

# IDM

IMAGE & DATA MANAGER

June -July 2016

## Executive Edge

Dr Miles Jakeman,  
Managing Director,  
Citadel Group



**E-signatures, enforceable?  
That is the question**

**Five Myths About File Analysis**

**Why invest in information  
governance?**



## RECORD-KEEPING

### Beating Format Obsolescence

Reducing the cost of long  
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## EDISCOVERY

### An Australian perspective

New approaches needed  
to avoid hidden costs

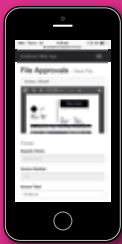
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## Objective \$A10M Defence ECM contract

Objective Corporation has been awarded a new contract with IBM to deliver a key component of the Australian Department of Defence's End User Compute (EUC) Program. The EUC Program is one of several initiatives designed to establish a dependable, secure and integrated Single Information Environment (SIE) to support Defence business and military operations.

The EUC project is a key part of Defence's \$A1.9 billion Infrastructure Transformation Program, which will modernise almost every aspect of Defence's ICT environment and which aims to deliver savings of \$A20 billion over 10 years.

The contract is worth in excess of \$A10 million to Objective, split over the 2017 and 2018 financial years, and will see Objective design, build, test and deploy the latest version of the Objective Enterprise Content Management (ECM) solution to support all 75,000 users on the Defence PROTECTED network.

IBM's broader contract includes the deployment of new versions of Objective ECM, Microsoft Exchange, Lync and Lotus Notes for deployment on Defence's new thin client desktop environment, which will be delivered as part of EUC.

Tony Walls, CEO of Objective Corporation said: 'This is a substantial contract for Objective and a significant milestone in Objective's successful relationship with the Department of Defence over the last 15 years.

'We are delighted to be working with IBM to deliver such a significant, transformational project for the Department of Defence, and we look forward to Defence taking advantage of Objective's latest capabilities to ensure sound information governance,' said Mr Walls.

## OpenText to acquire Recommind

Experts have been nagging information and records managers for years that preparing for electronic discovery in the ordinary course of business is critical. The links between the two disciplines has been underlined with the announcement that Open Text has entered into a definitive agreement to acquire privately-held Recommind, a leading provider of ediscovery, and information analytics.

The Canadian ECM giant is to absorb Recommind's SaaS and managed services solutions which include, Axcelerate for eDiscovery review and analysis, Perceptiv for contract analytics and Decisiv for enterprise-wide information access.

OpenText also believes it can leverage Recommind's analytics to solve concrete and expensive business problems.

The threat of litigation and subsequent electronic discovery

(ediscovery) requests is pushing companies to better manage their data. In the past, companies approached ediscovery by keeping everything, and reviewing all responsive content for an ediscovery request. However, this naturally means that the most expensive step, Review, is being performed on masses of content that were unnecessarily retained. Studies show that an average of 80% of electronic content under storage shouldn't be kept.

"The difference between e-discovery and information governance is the difference between reactive and proactive," notes Bassam Zarkout, CTO of RSD, a provider of information governance solutions. "The discovery and inventory of information assets is a necessary part of an overall information governance strategy."

## Oracle buys cloud platform

Oracle is acquiring Textura, a provider of construction contracts and payment management cloud services for \$US663 million. Textura's cloud services process \$US3.4 billion in payments for over 6,000 projects each month and offers its cloud services in a consumption model preferred by the engineering and construction industry whereby the companies involved pay based on project activity. More than 85,000 general and subcontractors are connected to the platform.

Oracle is integrating Textura with its Primavera suite of cloud solutions for project, cost, time and risk management. Together, they will form the Oracle Engineering and Construction Global Business Unit offering a comprehensive cloud-based project control and execution platform that manages all phases of engineering and construction projects.

[www.oracle.com/textura](http://www.oracle.com/textura)

## G3 eyes further Aussie acquisitions

Listed New Zealand document management, and data technology provider, the G3 Group, has reported a profit increase of 12% on the previous year after acquiring Melbourne based firm Formfile earlier in the year. Profit for the full year to March 31 2016, rose to AUD\$1.9 million (12%) with strong performance reported in all its traditional businesses and recent acquisitions. Group revenue rose 8.4% to AUD\$39.6 million. EBITDA increased 16% from AUD\$3.4 million to AUD\$3.9 million.

CEO Mark Brightwell says the positive result is pleasing as contributions from Formfile its new document and data management acquisition were only introduced in Q4 of the year.

"We've done what we have said we would do at the time of listing - achieved our growth targets for the period - leveraging our traditional businesses, successfully expanded via acquisition into document and data management".

"Our recently launched 'Digital Office' service in gives Australian businesses a cost effective solution to transition from physical document and information workflows to new digital cloud based automated workflows," he says.

