum time to upgrade a freemium user to a paid user.

Small data in practice

At Insightly, it was a big challenge to capture and synthesise all of our growing customer information in a useful way. At most, we were able to categorise customers based on company size or industry, and further segment those by general use cases, such as contact management, project management and so forth. Beyond that, we didn't have a lot of insight into their specific needs and challenges, which features of our tool were most helpful or caused the most frustration, or what triggered a customer to upgrade or quit our tool. Our organizations is hyper-focused on the customer experience, but we were hampered by lack if insight into our user base. As we continued to grow, it became clear that we needed to capture and mine this data to ensure we were delivering the customer experience we promised.

We invested in several data analytics tools and an experienced data scientist to establish a sustainable framework that would serve our data analysis needs throughout the organization. For example, the marketing department is most interested in acquisition data to help identify the campaigns that generate the best ROI. The product development team focuses on the features customers are using, what is underused or what results in a lot of service calls to help inform the product roadmap.

What we've found is that big data is good because it identifies important trends. But, quantitative data can never tell the whole story. We conduct customer interviews to gain very deep knowledge about how and why they use our product. This small data reflects the people behind the numbers and reveals far more about what it takes to deliver a successful product than quantitative data alone.

Using small data insights like that, you can identify areas for improvement, product changes and best practices, and even shed light on the optimum moment in the customer lifecycle when a specific action from your team will result in an upsell or lead to a happier customer. Now, that is powerful.

Knowledge is power

Big or small, data provides the knowledge businesses need to provide better products, streamline operations and reduce inefficiencies. All companies can benefit from big data trends that help identify market opportunities and product development, but for those seeking to elevate their customer experience from "good" to "super," they should focus on uncovering powerful small data. In doing so, they'll become business superheroes.

Anthony Smith is the CEO of Insightly, a San Francisco-based SaaS CRM application.

Navigating the shoals of ISO standards

Moving forwards, tacking sideways: postponing the new ISO 15489

At a point when many were expecting to welcome in a successor to the foundation international record-keeping standard, ISO 15489, issued in 2001, Barbara Reed reflects on why it will be at least another 12 months before it will be published. Barbara, a founder, director and principal consultant at Australia's Recordkeeping Innovation, leads the Australian delegation to the international standards meetings.

As I write this for IDM, I am sitting in Beijing at the (now) annual ISO TC46/SC11 meeting. With lots of regret, I need to report that what we hoped would be a document approved for publication has been determined to require another round of editing and approval before its issue.

This new round will take another year to go through the process of revision, committee approval, committee voting, translation, country voting and publication.

It has been a long process to get us to this point, with more than 9 drafts produced with many of these going to international comment. The latest version received more than 100 pages of comments.

The good news to be found in this is the passionate international interest of the records community in obtaining a robust international standard. The downside of course, is that a document written for an international audience is bound to contain compromises that will not suit everyone, and thus invokes a degree of passionate response.

And so it is for the draft standard. At one level it is worth pondering what provokes the passion. A hard battle was fought on just this territory to obtain international agreement way back in 2001. That initial standard was a success.

Now it is a document widely referenced in professional arenas and of significance in individual jurisdictions. So, changing something that has become part of the record-keeping collective practice gets touchy. And the very nature of its adoption and its success, means that different countries are at different maturity levels in adoption – what is perceived to be changing horses half way through a race, is risky for some.

Why does it need to change?

All standards have to go through systematic and periodic reviews. It is the nature of the standards process. And there have been many calls for change over the years. An initial attempt about 10 years ago couldn't get basic agreement – it was too soon to change.

Now, some read the initial ISO 15489 as guidance for the paper based world. Written in a time of transition between the paper and the digital, it is true that it retains a number of things that are vestiges of that world.

Socially, all organisations and individuals are now further into the digital transition, but by no means really there yet, so it seems updating the standard is a logical move.

The old 15489 served the record-keeping professionally very well. It attempted to express things as concepts transcending format. Inevitably the profession can do better now, but let's not be too harsh on the older version: it lasted well. It was accompanied by a Technical Report (in Australia part of the standard we adopted) which provided implementation advice.

The whole record-keeping standards environment has changed since the implementation advice was issued. A hot topic of discussion in Beijing was how to approach the implementation advice – should it be a 'part 2' as the current version has it, or should we refer out to other existing products such as the ISO
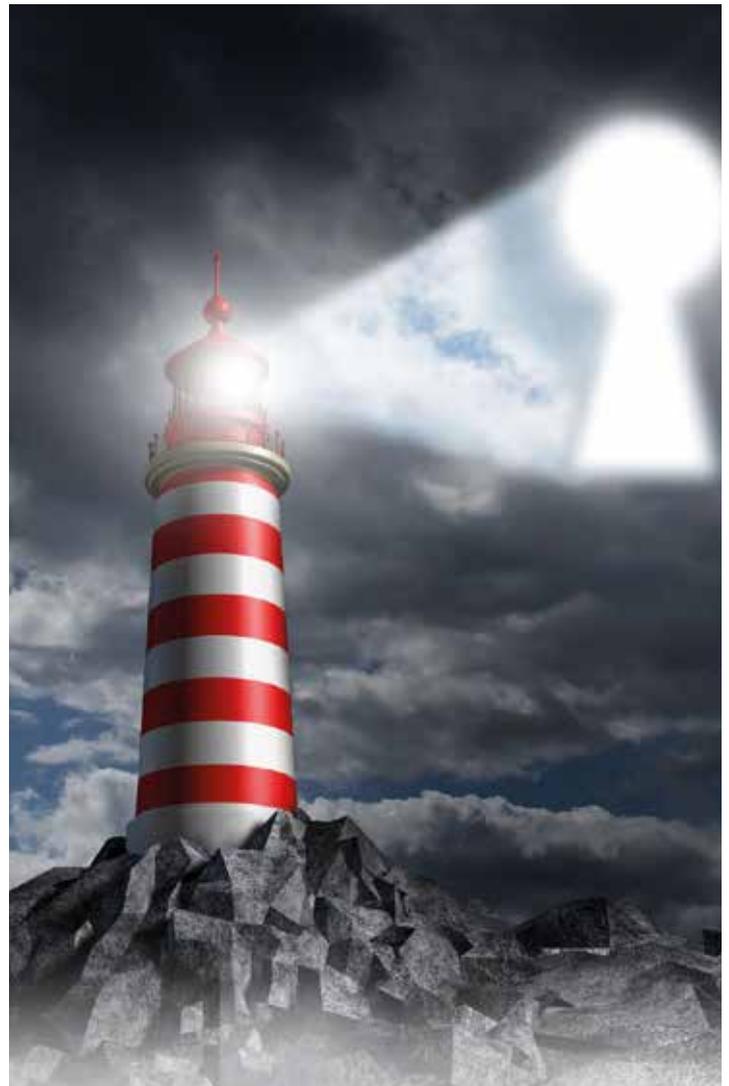
23081 Metadata series. This has yet to be settled: some is ISO politics; some is the necessary resourcing; more is about what priorities exist for what type of guidance is of greatest use by the international record-keeping community.

What is new or different?

The flavour of the new 15489 is tinged digital. It was written with that perspective in mind while trying not to disempower the paper or hybrid environments.

From an Australian perspective, there is not too much that will come as new. Many of the components are already in Australian record-keeping practice. But here are a selection of things that have changed:

Introduces the notion of authoritative records: This is about acknowledging that records exist in all types of states, adequate, inadequate, complete, lacking etc. By acknowledging that there is a distinction between those that are regarded as authoritative (reliable, authentic, with integrity and useable) and others, record-keeping is staking a claim about the whole of recorded information as evidence of business and hopefully getting rid of the silly document/records distinction, much loved by IT people.

Reintroduction of appraisal: appraisal was left out of the 2001 standard. It was deliberate. The concepts were all there – determine what records to create, and determine how long to retain

them – but the naming of the process wasn't, because the term we use in Australia – 'appraisal' – was resisted in its definition outside of traditional archival practice and Australia stuck its heels in and refused to go backwards. Now appraisal has been reintroduced, with no definition because that remains too confronting for many as yet, but with explanatory statements positioning it as a foundational records process.