"The past year has been about forming a solid platform for future growth, in our chosen markets of Australia, New Zealand and in the UK," says Brightwell.

Brightwell says the company will invest further in transformational new technology, as part of its continuing strategic expansion.

"We now have active plans for increased growth in Australia, within our document and data management businesses and by acquiring others operating in this space.

"Business platforms that convert physical workflows into digital are of particular interest to us as well as those that perform data analytics. Two pain areas for any business operator that managed well become assets for growth".

Brightwell says G3 will consider a capital raise to help support the company's expansion plans.



**Publisher/Editor**  
Bill Dawes

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

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# CSIRO and Treasury explore blockchain potential

**CSIRO's Data61 will undertake a review to fully examine the far-reaching potential and implications for both government and industry of the adoption of 'blockchain' technology.**

Blockchain underpins the Bitcoin digital currency system, and while the ubiquitous adoption of distributed ledger technology is yet to occur even in the financial services sector, its widespread deployment in the future, across multiple sectors, is distinctly possible and could deliver significant productivity gains across the economy.

Data61, in collaboration with government agencies including Treasury, will undertake a detailed study over the next nine months to ascertain what this could all mean for both government and industry.

The study will examine both trends in the uptake of blockchain technology and distributed ledgers, and future possible scenarios in Australia. It will be led by Data61's expert blockchain research team headed by Liming Zhu and Mark Staples, with strategic foresight input from Stefan Hajkowicz from the Data61 Foresighting Team.

More specifically, Data61 will explore the potential benefits or productivity gains for the Australian economy; the skills Australia might require to become a global leader as blockchain technology becomes more prevalent; as well as potential legislative and regulatory implications such as privacy consideration.

The review will look to provide practical use cases where blockchain technology could be piloted in government services and the private sector.

Stefan Hajkowicz said a number of potential 'proof of concept' projects will be evaluated in conjunction with industry experts and across government.

"There are currently a few potential areas where we could explore opportunities – such as sharable registry information, verifiable supply chains and assessment of aggregate risk exposure in the financial services sector," Mr Hajkowicz said.

"In fact, there are also potential applications for this technology that extend well beyond the financial industry, and we are excited to explore, develop and apply the technology in both financial and non financial industry, in consultation with industry and government. Deployment of such technology could be most promising in government delivery applications.

"Blockchain is certainly an example of a technology that has the potential to disrupt or change the way not only financial services transactions are carried out, but also those across virtually

any other sector, including government."

"As this country's largest data innovation group, Data61 is extremely well-placed to play a lead role in this important work. We will be seeking to identify what the future will hold for blockchain in this country and the impact it is likely to have on Australia over the next two decades."

After consulting and evaluating suitable 'proof of concepts', an agreed 'proof of concept' trial will be developed to demonstrate the impact of the blockchain technology.

The keeping of accurate ledgers has for centuries been critical to both the operation of government and business.

**"Blockchain is certainly an example of a technology that has the potential to disrupt or change the way not only financial services transactions are carried out, but also those across virtually any other sector, including government."**

They record details about assets, including available money and property, as well as any transactions that have occurred.

This capability has become more sophisticated through the rise of information technology.

Blockchain technology, which utilises powerful algorithms, allows multiple, independent parties to share digital information or transact with one another, using distributed or shared ledgers. Such environments are typically not 'owned' or dominated by any one user, but still allow all parties to have confidence in the integrity of the shared content.

Data61 CEO Adrian Turner said this exciting opportunity to collaborate with industry experts and across government to demonstrate how blockchain technology could be used to enhance the services of both government and industry, and to improve productivity.

"This is a rapidly emerging area and now is definitely the right time to look at what it could mean for our economy," Mr Turner said.

"This study will provide the information we need to properly consider both the opportunities and the challenges posed by blockchain."

For more information, visit [www.data61.csiro.au](http://www.data61.csiro.au)

## IBM's secure Blockchain platform

IBM has announced a new framework for securely operating blockchain networks, as well as new services on the IBM Cloud that are designed to meet existing regulatory and security requirements. Blockchain networks are built on the notion of decentralised control, but some cloud environments leave back doors open to vulnerabilities that allow tampering and unauthorised access.

Working with teams of security experts, cryptographers, hardware experts and researchers, IBM has created new cloud services for tamper-resistant, trusted blockchain networks.

"Clients tell us that one of the inhibitors of the adoption of blockchain is the concern about security," said Jerry Cuomo, vice president, Blockchain, IBM. "While there is a sense of urgency to pioneer blockchain for business, most organisations

need help to define the ideal cloud environment that enables blockchain networks to run securely in the cloud."

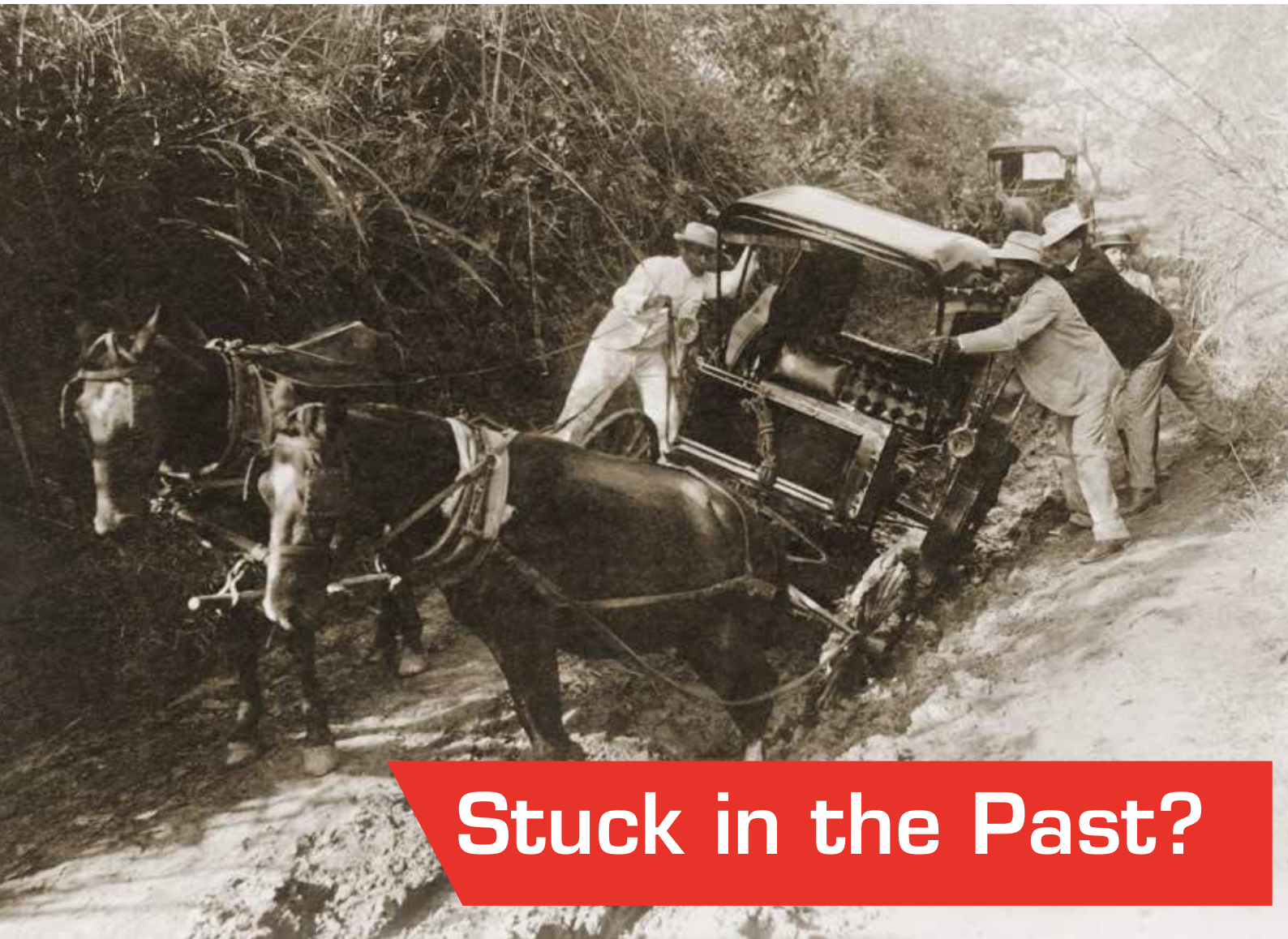
Built to help businesses quickly host secure, tamper-resistant networks and scale to thousands of users, IBM Cloud will allow production blockchain networks to be deployed in minutes, running signed, certified and tested Docker images with dashboards and analytics as well as support.

These new cloud services have been optimised for cloud-based blockchain networks by providing an auditable operating environment with log data that supports forensics and compliance. Tamper-resistant storage of crypto keys and complete protection around the cryptographic module detects and responds to unauthorised attempts at physical access. Additionally, the IBM Cloud services enable blockchain peers to run in protected environments to prevent leaks.

[www.ibm.com/blockchain](http://www.ibm.com/blockchain)

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## Aussie 'big data' start-up goes global

Tens of thousands of images, movies or even 3D objects can now be sorted, filtered, searched and grouped in real time with a single click thanks to new University of Oxford spin-out company, Zegami. The company is unique compared to other University of Oxford spin-outs in that the original concept for the software was not generated by the University as with traditional Oxford spin-outs. The company's continued relationship with the University of Oxford is vital as its launches into not just Australia and the UK, but also the world.