This is important for many reasons – having a core foundational practice, allowing continuity and adaptation of one of the age-old records practices, allowing possibilities for the repositioning and flexibility of implementation of core processes. But this is a much fought introduction of significant controversy in many countries and with continuing resistance from many who look at records only from an archival angle. My argument to them would be this is an empowering development suited to the digital future, rather than anything to the contrary. It opens opportunities for new practice. But controversial!

> " ... changing something that has become part of the record-keeping collective practice gets touchy."

Introduction of records requirements: these are the requirements for the capture of evidence of business action. This links to the work already available in the international sphere in the sleeper guidance, yet very powerful statements, in ISO TR 26122, work process analysis.

Much reference to metadata: this new 15489 contains much enhanced reference to metadata for records. Digital records don't exist without metadata, so it is a necessary expansion of content. Always referenced with ' for records' attached to the word metadata, this is intended to acknowledge that there are heaps of metadata but what the record-keeping profession is primarily interested in is the metadata that is about record-keeping. And bringing this into the umbrella standard itself, provides a framework reference to the ISO 23081 series of standards which were developed after the original 15489.

Records control tools

Implicit in the previous ISO 15489 part 2 was the notion of core records control tools. Now this notion has been brought up into the part 1 standard.

Four records control tools have been explicitly identified: metadata schema for records; business classification schemes; access and permission rules; records disposition authorities.

Identifying access and permission rules as a core control tool for records is formalising something implicit in the old part 2. Record-keeping professionals need to document this level of control separately to any decisions embedded in a system.

And business classification schemes have been slightly refocussed too. Clause 8.3 says: 'Business classification schemes are primarily developed to link records to the context of their creation.

By mapping records requirements to a business classification scheme, processes for the appropriate management of records may be carried out.' This formalises the notion that there can be many, many types of classification schemes for multiple purposes (e.g. for retrieval or for geo-location etc.) but this one is for records and it does a particular thing.

With luck innovative implementation may move recordkeeping away from the somewhat rigid interpretation of previous articulations which seemed to reify the hierarchical, separate metadata schema that was used to 'title files'.

The new standard recognises that records are created everywhere. Some very tough definitional wrangling was needed to clearly express this.

It is a clear acknowledgement that things called EDRMS are not the only way to manage records. It is about the functionality, and whether things can be managed with the right controls – the controls now defined in this standard.

So is this standard perfect? Not by a long shot. It is what the international community can agree to at this point in time. It takes considerable steps towards a digital future.

What happens now?

Work now continues on getting the words right and ensuring that everyone in the international community is happy with the changes agreed at this meeting. And work now commences on part 2. Part 2 has proved a bit difficult to scope, with some wanting no part 2, some wanting an omnibus part 2, some wanting a part 2 that acts as a 'map' to other more detailed standards or guidance.

Agreed at this meeting is that two pieces of work will be started. One provides guidance on systems design and implementation, and the other will work on appraisal guidance. We don't know yet what these will actually look like when drafted.

Both should exist at preliminary draft level by next April/May for further discussion/direction at the next face to face meeting, in Wellington, in 2016.

Meanwhile, much thanks need to be given to the hardy crew who continue to see this process through: in particular to the Project Leader Cassie Findlay (Aus) who brought together huge numbers of comments into coherent drafts, the patient and formidable Project Convenor, Hans Hofman (Netherlands) and the editorial committee of Joanna Smith (Canada, recently replaced by Sharon Smith), Don Rosen (USA), Raivo Ruusalepp (Estonia), Sylvie Dessolin-Baumann (France), Elizabeth Klett (Sweden) and me. A truly international collaboration.

Tape Storage boost tops 220TB

IBM and Fujifilm have demonstrated a next generation tape storage system that can fit 220TB of data on a palm-sized tape, showing its viability as a long-term storage medium.

The companies say this new record demonstrates that computer tape – a storage medium invented in 1952 with an initial capacity of about 2 megabytes per reel -- continues to be an ideal technology not just for storing enormous amounts of back-up and archival data, but for new applications such as Big Data and cloud computing.

The record setting demonstration is an 88 fold improvement over an LTO6 cartridge, the latest industry-standard magnetic tape product, and a 22 fold improvement over IBM's current enterprise class tape product.

Today more than 500 exabytes of data reside in tape storage systems, according to IT analyst firm Coughlin Associates.

The record was achieved using a new, advanced prototype tape developed by FUJIFILM Corporation of Japan, in collaboration with IBM scientists.

ETH Zurich, a leading international university based in Switzerland, is using IBM tape technology for central data back-up and restore services.

"The average data transfer rate to tape has increased steeply over the years to approximately 60 terabytes daily and our tape library has reached more than 5.5 petabytes.

"Despite advances in overall storage technology, tape is still a promising media for large amounts of data for its transferability of data in Linear Tape File System applications and its low energy consumption," said Dr. Tilo Steiger, Deputy Head of ITS System Services, ETH Zurich.

The new technologies won't come out in products for several years and may not be quite as extreme when they do, but the advances show tape can keep getting more dense into the future, said Mark Lantz, manager of IBM's Advanced Tape Technologies Group.

While tape has traditionally been used on premise for video archives, back-up files, replicas for disaster recovery and retention of information, off-premise applications in the cloud are beginning to emerge due to its low cost, which averages just a few pennies per gigabyte.

IBM Research scientists in Zurich are exploring the integration of tape technology with current cloud object storage systems such as OpenStack Swift. This would enable object storage on tape and allow users to seamlessly migrate cold data to an extremely low-cost, highly durable cloud based storage tier perfectly suited for back-up or archival use cases.

Dr. Mark Lantz, Manager, Exploratory Tape, IBM Research with his world record breaking tape demo.

Make Sense of your next Data Migration

By Colin Anderson, Kapish Software

Data Migration is a topic that gets raised time and time again in our industry, and people continue to struggle in getting it right. At some point you will likely be faced with the challenge of migrating data into your EDRMS.

Whether you are implementing HP TRIM/HP RM or migrating data from a legacy system into an existing HP TRIM/HP RM dataset, the challenges are the same.

Migrating data is complex and difficult so you will need to be prepared and organised. Often there is disconnect between IT and Records Management, making the project painful and lengthy, so I thought I would share the custom solution that we developed for a client recently.

A large NSW Government Department approached us to assist in migrating their engineering plans and drawings into HP TRIM. They had suffered some common pitfalls in past attempts and they did not want a repeat performance so they called in the cavalry!

To address these issues we developed a user-friendly custom Data Migration Tool that could be used by anyone (no coding experience required).

A clear and easy interface drove the bulk data migration tool that allowed for documents and records to be loaded into HP TRIM/HP Records Manager. It even had the option to attach the file as a Rendition in HP TRIM/HP RM.

The client was now able to load items such as scanned images, legacy data, folders/files from network drives, large engineering plans and drawings; and any other data source extracted using an Excel Spreadsheet.

Kapish suggested the client undertake some data cleansing and validation during the project. The custom Bulk Data Migration Tool provided users with a simple and quick way to validate and cleanse document and record metadata such as: Author or Owner Location, File/Folder/Container, Record Title, Rendition Path, Electronic Document Path, Date Created, Notes, etc.

Key Features & Benefits of Kapish Custom Developed Bulk Data Migration Tool:

- Simple and easy to use wizard style interface
- Load all types of documents formats, such as scanned images, folders and files from network silos
- Load new or update existing documents & records in HP TRIM / HP RM
- Load electronic renditions of documents
- Validate data load before committing changes in HP TRIM / HP RM
- Detailed exception logging
- Controlled Data Cleansing
- Quick installation and no-coding required

For more information on the Bulk Data Migration Tool or Kapish consultancy service, contact 03) 9017 4943 or email info@kapish.com.au

Folders Must Die:
Say Hello to Metadata and Tagging

By Nick Inglis

We love folders. They are our digital comfort food. We can create them with ease; we can add to them; we can nest them. In our organizations, however, they become cumbersome to manage, make it difficult to find content and create artificial barriers between similar pieces of content. For all of these reasons, it is time to end our love affair with folders.

Folders can be structured in four ways in the enterprise. They can be aligned to the organizational chart, which is most often the case. In this model, folders are present along division and department lines and the like. Folders, too, can be structured to align with roles so that, for example, accountants all work within a similar folder structure. They can also be structured along document types so that reports all end up grouped together. The fourth option for structuring folders would be some combination of any of the aforementioned three options.