Zegami is able to bring millions of pieces of information together from multiple data sources and combining them in a simple and intuitive user interface. The ground-breaking data discovery software, is slashing organisational and research costs and saving hundreds of hours through its practical functionality, combined with the ability to plug in machine learning and image-based analysis.

Currently organisations and researchers are limited to traditional search engines when it comes to image based 'big data'. Zegami claims its image-based search, image tagging capability, map views and dynamic BI capabilities is something no other enterprise level software is capable of doing today with such large locally hosted data sets.

Samuel Conway, CEO of Zegami says, "Whether in business, research or in our personal lives we generate thousands of images every day and every image has its associated data, there can be



Samuel Conway, CEO, Zegami (I) and Vito Rinaldi, CEO, Blue Crystal Solutions.

no doubt that storage has become cheaper and more efficient over time but how do we find them again, let alone generate any meaningful information from it. Zegami turns this concept on its head.

"Data to decision is the new catch cry amongst companies and researchers today; throw in "Big Data" and we need to re-evaluate just how we do this analysis to find what we are looking for. Zegami is enabling technology that is leading to new discoveries and observations in large image data sets."

Exclusive national reseller of Zegami, Blue Crystal Solutions Managing Director Vito Rinaldi is excited to be sharing this innovative product to the country.

"We're thrilled to have been selected to be a key partner of Zegami. In any meeting we're in, as soon as we start running a demo of Zegami's capabilities our clients' face's light up. Zegami is making databases a little bit sexy!"

The new entity attracted £500,000 in seed funding from investors including Parkwalk Advisors and Oxford Sciences Innovation, based in Oxford, UK. The sales and implementation team for the product through the support of Blue Crystal and Coritsu Group is to be based in Adelaide, Australia.

<http://zegami.com/>

## Google adds Enterprise Search tool

Google has announced a new enterprise search tool called Google Springboard designed to help users to find the needed information with more efficiency. The new app searches for information across all Google Apps including Drive, Gmail, Calendar, Docs, and Contacts.

Google Springboard will be helpful by proactively providing users with actionable information and recommendations, according to a blog post by Prabhakar Raghavan, Vice president of engineering for Google Apps.

"It's no secret that the growth of information inside the enterprise continues to accelerate. In fact, today the average knowledge worker spends the equivalent of one full day a week searching for and gathering information," said Raghavan.

"Springboard also assists you throughout your workday by proactively providing useful and actionable information and recommendations."

Google also announced a redesigned Google Sites version designed to make it easy for users to fast and easily create and internal or external websites.

The new version will allow for content aggregation as well as distribution, optimized for each screen. The new version now features a new theme and layouts designs to adjust to every screen. It will also allow real time collaboration by several editors as in Google docs.

## Have you got a data breach response plan?

By Justin Cudmore and James True, Marque Lawyers

It can happen to any company. Data breaches aren't limited to targeted attacks like thefts or hackings, and can arise from far less exciting internal errors like good old simple mistakes (think typing in the wrong email address and hitting send on a customer list...).

It pays to be prepared and the Privacy Commissioner has recently released guidance on how to do just that. First step is developing a Data Breach Response Plan.

Under the Privacy Act, organisations have an obligation to ensure the security and integrity of the personal information they hold. This includes protecting that information from misuse, interference and loss as well as from unauthorised access, modification or disclosure. Fines apply for breaching the Act so it pays to read on.

The Privacy Commissioner has suggested that part of ensuring compliance with those obligations can include the preparation of a Data Breach Response Plan and has recommended that all entities have one.

The Commissioner has added that, along with assisting with compliance with the Privacy Act, the plan can help:

- protect and manage client information and your company's reputation in the event of a breach;
- deal with adverse media or stakeholder attention; and
- instil public confidence in your capacity to protect personal information by properly responding to a breach.

At present, there's no legislative obligation to notify to the Privacy Commissioner of a breach, however, proposed changes to the Privacy Act could soon see that change. In the meantime, the Commissioner 'strongly encourages' organisations to report serious data breaches.



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# EMC takes a digital leap

**The days of the monolithic enterprise repository are over and the digital age is here, according to Patrick McGrath, Head of Product Marketing, Enterprise Content Division, EMC Corp.**

While a lot of speculation remains around Dell's proposed \$US60 billion-plus acquisition of EMC, which could close any time in the next few months, the company's Enterprise Content Division is rolling out a suite of cloud-based enterprise content management apps, known as the EMC LEAP family.

"There's so much discussion and hype about the impact of Digital Transformation on today's businesses, and EMC has an unusually comprehensive set of offerings to help organisations leap forward", said McGrath.