All of these options, however, place a limitation on users. If the folder structure is established along the lines of the organizational chart, a user will likely not be comfortable navigating outside of his/her department or division. For example, the accountant in department A would have a difficult time validating his/her work against an accountant in department B. Likewise, this would be the same for sharing by department if the folder structure is established along a document type arrangement.

Metadata

There are options for avoiding these types of issues today through the use of metadata and/or tagging. A flat file structure that leverages metadata can arc beyond typical boundaries to provide more value to users. Filtering by a "department" metadata field could give a user a departmental view of content, much like an organizational chart-based folder structure would. Filtering metadata by document type would provide a view much like the document type folder structure. The filtering and sorting of metadata can provide more to users than a simple folder structure.

It is true that some systems are achieving this already through the use of "virtual folders." Vendors, who sell systems that have these types of virtual folders, are already leveraging metadata to create folders that don't actually exist in order to provide alternate ways of viewing the content in the system.

Users, by combining multiple fields of filtered metadata, can expand the findability of relevant content rather than being forced into a rigid folder structure. By way of example, let's say there are two folders - one for department A, and one for department B - each with a similar report. The two users leveraging those reports would never serendipitously learn of each other's report without leveraging search. Users search for items that cannot be found, not for content that they know how to browse to or for content that they could find. It is through these unseen connections between content that additional value is created in the organization.

Tagging

An additional way of enhancing the post-folder view is through the use of user-generated content tags. Tagging is a way for users to loosely group content together by associated words and phrases. By combining both the less rigid metadata model and the non-rigid tagging model, users are given more flexibility in serendipitously finding related content and leveraging that content for the betterment of the organization.

In addition, tags and metadata can be utilized to learn from the user population (i.e., their vernacular, their shorthand, their phrasing, what they find to be important) through the use of logging. If a particular phrase is being used for tagging on a regular basis, it may be fruitful to explore that particular phrase further to see how it may be encompassed within the formal enterprise taxonomy. This can help to improve findability of content through filtering and sorting, as well as improving search. Folders create artificial barriers in our content, at best, and confusion, at worst; yet, they are what we are comfortable in utilizing. With the technology at our disposal today, it is time to let go of our folders and move towards the serendipitous finding of value in our content through the better utilization of both metadata and tagging.

Nick Inglis is a founding partner of Optismo and co-founder of The Information Governance Conference. For more information on the conference, visit infogovcon.com.

ABBYY

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ABBYY FlexiCapture 10 is a powerful data capture and document processing solution that provides a single point of entry for automatic and accurate conversion of forms and documents into business-ready data.

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

Knowledgeone

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Web: www.knowledgeonecorp.com

Knowledgeone Corporation has been a leader in the Australian Records and Document management sector since 1986 when the very first RecFind was released.

Our latest product RecFind 6 is a fully-featured Enterprise Content Management solution used by our customers all around the world for:
• Physical/Paper Records Management;
• Electronic Document Management; Document Imaging;
• Business Process Management/Workflow; and
• A huge variety of Information Management applications (e.g., mortgage application processing and contract management)

We are renowned for the quality of our support and the robustness of our products. We believe that RecFind 6 is both the most scalable and most configurable product in the market. Using the free high-level tools supplied, the customer can change almost anything (e.g., data model and work processes) and still have a standard product able to receive regular updates from us. The user interface for each class of user is configurable such that the user only see the data & functionality required to do his/her job.

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.

Kapish

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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 & HP Records Manager (HP RM). 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 per-

ception we offer easy to use business solutions to overcome the everyday challenges of information governance using HP TRIM / HP RM. As a software and services company focused exclusively on HP TRIM / HP RM, we work with 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 / HP RM make recordkeeping a breeze.

Fujitsu

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Fujitsu, as one of the world's leading document scanner companies for both Desktop and Workgroup scanners, offers compatibility with over 200 different document imaging applications. The result is state of the art image solutions from innovative portable units all the way to large centralized production environments. Fujitsu document scanners are renowned for their performance, remarkable image quality, fail-safe paper handling and Fujitsu's legendary reliability. New innovations include:
• Overhead contactless scanning of fragile documents, thick books and oversized items;
• Ability to input and sort multiple small documents, business cards, etc., just by laying them on the desktop;
• Ultra-sonic and patented ISOP paper sensing technology that prevents batched document damage; and
• Mixed batch scanning & automatic paper skew correction capabilities

ELO Digital Office AU/NZ

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ELO has been voted Document Management System of the year in 2013 and 2014. ELO Document Management solutions are developed with the user in mind! The ease of use, comprehensive Out of the Box functionality, embedded workflow engine, and integration with all modern systems make ELO the natural choice for all Document Management, Records Management, Accounts Payable Automation, mobile workforce and compliance needs. With customers on all levels of Government (Federal, State and Local) as well as a wide range of industries (Aviation, Property Management, Waste Management, more) ELO has become one of the fastest growing companies in its space. A global company with Australian professional resources! ELO provides a comprehensive suite of modules for all aspects of RM, DMS, business process improvements, efficiency analysis and collaboration – onsite or in the cloud. ELO's scalability allows department implementations (from 5 users) as well as enterprise wide solutions. ELO's open architecture allows integration with major software solutions and easy migration from your legacy system. Upgrade to ELO now. Certified Business Partners such as Toshiba, Datacom, AMS Imaging and others ensure qualified deployment, continued support and competitive advantages. In 2015 ELO Australia celebrates its 10th Australian anniversary

Fastman

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Hailing originally from Melbourne, Fastman now takes an Australian EIM experience to customers in 18 countries. Known within Australia primarily as an OpenText SI and Reseller, elsewhere its better known for its own products such as Permissions Manager and Bulk Data Manager for OpenText Content Server, and for its global partnership with DocuSign. Fastman has expanded from its Head Office in Melbourne to now have a physical presence in Singapore, the Netherlands, and the United States. Customers include a number of global brands and organizations, both public and private, with many relying on Fastman products to ensure their OpenText deployments meet required levels of compliance and information security, and that operational efficiency around access control and management is optimized. While remaining very much an Australian business, Fastman continues to expand its operations and customer base internationally and on many levels is the real-deal Australian IT success story.

Fuji Xerox Australia

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Fuji Xerox Australia is part of a world leading enterprise for business process and document management services. Our technology, expertise and services enable our clients — from small to medium businesses to corporate organisations and government departments — to focus on their core business. Through the implementation of efficient business processes and effective communication, we deliver the right information to the right people in the right format. A continuous source of innovation help us optimise IT and print infrastructures to deploy document strategies that are waste-free, faster and more productive. We're experts at getting everyone and everything working together. Happily. Efficiently. Reliably. Whether it's integrating web-based eForms, easier hard copy digitisation, simpler cloud based networking, or doing many of the other things you might already know us for (and others you mightn't), we focus on making your everyday smarter.

EzeScan

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EzeScan is Australia's most popular production document scanning software solution and product of choice for many Records and Information Managers. This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002. With 1000's of seats world-wide, EzeScan enables its clients to substantially reduce the cost of deploying batch scanning and data capture solutions for documents of all types. With "out of the box" seamless integration with many industry standard EDRMS and/or ECM systems including SharePoint, EzeScan saves both time, money and lowers the risks associated with developing and integrating third party scripting or custom programming. EzeScan solutions range from basic batch scanning with manual data entry to highly automated data capture, forms and invoice processing. EzeScan benefits include: initiate intelligent automated processes; accelerate document delivery; minimise manual document handling; capture critical information on-the-fly; and ensure regulatory and digitisation standards compliance

Objective

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Objective Corporation is an established leader and specialist provider of content, collaboration and process management solutions for the public sector and regulated industries. Its solutions empower effectiveness, efficiency and transparency, helping organisations deliver better customer outcomes at a lower cost. Objective ECM is widely used by organisations around the world to effectively manage the large amount of content and knowledge that proliferates all levels of government and highly regulated industries, which have complex business environments and stringent security requirements. Designed to maximise user adoption, Objective ECM manages electronic data and information securely and ensures transparency and auditability of documents is maintained with information only accessible by authorised employees. Objective ECM delivers a truly Connected Process Management platform that is designed to be the backbone of an organisation's information and process governance strategy.

Nuix

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Nuix enables people to make fact-based decisions from the content of unstructured data. The patented Nuix Engine is the world's most advanced technology for accessing, understanding and acting on human-generated information. Our unique parallel processing and analytics capabilities make small work of big data volumes and complex file formats. Organisations around the world turn to Nuix software when they need fast, accurate answers for digital investigation, cybersecurity, eDiscovery, information governance, records management, email migration and privacy. And the list of uses is always growing because our customers expect us to make the impossible possible..

Information Proficiency/Sigma Data

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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.

FileBound

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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 backend 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.

Glentworth Consulting

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Information is every organisation's greatest strategic asset. Glentworth is a team of specialists who help organisations solve real business problems through your data and information holdings. In a world where organisations are overwhelmed by millions of pieces of data each day, we enable organisations to take control over their most important asset – information. The core of what we do is based on harnessing the value of information, and enabling organisations to make better, evidence-based decisions. We are trusted advisers to organisations across the commercial, not-for-profit and government sectors. Glentworth consultants specialise in analysing and understanding social and organisational networks, enabling targeted workforce engagement and enhanced employee collaboration and productivity. With a headquarters in Queensland, Australia, Glentworth was founded in 2007 to support the growth of information and data as a strategic business asset.

Woodside turns on IBM Watson smarts

Woodside has announced it will use IBM Watson as part of the oil and gas company's next steps in data science.

The cognitive computing system will be trained by Woodside engineers, enabling users to surface evidence-weighted insights from large volumes of unstructured and historical data contained in project reports in seconds.

Watson is part of Woodside's strategy to use predictive data science to leverage more than 30 years of collective knowledge and experience as a leading liquefied natural gas operator, to maintain a strong competitive advantage.

Allowing a broad population of employees to leverage this knowledge will enhance Woodside's collective expertise in designing, fabricating and constructing major oil and gas facilities as well as managing major turnarounds.

Delivered via the cloud, the cognitive advisory service - 'Lesson Learned' – scales the knowledge of engineers making insights and information quickly accessible to a wide group, with the potential to lead to faster resolutions, improved process flow and operational outcomes. Lesson Learned will enable Woodside's engineering teams to ask complex questions in natural language.

Woodside Senior vice president strategy, science and technology Shaun Gregory said data science is the essential next chapter in knowledge management, enabling the company to unlock collective intelligence.

"We are bringing a new toolkit to the company in the form of evidence based predictive data science that will bring down costs and increase efficiencies across our organisation," Shaun said.

"Data science, underpinned by an exponentially increasing volume and variety of data and the rapidly decreasing cost of computing, is likely to be a major disruptive technology in our industry over the next decade.

"Our plan is to turn all of this data into a predictive tool where every part of our organisation will be able to make decisions based on informed and accurate insights."

Automated redaction of sensitive data

Kroll Ontrack has announced enhancements to its Relativity product to allow an automated approach to applying redactions to sensitive documents in ediscovery. The company claims it will simplify the manual redaction process and reduce the risk of inadvertent disclosure.

Its '"assisted-redaction" technology identifies and redacts Personally Identifiable Information (PII), privileged or other pertinent information based on user-defined criteria,

"Combing through data for sensitive or privileged information is a critical, yet arduous and time-consuming component of legal review," said John Grancarich, vice president of product management, Kroll Ontrack.

"In addition, inadvertent disclosure can trigger a wave of expensive and distracting challenges for both parties. The assisted-redaction application featured in Kroll Ontrack's Relativity offering allows counsel to quickly identify, verify and apply user-defined redactions, while still offering our users full control to review, approve or reject each applied redaction."

Assisted-redaction technology additionally addresses the manual nature of the redaction process by cascading search terms and regular expressions across the entire data collection workspace or a subset of data.

The application leverages user-defined criteria to identify sensitive information and automatically place redactions on qualified documents. Reviewers quality check redactions right within the Relativity viewer, making verification simple and extremely efficient.

Kroll Ontrack experts can help define and refine redaction terms and expressions based on the specifics of the case:

Names, phrases, and terms: Easily redact all references to proper names, phrases, and single words, for example "Joe Bloggs" or "Product XYZ" or "Canberra, ACT"

Social security, credit card, bank account and phone numbers: Locate any alpha-numeric, patterned sequence and redact using regular expression searching, for example all occurrences of "XXX-XX-XXXX" or "(XXX) XXX-XXXX"

Email addresses and dates of birth: Identify all email addresses and specific dates, formatted in any manner

http://www.ediscovery.com/solutions/relativity/

Document Solution for Dynamics AX

Axiopea Consulting, a European Dynamics AX development company, has launched of Document Management Studio for Dynamics AX. Document Management Studio (DMS) offers powerful features for working with both paper and digital documents in Dynamics AX environment. The solution connects documents to appropriate AX records and uses SharePoint as a centralised storage.

Integration with SharePoint provides advanced storing and search capabilities, as well as quick access to relevant information. Any documents related to business transactions can be saved, processed, and retrieved with a couple of clicks.

The solution features multilingual user interface and is compatible with Microsoft Dynamics AX 2012, AX 2012 R2, and AX 2012 R3. This Dynamics AX add on is easy to use and requires no additional skills, training, or timely set ups.

axiopea-consulting.com

Parascript expands Classification capabilities

Parascript has announced new auto-classification capabilities with the launch of its next generation software. Parascript Document Classification 2.0. Parascript Document Classification 2.0 advances beyond batch classification, which is limited to organising pre-defined sets of documents in an established order. The company says most classification software relies on one type of classification method over another, which limits the types of documents and how accurately they can be processed.

Parascript automatically applies multiple techniques including algorithms that process visual, text, or glyph-like elements such as signatures or logos in order to classify documents based upon all the available information. All of this allows results to be highly accurate with very low error rates.

Large organisations have many different types of documents and need to avoid expending employee resources to identify all document types. When applying Parascript Document Classification, it's not necessary to manually review repositories for samples. By document clustering, the software groups documents automatically without samples. Once samples are identified, it is no longer necessary to have examples of every document variant. For example with invoices, Parascript Document Classification can use a few samples, after which it can classify an invoice as an invoice and any variation of that invoice.

Engaging Subject Matter Experts (SMEs) to organise, classify, and maintain the taxonomies with ever-changing business rules are highly labour-intensive, ongoing activities that divert SMEs from their core tasks. Parascript Document Classification is automated and trainable.

With a few samples, the software automatically learns the features of a particular document class. The software applies the rules so that users don't have to, establishes the necessary metadata, and is rapidly trained to classify hundreds of different documents all in random order.

www.Parascript.com

Infor enhances cloud DM

Infor has announced enhancements for Infor Document Management, in partnership with Ephesoft, to help customers work more efficiently by automatically connecting documents to core business processes within Infor enterprise resource planning (ERP) solutions. The latest capabilities powered by Ephesoft are currently offered on-premises. Infor plans another release by the end of 2015 to provide this advanced document capture functionality to Infor CloudSuit customers who are serviced through Infor's collaboration with Amazon Web Services.

Infor Document Management currently works alongside Infor M3, Infor LN, Infor Optiva and Infor SunSystems, allowing users in-context access to a centralised document repository without the need to open a separate application.

The latest version is compatible with Infor ION, which enables real-time alerts to additional Infor or third-party applications when document changes are made.

Through collaboration with Ephesoft, Infor Document Management is also equipped with both optical character recognition (OCR) and intelligent character recognition (ICR) capabilities to enable more complete document capture processes.

This allows machine-printed and hand-printed text to be converted into digital formats, thereby diversifying the type of information that can be utilised through the application.

www.infor.com/solutions/erp

Adlib PDF 5.3 enhances PDF conversion

The launch of Adlib PDF 5.3 document-to-PDF conversion adds support for MRC compression, enhanced email management capabilities, and improved enterprise environment performance.

Adlib PDF 5.3 includes a number of new features:

Management of Storage Costs: Building on its compression capabilities, in addition to JBIG2 and JPEG2000, Adlib now offers MRC compression functionality. Organisations can mitigate the massive growth of digital data to control the rising cost of storage while maintaining fidelity.

Enhanced Email Integration Capabilities: Adlib's news POP/SMTP email connector allows the monitoring of one or more email inboxes and can respond to the senders by transforming the inbound email attachments to PDF, enabling organisations to provide email-based transformation services to their end users.