"LEAP, formerly Project Horizon, was released this year at EMCWorld in Las Vegas. At launch, LEAP includes a set of cloud-based modular apps that focus on people-centric interactions with content, that are powered by intelligence that has never been available to such a broad audience at such affordable price points. While LEAP is an independent next-generation content platform, it can harness and extend the capabilities of Documentum or other content repositories. EMC is planning to broaden the reach of LEAP to accommodate competing ECM platforms to Documentum, making LEAP repository agnostic."

## "Extreme" archiving platform

EMC's Enterprise Content Division (ECD) says the latest update to InfoArchive, Version 4.0, caters for the extreme demands of archiving structured and unstructured data in the big data era.

"Extreme archiving scenarios at petabyte scale are becoming increasingly important for two reasons," said Jeroen van Rotterdam, CTO of EMC's Enterprise Content Division.

"First, managing the amount of structured and unstructured data created and processed today is tremendously challenging. Second, the pressure to maintain compliant data in highly regulated industries, such as Financial Services, has intensified. Customers require the right solution to address both of these challenges, as well as to achieve cost savings and better data insights, which ultimately drive better business decisions."

"Data volumes within in the enterprise are exploding, and managing this type of volume leads to many challenges. Large enterprises can easily have tens of petabytes of unstructured data and hundreds of billions of transactions that they need to retain for long periods of time due to increasingly strict regulations."

InfoArchive 4.0 promises the ability to enable retention management, legal holds, data masking and PCI compliance without the need to copy or reprocess data after it has been ingested. EMC says out-of-the-box compliant data access for Hadoop means regulated information and records can be made available to big data analytics at a low total cost of ownership (TCO) and without compliance compromises.

Once data and content has been ingested, retention and other regulatory compliance policies can be enacted. With compliance built into InfoArchive, there is no need to copy the data to another repository or re-feed the data when compliance rules change. InfoArchive offers a wide range of compliance controls such as retention policies, event-based retention, legal holds, PCI compliance, masking, tokenization, chain of custody and full audit logs. There are retention and hold policies at the record level.

"Our initial focus for LEAP interoperability is with Documentum, InfoArchive and ApplicationXtender, the latter of which is our mid-market or departmental ECM platform. However, our immediate next steps are to open the door to interoperability to CMIS compliant repositories and then other ECM platforms," said McGrath.

"While the LEAP offerings are very attractive to brand new customers, we already see considerable interest from customers to extend their existing investments in Documentum and other ECD products, particularly with users and use-cases at the edge of their businesses. LEAP apps are optimised for user experience, built for the convenience and productivity of that person.

"When the apps are coupled with back-office process and content engines like Documentum that have strong workflow automation and integration capabilities, business truly transforms. On top of that, insights derived from historical information served from InfoArchive can provide even faster and more informed decision making. It's really a strong story" said McGrath.

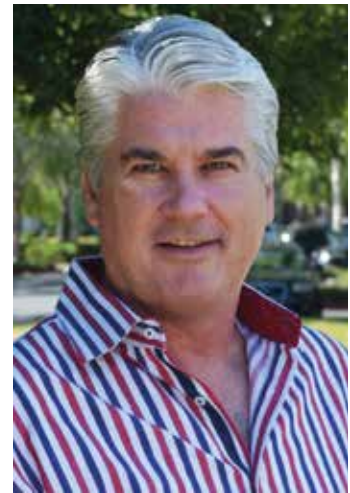
"If I am applying for a new car insurance policy I probably will need to supply a copy of my current driver's licence, as well as vehicle registration documents. A customer optimised experience would be one where from your living room you could take a picture of your driver's licence and this can be automatically validated and address matched to the registration papers, and then fed into back-office processes automatically. That's very different to the experience most people are used to now, where an application goes to a processing centre and emerges two weeks later with validation and perhaps extra informational requirements.

EMC is keen to address concerns that the launch of LEAP spells the end of the line for Documentum. There's still life in the old dog yet, with an active development roadmap for the Documentum ECM platform moving forward.

Some of the product enhancements scheduled for Documentum over the next two years include management, analytics, and opening up REST API to extend integration capabilities with LEAP and other platforms.

"Many of our customers will continue to depend on an on-premises ECM solutions such as Documentum and InfoArchive for some time to come. We have an extensive product backlog in place for Documentum products. In the short term much of our attention is focused on simplifying deployment and manageability of the platforms and reducing cost of ownership," said McGrath.

Meanwhile, the Dell-EMC takeover has seen many predictions that Documentum will be cut loose from the merged entity.



"We will continue to extend the Documentum products based on customer's needs, while incrementally expanding capabilities of InfoArchive and the LEAP platform," Patrick McGrath, Head of Product Marketing, Enterprise Content Division, EMC Corp.