Improved Enterprise Environment Performance: The enhancement of Adlib's 64-bit Optical Character Recognition (OCR) engine enables greater job completion and faster processing of larger files for organizations that demand high quality, mass scalability and protection for their critical content. In addition, this release brings with it certification for Windows Server 2012 R2 and SQL Server 2014.

www.adlibsoftware.com

Dropbox launches Adobe file viewer

Dropbox is adding the ability to preview Adobe design files such as Photoshop, Illustrator, or PostScript in a web browser.

When viewing files on Dropbox.com a new image viewer for web previews will provide previews with the ability to zoom in and pan around in the zoomed view.

The company says previews for Photoshop (.psd), Illustrator (.ai), and scalable vector graphic (.svg) files will look crisper than ever, with more accurate colour matching and higher quality resolutions.

Dropbox now also supports web previews for artboards and pages within Illustrator files, so you can page through the entire file and zoom in on any page, without even downloading it.

Support for PostScript (.eps) file previews in a web browser is being introduced for the first time.

Will IBM Verse be the new Outlook?

IBM has announced the availability of IBM Verse, a new cloud-based messaging service that incorporates built-in search and data analytics. IBM says Verse integrates email, calendars, file sharing, instant messaging and social.

The analytics function aims to automatically "surface" users' most important people and critical actions to focus on for the day. By learning unique user preferences and priorities over time, IBM Verse provides instant context on people and teams. With faceted search, IBM says users can pinpoint and retrieve specific information across all the various types of content within their email extremely quickly.

Other features of IBM Verse include:

Team Analytics - With one click, users can see an organisational graph of the people on their thread and gain insights before responding.

Calendaring - the calendar is animated, visible and actionable across the bottom of the landing page. Users can join meetings quickly by merely hovering over the calendar meeting and clicking "Join Meeting" directly from the calendar bar.

File Sharing - When sending an email, users can choose to easily upload a file from their desktop and share it with the mail recipients in a single action. In addition, owners can track who has downloaded the file and recipients will always have access to the latest version instead of the version that was attached into the email. It is safe, secure and encrypted. These files can be synchronized to users' desktops, and mobile devices, making sharing and action easy, tractable and also saving space.

Nuix tackles data chaos with V6.2

Nuix has announced version 6.2 of its unstructured data product suite adding new features and capabilities across the Nuix Engine, Nuix's eDiscovery and Investigator products, collection technologies, and Director and Web Review & Analytics web applications.

Highlights of the new release include:

eDiscovery users will gain fine-grained control of processing, imaging, and export tasks with a new distributed worker framework. Features including free Equivio-like email threading, a search and tag tab, and powerful new analytics will help them manage workflows more efficiently.

Information governance practitioners can make the leap from individual governance projects toward an ongoing, proactive housekeeping-style approach with features including delta indexing, Windows Task Scheduler integration, search and tag, and an ultra-fast light scan.

The 6.2 release adds granular control for expert investigators with an even deeper dive into forensic artifacts and more powerful analytics.

AutoMate TRIM business with Kapish

Australian solutions provider Kapish has announced a new product to assist HP TRIM/HP Records Manager users with business processes, called AutoMate.

Kapish AutoMate is a central processor that works in conjunction with its modules to carry out specific HP TRIM/HP Records Manager tasks and actions in the background.

The server-side application systematically works through designated tasks assigned to it by the individual modules, which can be individually configured.

It can perform file conversions, send email reminders and notifications, create HP TRIM/HP RM folders and add renditions to records. More modules are due to be released to add further functionality.

There are four modules being released initially with the core application and more modules with new functionality are set to be released in the future,

The first four to be initially released include:

Notifications – Sends automatic email notifications when selected system events occur within HP TRIM / HP RM or when records are left checked out longer than a specified duration a workflow task is assigned to a Position.

Personal Workspace – Gives a user a personal working area which has capacity limited, automatic closing, and a draft/temporary retention schedule. AutoMate will notify users when capacity reached and then automatically re-open the folder once items have been removed.

Network File Capture – A bidirectional module that aligns the document contents of Network Drives and HP TRIM / HP RM, ensuring all your records are captured. The Network File Capture module drives the direction of information flow, to ensure the contents match.

Image Processing – Captures geolocation details and creates thumbnails of HP TRIM / HP RM image files. All this information is made available to users on the individual record providing the ability to showcase image libraries in Kapish Explorer.

For further information contact info@kapish.com.au or call 03 9017 4943.

Commvault Edge Drive to manage cloud sharing

A new contender has emerged in the enterprise File Sync and Share market, the Commvault Edge Drive, available as a stand-alone solution or in tandem with the company's Endpoint Data Protection suite.

The solution is targeted at organisations wanting to bring personal OneDrive and Dropbox folders back into the enterprise fold, by ensuring the data is stored in a secure repository accessible via any web browser or mobile device, and able to meet stringent regulatory and data governance requirements.

Commvault End Drive will backup OneDrive and Dropbox folders and content index them in the background when connected to the corporate network. It is also able to encrypt the files and undertake a remote wipe if necessary.

The Edge drive is also able to deliver an alternative to Office365 or OneDrive for Business to enterprises that want to offer their users the convenience of cloud sharing capabilities.

"It's no secret that IT is losing its grip on corporate data through the combination of poor data governance and an increasing reliance on less secure file sharing solutions," said Rama Kolappan, senior director and head of Commvault's Information and Mobility Management Business Unit.

"Through Commvault File Sharing and our new Edge Drive feature, users now have the freedom to share, collaborate and be productive from virtually anywhere in the world without any tradeoffs in security and compliance."

Commvault's file sync and share capabilities enable enterprise-wide search on a comprehensive data set for compliance and eDiscovery, including integrated legal hold. Hosted in the ContentStore, Commvault's single, fully-integrated data repository, files can be accessed by both internal and external users to foster productivity and collaboration without relinquishing ownership of the data or introducing new solutions.

Commvault File Sharing with the new Edge Drive feature is available now and is licensed per user.

Nuix launches Incident Response solution for data breaches

Nuix has launched Nuix Incident Response, a new investigative tool to analyse the cause and scope of data breaches. It harnesses the Nuix Engine's abilities to ingest data natively from hundreds of file types and data formats, adding built-in intelligence to guide incident responders toward the key evidence of internal or external breaches.

"Organisations are losing the battle against data breaches—attackers typically compromise their targets within hours or days, but these attacks can take weeks to detect and months to resolve," said Dr. Jim Kent, Global Head of Investigations & Security and CEO North America at Nuix.

"Nuix Incident Response is a breakthrough technology that replaces complex manual processes with automation and intelligence to reduce the gap between detection and remediation, and thus minimise the damage suffered as a result of breaches."

Nuix Incident Response builds on the Nuix Engine's ability to ingest and analyse vast volumes of data from multiple sources with great speed and forensic depth.

It adds:

• Context user interface. This powerful new visualisation automatically filters, groups, and links items of interest to breach investigators. It is a fast and intuitive way to take large numbers of items and allow the most interesting and relevant ones to float to the top.

• Volatile system and network information. Nuix's Collection technologies can now gather live information including running processes, application handles and threads, services, drivers, network sessions, IP and MAC addresses, open ports, network routing tables, time zone, screen captures of running applications, and network traffic.

• Log file, Logstash, and GeoIP Analysis. Nuix Incident Response adds to Nuix's native ability to handle common log files by ingesting Logstash outputs. Incident responders can enrich the content of log files using Logstash filters such as the GeoIP filter to geo-locate IP addresses and generate item-count or heat maps.

• Fuzzy hashing. With SSDeep "fuzzy" hashes, Nuix Incident Response can identify near-duplicate executable files such as malware that modifies itself as it replicates over a network. The application can also import SSDeep hash lists to leverage third-party intelligence feeds, and export hashes of newly identified malware.

"With Nuix Incident Response, organisations can conduct post-breach autopsies across vast volumes of data from potentially thousands of endpoints, applying contextual intelligence and establishing links and relationships across the evidence" said Stuart Clarke, Director of Cybersecurity and Investigations at Nuix.

"These are an essential capability if organisations are to contain external or insider breaches before they become highly damaging public events."

www.nuix.com

Free Data Governance Software

Index Engines has announced its new Catalyst Express, a no-cost software that provides full content and metadata indexing of up to 5TB of storage containing unstructured user data.

This software-only download creates deep metadata and full-text searchable indexes on documents and emails stored on the file server of their choice that can be used to answer questions like:

- What types and classes of data is being stored where
- When are files being accessed and modified
- Which users can access what files
- Where is the personal, sensitive, non-compliant, regulatory or high-value data
- How much storage is consumed by redundant, old, trivial or stale data

Catalyst Express is tightly integrated with Active Directory, and includes customizable summary reports, dashboards, scheduled system monitoring and workflow automation, plus support for data migration and deletion with defensible audit trails.

"Most organisations don't know what they have, if it has value, if it's stored in the correct place, if it poses a risk or liability or if it's employee vacation photos and music libraries," Index Engines VP Jim McGann said. "Catalyst will give them this insight into their data and help them determine and execute data policies."

Index Engines' Catalyst product line scales to large global enterprise data centre environments consisting of petabytes of unstructured data. The new Catalyst Express software is a no-cost entry point that allows clients to leverage the value of the Catalyst platform and begin to control costs and risk associated with unstructured user data. Leveraging the rich metadata or full-text indexing in conjunction with Active Directory integration and security analysis through indexing of file ACLs, content can be managed with a single click.

High-level reports allow instant insight into enterprise storage providing unprecedented knowledge of data assets so decisions can be made on disposition, governance policies and even data security.

Upgrade options for Catalyst Express include:
Additional terabytes of capacity
Advanced data management policies
Integrated forensic archiving and eDiscovery workflows
Detailed indexing of file system audit trails
Metadata and full content indexing of Exchange, Notes, and Sharepoint
Federated search for distribute environments
Support for data within backup images (tape or disk)

"Catalyst is implemented worldwide to help manage petabytes of critical business data assets," McGann said. "With this new product Index Engines is providing a great opportunity to begin managing risk and costs associated with user data at an attractive $0."

Catalyst Express is available for download at http://www.indexengines.com/catalyst-express

PSIGEN Accelerated Classification

PSIGEN Software has announced the release of an Accelerated Classification Engine (ACE) for its document scanning and capture software which provides the ability to build custom classification form definitions on the fly in the middle of a production batch or within batch mode.

If a document is unable to be classified, the new ACE feature will allow end-users to build rules for the Classification form definition using point-and-click and dropdown lists. They will also be able to select or create new record type(s) for the form, Zonal Profiles definitions and even build Table Extraction settings, if applicable.

"The Accelerated Classification Engine (ACE) is going to change the framework that customers use to process documents through their capture workflow. The changes will allow continuous improvement to documents going through the Capture process and completely rewrite how customers maintain their ongoing configuration needs." said Steven Chenery, CEO of Up-Flow, PSIGEN's distributor across the Asia-Pacific region.

"ACE is included in any licensed product under a maintenance agreement for Classification and Table Extraction bundles at no additional cost which is fantastic news for all PSI:Capture customers – just another reason why implementing the PSI:Capture solution adds ongoing value to customer businesses."

Classification is an extremely useful tool for organising an organisation's document scanning and capture workflow. It automatically identifies document types, eliminating the need for manually sorting through document pages or inserting separator sheets prior to scanning. The new ACE feature boosts Classification's current abilities by making it an adaptable learning engine that can continuously be updated to adhere to your business's changing needs. PSI:Capture 5.4 brings a number of other automated configuration features for all levels of the product.

www.psigen.com

EMC sets a new Horizon for ECM

The end of the era of "monolithic" Enterprise Content Management (ECM) solutions is upon us, according to EMC, which is replacing Documentum with a set of cloud-based modular apps that can be consumed at will. EMC expects to launch the first four it has in development by the end of 2015, under its Project Horizon program.

The new platform is not just Documentum in the cloud, it's an entirely new platform and apps marketplace for content management, to be "curated" by EMC and delivered over the next five years. The first four modules in Project Horizon to be released this year will target mobile capture, collaborative document authoring, review and approval and short term storage of working documents.

On–premise users of Documentum ECM will have the option of a soft migration onto the Project Horizon platform which will also be setup to work as a host. New solutions to be hosted on Project Horizon include Documentum Capital Projects Express and Documentum Life Sciences Solutions Suite 4.0.

Chris McLaughlin, Chief Marketing Officer, Enterprise Content Division at EMC, said, "Horizon is our long term vision but it will also be able to run our existing base that have built solutions on Documentum D2 or xCP.

"ECM is traditionally complex to deploy and procurement is expensive, users pay for more than they consume.

"Project Horizon is an un-ECM approach to content management," said McLaughlin.

"It takes a modular approach where customers are able to pay for a set of microservices and corresponding micro apps that are independently consumable.

Meanwhile EMC has announced that Documentum is now able to be deployed on public cloud platforms such as Amazon and Azure.

Nuix/Dropbox eDiscovery integration

Nuix has integrated its eDiscovery technologies with Dropbox for Business, enabling users to perform processing, search, analysis, and review against data in the Dropbox cloud.

The new integration leverages the Dropbox for Business API which enables developers to build a wide range of applications.

"Companies of all sizes are taking advantage of Dropbox's collaboration network to increase productivity while safely communicating and sharing with the applications they already use," says Patrick Heim, Head of Trust and Security at Dropbox.

"Combined with the power of Nuix, Dropbox for Business provides a secure platform that enables users to search, collect, and preserve their data."

Nuix eDiscovery for Dropbox was designed to process large, complex data stores and provide a friendly environment to search, review and analyse their contents.

"Nuix is excited to bring more than a decade of eDiscovery and digital forensic investigation knowledge and experience to Dropbox for Business," says Eddie Sheehy, CEO of Nuix.

"With Nuix, enterprises can now perform advanced eDiscovery on large, complex data sets in the Dropbox cloud with unmatched speed and forensic precision."

www.nuix.com/enterprise-ediscovery

TITUS launches Classification Suite 4

A new release of this data identification and information protection suite uses content and context to automatically classify and protect information as it is handled by users, and allows manual and guided classification.

"With TITUS Classification Suite, we are able to ensure that data is handled appropriately by employees throughout our organisation," said an official representative CIS with the French Ministry of Defense.

"Classification is the cornerstone of our information security policies, and TITUS Classification Suite helps us to continually reinforce security policies with our employees."

TITUS Classification Suite 4 offers a new flexible policy engine that can apply complex rules to protect information without getting in the way of business process or requiring users to remember specific security policies.

Administrators can set up policies to, for example, classify email based on recipients; protect email based on the content or classification of attachments; classify and protect documents based on content, filename or location; or prevent printing of sensitive documents to non-secure printers. Customizable alerts warn users of special information handling conditions or possible impending security violations.

TITUS Classification Suite 4 also integrates with data loss prevention (DLP) solutions, allowing enterprises to optimize security policy, focus on high-risk areas, and capture retention-related metadata for informed archiving or deletion. New integration capabilities, such as with the Intel Security Data Exchange Layer (DXL), will allow organizations to enhance their behavioural analytics and reporting capabilities, which can help them uncover malicious insider threats.

With TITUS Classification Suite 4, enterprises can:

 • Identify Unstructured Data—Identify the business value of unstructured data at the time of creation, so an organization knows what data it has and how it should be protected.

 • Raise Security Awareness—Automatically add visual markings and handling instructions to email and documents to raise user awareness about the sensitivity and business value of corporate information.

 • Engage End Users—Promote a culture of security by making users aware of their responsibilities and provide targeted, interactive education so that security becomes everyone's responsibility.

 • Apply Content Protection—Apply persistent protection to email and documents with Microsoft Rights Management Services (RMS) and S/MIME.

 • Optimize DLP and Other Security Solutions—Increase the accuracy and effectiveness of data loss prevention (DLP) solutions with data classification.

 • Improve Data Management—Capture retention-related metadata as users create and send information, so that an organization can make informed decisions about archiving, storage, retention, and deletion.

 • Reduce Mobile Risks—Mitigate the risks of mobile information sharing by extending the benefits of classification to the mobile workforce.

 • Uncover Insider Threats—Report on user behavior to detect policy education gaps and inadvertent or malicious insider activity.