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# Capturing business value with Enterprise Metadata Management

By Eric Leohner

**As data itself has become currency, the metadata describing it has also emerged as a core asset of modern business. Metadata interweaves itself throughout all information; like DNA, it serves as the genetic makeup of data. So even though metadata may not be the most obvious data created, it holds tremendous value in unlocking and exploiting the value of enterprise information.**

To that end, an organised process of enterprise metadata management (EMM) can offer benefits beyond the structured world of information. It can tap into unstructured data, and it can bring to light valuable information from unconventional data sources, like social media and streaming data, too.

EMM is the process of organizing and harnessing this asset to optimize business operations. As Gartner research director Guido De Simoni notes, “[metadata management] is about a distinct organizational discipline leveraging metadata across programs.”

Key areas in which EMM plays a role are:

- Metadata Repositories
- Business Glossary
- Data Lineage
- Impact Analysis
- Rule Management
- Metadata Ingestion and Transformation
- Metadata Repositories

Metadata repositories are containers for metadata and are critical for maximising its potential. The process of profiling data - structured and unstructured, big data and dark data - extracts metadata, which needs to find itself in one of the three types of metadata repository architectures described as: centralised, distributed, and federated.

Centralised repositories offer a single data store for metadata culled from profiled data. Distributed repositories access data in realtime. Federated repositories attempt to leverage the strengths of both the centralised and distributed systems while minimising the risks of their weaknesses by accessing metadata sources in realtime, but centralising metadata definitions and locations to increase system efficiency.

Regardless of their type, metadata repositories provide a vital infrastructure for compiling metadata and creating a comprehensive business glossary. Information leaders should evaluate these architectures, along with their strengths and weaknesses, to find which structures best suit their business environments.

## Business Glossary

“Without relationships, the data is only of limited use,” writes De Simoni, on the topic of big data. A definitive business glossary is an indispensable resource for establishing the relationships between vast amounts of information from disparate sources. Such a glossary can tie information to specific databases, graphs, models, etc., and easily distinguish relationships between sets of information.

Further, enterprise-established definitions help to avoid ambiguity when discussing business-sensitive information by clearly defining terms in the context of the business lexicon. Word specificity mitigates the risk of costly human errors caused by misaligned views on vocabulary. Set definitions can identify the meaning of “client,” compare and contrast it with “customer,” and create a mutual understanding among departments to help avoid vague, unintentional, or complicated communication.

Metadata management makes the process of building the business lexicon simpler. Although a glossary can be compiled manually, maintaining it becomes arduous when the number of definitions grows into the hundreds or thousands.

Analysing metadata enables accurate, holistic descriptions of terms through immediate sourcing and identification.

## Data Lineage

Data lineage traces the origins of data and its movement through a life cycle. However, the term may “also describe what happens to data as it goes through diverse processes,” De Simoni remarks. Capturing metadata consolidates and analyses information more efficiently so that critical intelligence can be tracked with precision.

More specifically, lineage metadata reveals data formats, locations, users, and stewards. It shows the journeys information underwent to reach its current state, and who accessed and manipulated it along the way. This is particularly valuable in data reuse and auditing contexts.

Thus EMM in this context is not only about having clean repositories of information, but also exploiting the repositories to catalogue information pedigree and augment business processes.

## Impact Analysis

Impact analysis is a form of business premonition. It is a technique used to assess the impacts of possible changes to an existing business structure, and identify weaknesses, threats, or problems before they manifest. By anticipating possible outcomes, information managers can develop contingency plans to avert implementation problems. Performing an impact analysis may also expose unapparent cross-dependencies of information, thus allowing for more accurate predictions and courses of action.

Metadata management supports impact analysis by maintaining an account of company information and facilitating data visibility. Having the maximum amount of information about their data allows managers to make the best decisions during the impact analysis process, creating more reliable plans and improving business outcomes.

## Rule Management

Business rules are also forms of metadata. They provide context for business operations and describe how processes should execute with basic if-then functions with true-false outcomes. For example, if a customer has patronized a business for more than a year, then give that customer a \$20 credit for his/her first transaction after the one year-mark. Business rules, however, have their own accompanying metadata that further describes them.