MacroView navigates Office 365

MacroView has announced the availability of two new products for organisations are wanting to use only SharePoint Online (Office 365), MacroView DMF 365 and MacroView Message 365. Organisations requiring hybrid solutions can continue to use the existing MacroView DMF and MacroView Message products.

The solutions are designed to ensure successful user adoption when Office 365/SharePoint Online replaces your file shares and Outlook folders for managing documents and emails. MacroView DMF 365 and MacroView Message 365 features include:

 • Familiar Windows user experience when saving and accessing documents and emails in Office 365 / SharePoint Online and One Drive for Business.

 • Make the document management capabilities of SharePoint Online accessible to business users.

 • Fast and efficient navigation around a large document store hosted in SharePoint Online.

 • Drag-and-drop saving to SharePoint Online of Outlook emails, attachments and files in Windows folders.

 • Automatic capture of metadata and bulk-saves performed in the background.

 • Consistent user experience across Outlook, Word, Excel, PowerPoint, Adobe Reader and Windows itself.

 • Streamlined installation and deployment – client-side-only installation, settings Group Policy compatible and no need for users to enter license keys.

Métier releases new KM tool

Métier, the business management and optimisation platform, has announced a new knowledge management tool that integrates with Métier's platform for users to learn, interact and get answers quickly. This tool is offered to Métier platform users at no additional cost.

Métier's knowledge management tool provides access to articles, new product release updates, job aides and answers to frequently asked questions to ensure that users are getting help in context of their work. Rather that digging through lengthy help manuals or message boards, the search-based interface allows users to find information by category, tags and content. In addition, the knowledge management tool encourages interaction and feedback by providing users with the ability to suggest new articles and rate articles as helpful or not helpful.

Métier platform users will be able to access this new knowledge management tool in the next core release. If you are interested in using or licensing Métier's technology, please contact sales(AT)metier.com to sign up as a customer or channel partner.

http://www.metier.com

OnePlace to rule them all in SharePoint

OnePlace Solutions is the new name of Scinaptic Communications, the Australian software developer of OnePlaceMail. The new OnePlace Solutions name has been adopted in line with the introduction of two new products for enriched document management and workflow capabilities on the SharePoint platform. In addition to the long standing OnePlaceMail product, which has gained enhanced functionality with the latest Release 7.0 update, OnePlaceDocs and OnePlaceLive have been announced.

OnePlaceMail was developed to provide seamless Microsoft Outlook to SharePoint email integration. The software lets end-users save and share content with metadata from the Microsoft Outlook directly to SharePoint, Office 365 or hybrid cloud platforms and environments. It promises to improve collaboration, business productivity and records management across the organization.

OnePlaceMail also assists email classification by promoting email attributes to SharePoint columns and utilising content from Outlook such as Terms and Taxonomy and SharePoint metadata. The new OnePlaceDocs product connects SharePoint/Office 365 from the Desktop (task tray & file explorer) and inside Microsoft Word, Excel, PowerPoint and Adobe Acrobat. It has been developed to provide a fast intuitive process to encourage users to save to SharePoint with metadata instead of the network drive.

OnePlaceDocs provides a SharePoint Docs Explorer application, providing easy access to your favourite SharePoint locations and solutions on the Sharepoint platform. Users of Adobe Reader, Acrobat Standard or Professional can save to SharePoint via OnePlaceDocs, complete with all metadata based on the selected library, list and content type.

OnePlaceLive enables users to take a solutions focused view of SharePoint. Turning complex information architectures and what can seem to the end users as chaos and difficult to navigate systems, into ordered, scalable business solutions delivered to where the user works.

The OnePlaceLive client application is intended to be used by OnePlace Solutions Administrators (Solution Architects) for the creation and publishing of Solution Profiles to the OnePlaceLive service offered to OnePlaceMail and OnePlaceDocs.

The content of a Solution Profile is essentially a structured list that contains any combination of the following types of Solution Profile Items:

- Direct shortcut to any location in SharePoint
- Unique Search query for providing dynamic location sources from across your SharePoint/Office 365 environment
- A central register (list in SharePoint) describing one or more locations (e.g. Site collections, sites, libraries, lists, folders, document sets) enabling integration with workflows and provisioning process to provide dynamic and personalised locations to end users for business solutions such as project management, legal case management and other systems on the SharePoint / Office 365 platform.

"OnePlaceLive allows complex information architectures to be abstracted from end users, providing easy to use, personalised view of locations and content for any business solution," said James Fox, CEO, OnePlace Solutions.

"We are very excited to announce Scinaptic Communications (OnePlaceMail) has changed its name to OnePlace Solutions.

"OnePlace Solutions better represents the broader product offering and solutions-focus of our business going forward. We've worked hard over the past 14 years to build a strong and trusted brand in OnePlaceMail and believe this brand equity will translate to OnePlace Solutions and the broader offering in the OnePlace Solutions suite of products now available."

http://www.oneplacesolutions.com/

OneList Approvals gains SAP certification

IQX Business Solutions has announced that OneList Approvals 3.8 has achieved SAP certification as powered by the SAP NetWeaver technology platform. OneList Approvals 3.8 integrates with SAP Gateway technology to consolidate all SAP and non-SAP approval tasks into a single user-friendly list, actionable, everywhere.

Using OneList Approvals, managers can see all their tasks; access related business data, documents and images; and make immediate "Approve", "Reject" and "Delegate" decisions. This includes tasks from both SAP and other applications. OneList Approvals is accessible via phone, tablet, PC or Outlook.

The SAP Integration and Certification Center (SAP ICC) has certified that OneList Approvals 3.8 is powered by SAP NetWeaver.

Solutions that are powered by SAP NetWeaver can be more quickly and easily integrated into SAP solution environments. Customers can benefit from improved interoperability with SAP applications and with the large ecosystem of solutions that run on SAP NetWeaver. Choosing an SAP-certified solution can also help reduce overall IT investment costs and risks.

"We are delighted to announce that OneList Approvals has now been certified as powered by SAP NetWeaver," said Richard Frykberg, CEO, IQX Business Solutions.

"This certification, as well as the availability of OneList Approvals on the SAP Store, is a testament to the ability of OneList Approvals to interoperate with other SAP NetWeaver–based solutions, which will prove highly beneficial to our current and future customers."

www.iqxbusiness.com

MirrorWeb Digital Archiving solution

A UK startup, MirrorWeb, has launched a SAAS platform that takes a permanent mirror of your website, blog and social media sites. Philip Clegg, MirrorWeb CTO, said, "One of the biggest pitfalls organisations fall victim to is the inability to differentiate between a data archive and a backup. Backups are only retained for a few days which makes them short-term insurance policies. In comparison, archives provide fast, accurate and ongoing access to business information."

Using automatic crawling technology, MirrorWeb takes ongoing snapshots of a website and social media. Each individual archived file is signed with a SHA digital signature and branded with an ANSI x9.95 compliant timestamp, this allows clients to produce non-refutable records from a specified date.

With websites, blogs, social media and email now ingrained as the primary form of communication for most companies, the need to archive these digital assets is crucial. Compliance is not an option and should a company come under investigation, the regulator must be able to view and replay archived digital content in their unmodified original format. This includes web pages, links, blogs, videos, audio, flash content and JavaScript-based features.

http://www.mirror-web.com/

Glentworth consultants appoints CEO

Information management firm Glentworth has appointed Neil Makepeace as Chief Executive Officer. Director and senior partner of the firm, Makepeace's appointment comes during a restructure of the growing Glentworth Board of Directors, with founder Neil Glentworth appointed as executive chairman.

Glentworth said "Neil's appointment underpins Glentworth's growth strategy, as we continue to expand our reach across Australia and into a range of industries, from health to education, multiple government agencies and telecommunications, to name just a few.

"Information is no longer seen as just another part of a business – it is the business, and more organisations are reaping the benefits of treating information as their most valuable asset.

Neil Makepeace has worked extensively as an executive leader in ICT development, strategic planning and design, information management and multi-agency information sharing. He is the founding chair of the Open Data Institute Queensland, a non-profit organisation dedicated to creating value in government, business and society through open data.

Hyland appoints Country Manager

Hyland, creator of the OnBase ECM suite, has appointed Bob Dunn as its first Country Manager for Australia in a move to grow its Asia-Pacific business.