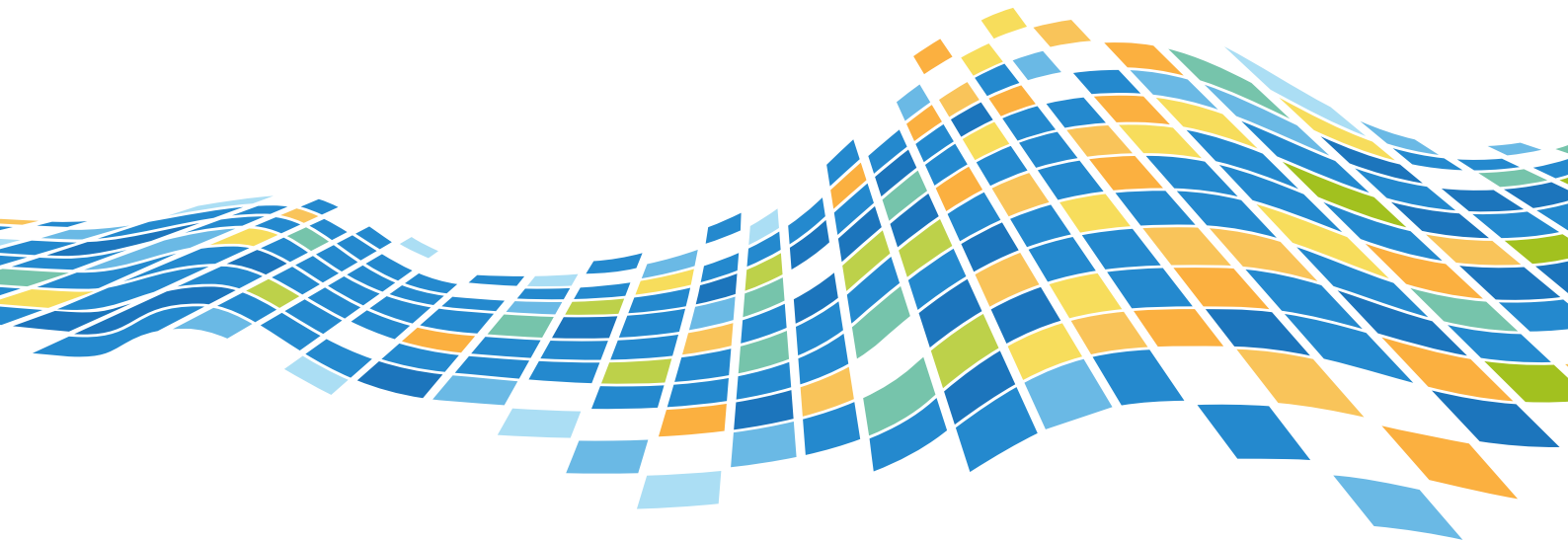
## Metadata Ingestion/Transformation

Data ingestion is defined as the process of obtaining, importing, and processing data for later use or storage in a database. Transformation is the process of converting the original data format into a type easily stored and accessible in databases. Metadata improves these actions by consolidating heterogeneous data sources and acting as a liaison between them. However, a company must first have clean and accurate metadata enterprise-wide to benefit from these operations. Once accomplished, an ingestion solution that transforms metadata into database-friendly formats can unlock the potential of information.

*Eric Leohner is a consultant with Innovative Routines International (IRI), Inc. an independent software vendor (ISV) specializing in high-performance data management and targeted data protection.*

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# Content is king for HPE TRIM

TRIM 9.0 has arrived with a bang, and a new name! HPE Content Manager is the official moniker for the newest version of the venerable record-keeping software.

HPE is emphasising the governance smarts of the new enterprise content management (ECM) platform which builds on a base that has delivered more than 1800 customer accounts and 1.5 million users across the globe.

Content. Content. Content! The term is sprinkled liberally throughout HPE's launch announcement, which announces that it moves beyond ECM's traditional focus on data capture and collaboration, managing paper records and retention.

New features of V 9.0 include enhancements to enterprise search and a geo-location function which integrates with Google Maps to allow users to find all content associated with a location – aimed particularly at mobile workers managing physical assets.

The TRIM/RM Web client has been given a makeover to

support a much wider range of functions on a range of mobile devices. Other new additions include:

Legally defensible lifecycle management – Supports legally-based retention and disposal for specific industry verticals including Government, Life Sciences and Financial Services across multiple jurisdictions.

Enhanced user automation – Simplifies records capture and management with auto-records declaration and classification with linked retention policy.

Tagging and capture of Gmail messages – Allows users to apply custom tags to Gmail messages with HPE Content Manager's EmailLink to simplify their capture and management.

Passive manage-in-place for SharePoint, OneDrive for business and O365 – apply management rules to automate the passive capture and management of valuable content and records (according to policy and regulations) without negatively impacting the user experience.

## HPE tackles policy-based governance

**Addressing a recent user forum hosted in Melbourne by reseller and solution provider Kapish, HPE's David Gould, WW Director, Software, Information Governance Solutions, outlined the upcoming name change for TRIM/RM, as well as a new features of the V9.0 release. Afterwards, IDM spoke with David about the product's future roadmap.**

**IDM: What once was TRIM is now Contents Manager. Why the new name change and what does it signify?**

**DG:** The only reason we're changing the name is that we want to really reflect the true power of the solution. The Records Manager (RM) name I don't think ever did the product justice from a business standpoint.