"Australian businesses, governments, NGOs and other organisations are losing hundreds of millions of dollars daily because of ineffective and outdated methods of storing, transferring and accessing vital information… there are huge savings to be made," said Dunn.

In 2014, Hyland purchased Australia reseller and solution provider CAYLX.

Colligo to open Australian office

SharePoint solutions provider Colligo is to open a new office in Australia in response to the 49% growth in partner business in the region from 2013 to 2014.

Fuelling the company's growth has been the recent launch of the Colligo Engage app platform, designed to enhance the user experience and interoperability of SharePoint, Office 365 and OneDrive. New Australasia customers for Engage include Stella Maris College, Antoris Consulting and Airways Corporation.

"We're seeing rapid expansion of Colligo's customer base throughout Australasia," said Brian Craddock, Chief Revenue Officer at Colligo.

"Due to our growth, we have chosen to invest in this region – specifically we're seeing increased customer demand for apps that will help them solve SharePoint/Office 365 user adoption, offline caching for mobile workers and governance support."

www.colligo.com

Knowledgeone gains US partner

Knowledgeone Corporation has announced a new North American distribution partnership for its RecFind 6 EDRMS with the International Systems Dealers Association (ISDA) headquartered in Pittsburgh, PA and with 82 members across the USA and Canada.

The International Systems Dealers Association (ISDA) is a 41-year-old organisation that has 82 member firms, with several hundred salespeople, located throughout North America devoted to providing and installing storage and office systems/solutions to education, legal, business, industry, and governmental agencies at all levels and sizes.

Under the agreement, Knowledgeone Corporation becomes an Endorsed ISDA Business Partner and its products and services can now be offered by any ISDA member across North America.

According to Frank McKenna, Knowledgeone Corporation's CEO "This is an exciting time for our company and our customers. The ISDA is an exceptionally well regarded organisation that specialises in records and storage management and our product offerings perfectly complement those of the ISDA.

"Our customers and the customers of the ISDA members can now benefit from the industry's most comprehensive offering of hardware and software for a huge range of Information Management applications including Records Management, Document Management, Document Imaging and Business Process Management. We could not have found a better partner for our company and our products."

Iron Mountain buys Aussie duo

American storage giant Iron Mountain has announced two Australian acquisitions, beginning with records storage firm The Document Centre (TDC) in Launceston for an undisclosed sum and following up with the $2.5 billion buyout of multinational Recall Holdings.

"Acquisitions are a key component of Iron Mountain's strategic focus to sustain the durability of its business in high-return, developed markets and to establish market leadership in high-growth emerging markets," said Greg Lever, managing director of Iron Mountain Australia.

Iron Mountain and Recall both compete largely in the same space with document management accounting for 75% and 76% of their businesses, respectively. Geographically, Recall does approximately 42% of its business in the US.

Recall reportedly controls 40 per cent of the Australian market with number two Iron Mountain having around 13 per cent and third- placed Grace with around 10 per cent.

Transitioning from file and tape storage and retrieval for the corporate and government markets, each has adopted a different platform for hosted digital EDRMS solutions in Australia.

Recall has partnered with Hyland for its Review platform which utilises Hyland OnBase. Iron Mountain Connect powered by ELO is that company's offering hosted in Iron Mount's Australian data centres.

Recall Holdings has recommended shareholders accept the takeover offer for the company, which was spun out from parent Brambles in December 2013.

Recall chief executive Doug Pertz said the combined company expected to be able to cut costs significantly over the next two years, and the share-based deal would allow shareholders to benefit from the expected improvement in earnings.

"The combination of Recall and Iron Mountain makes strong commercial sense and offers the potential to create significant value for both sets of shareholders," he said.

The deal is subject to regulatory approval in both Australian and the US, as well as a vote of Recall shareholders.

Meanwhile, The Document Centre (TDC) in Tasmania has also been absorbed into the Iron Mountain monolith.

"TDC is a strong, privately owned business that delivers trusted and dependable services to organisations in Tasmania," said Edward Hayes-Newington, Iron Mountain's state manager in Tasmania.

"TDC succeeded in building a strong customer base, on the back of their service reputation. Iron Mountain will continue to provide secure, attentive storage services and expert advice. The acquisition bolsters Iron Mountain's position as a leading records management company in Tasmania"

"The acquisition of TDC aligns with our objective for growing our presence in Australia," said Greg Lever.
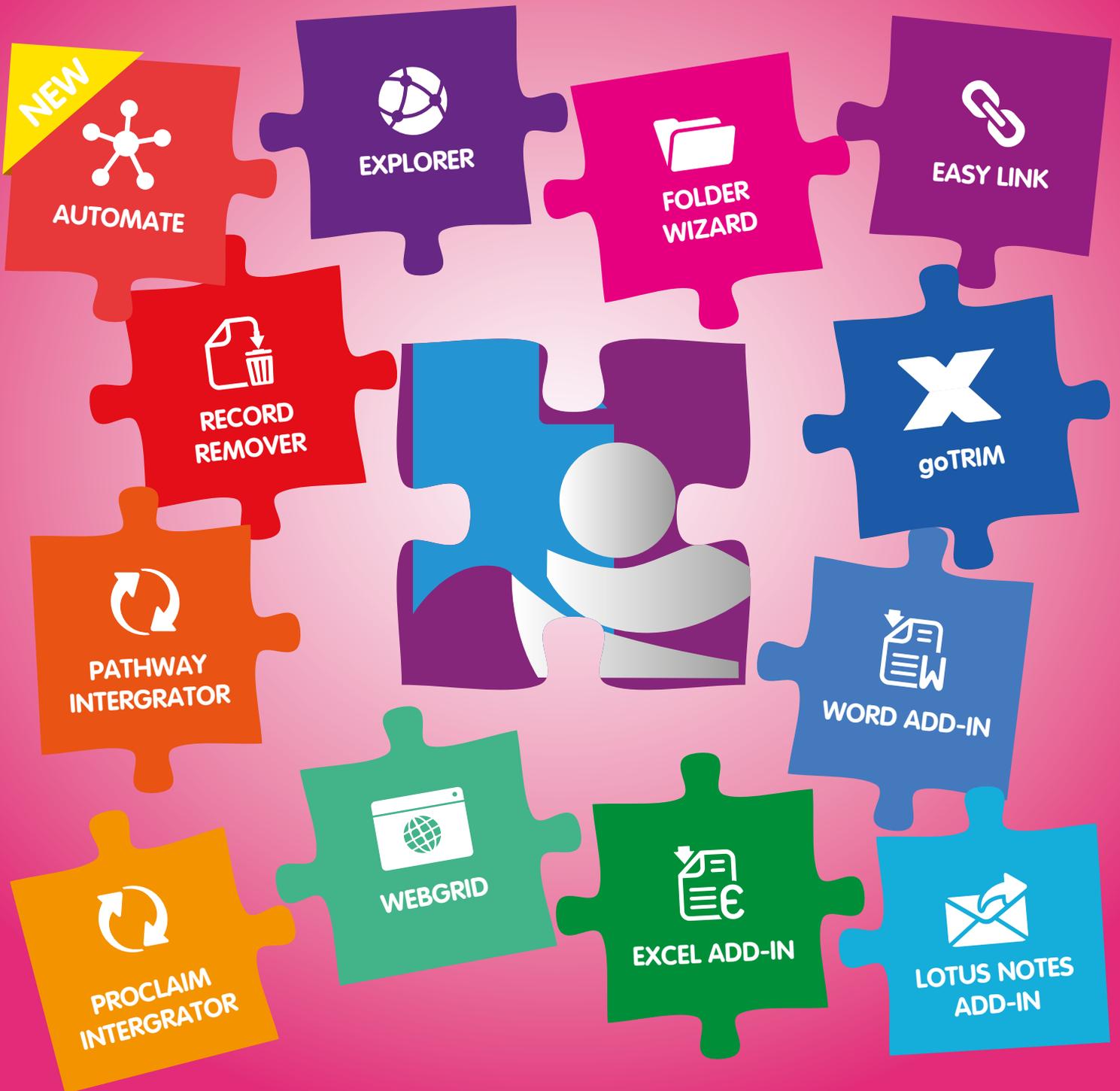
Transaction-friendly so you can focus on customers

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

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

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

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

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