Even here in Australia, our partners say the value is around business process improvement. Customers say it "Improves business process because I can find things faster."

Even in Australia, not everybody would buy this solution because they want to do records. They may want to do retention, they may want to do document management, or they may want to do enterprise content management. We have to really make sure that the solution has a name that speaks to a broader sense of purpose.

I hope not to change it every three years, that's not the goal. But we want to get to a name that I think really more reflects what we do from a business perspective.

**IDM: After the merger with Autonomy there was a lot of confusion over HP's overall strategy. Has that settled down with the Worksite management buyout?**

**DG:** We had a lot of confusion, because we had the Worksite product, we had an archiving product, which we still have, and there were a lot of competing interests within the HP software structure, which hurt our business in a pretty significant way. Now we've recovered, we just came off a record year, which is great, and we're seeing tremendous growth around the world. But the thing that's driving the growth now is we have an incredibly strong management commitment to the solution.

This whole notion of what we call the 'enterprise content management suite' using ControlPoint, Storage Optimizer, Structured Data Manager, that really allows you to get your arms around all content, and let Content Manager do its work.



David Gould, WW Director, Software, Information Governance Solutions, HPE.

What we have in Content Manager is this ability not only to do source-based retention, but event based and time based.

That makes the ability to keep information and manage information multi-dimensional, and from a governance perspective, from a defensible disposition perspective, a definability perspective, all those things really grow.

That records methodology is what differentiates our product globally. Most archiving is what they call simple archiving. You have a source where you take that content from and you put it into an archive for long term keeping.

But there's not much you can do, you can't really differentiate the information, there's not a lot of granularity of how you can manage that content.

The discipline that was invented here by the records management industry has really made our product differentiated globally.

And because of that we can manage information in a much more sophisticated granular way.

**IDM: RM 8.3 was released late 2015, what can users expect from this 9.0 release?**

**DG:** We really want to make sure that the web client is very fully functional so organisations don't have to deploy desktop clients, which is an IT issue, and it's also an upgrade issue, it's a maintenance issue, it's all those issues. V8.3 helped us progress our cloud story, it helped us progress our SharePoint story. Our only goal in that integration is to make SharePoint better, make it more compliant, and make it more manageable. HP is one of the world's largest users of SharePoint, so my view of that is very much focused on a how can we make SharePoint better.

The other piece where we did a lot of enhancement in 8.3 was the matter management, the ability to structure information differently into the system, and it's not that we want to go after law firms per se, but the way lawyers have traditionally organised content is not around a standard file, it's around individual matters. From the perspective of a government agency, organising matters around a residence or a road or a park is the same thing. If you can organise information around an address, or in the drug world around a submission, or a medical device, and then cascade your file underneath that, where that's at the top of the hierarchy, that's a very different way to manage information.

For V9.0 we have worked on governance or policy based ECM, where policy drives the way content is being created, stored, managed and disposed. Our vision is to be able to actually ingest the actual statutory requirements of laws relating to jurisdiction as well as to specific real estate or tax laws into the system, use auto-classification to classify that content, and automatically put it in the right folder, as well as put it into the right retention cycle on an automated basis, as opposed to doing it today, which is being done manually.

It's what we call 'the last mile of retention'. That is a big focus of the this release.

Organisations today want to unify content across the enterprise, but to do that they don't have to have it all in the TRIM repository. They can keep it in SharePoint, in Documentum, or in OpenText. What we do have is this really strong capability to manage in place, so we're not requiring companies to move their content out, but we can impose control out based on the compliance of the controls that you want to put on the content.

**IDM: How has the product licensing changed for on-premise users?**

**DG:** We're trying to get into a cycle that allows us to continuously improve the product, but do it in a way that allows us to plan out a couple of releases ahead of time. The issue there is what version do customers go to, because you're releasing so quickly? And one of the things that we've done here is we've changed for example our obsolescence policies, which used to be version based, now they're time based. So the 8.3 release which came out last November has a three year shelf life of active support through November of 2018, so a customer who's making a decision on what version to buy a year from now, they know that that product has a three year shelf life on it of active support, with two years of what we call passive support. All products will have seven years of life, three years of active support, two years of what we call passive support where we fix things that break, but we don't accept enhancements on, and then two years of what we call self-support where customers can continue to get information on a version, even though it's not currently being supported. That's a standard HPE software policy.

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# Citadel Group buys Kapish

The Citadel Group Limited (CGL), a \$240 million listed Australian solution provider to Governments and the private sector, has acquired Kapish for \$A17.5 million. Kapish is one of only two Australian Gold Business Partners for the HPE Content Manager (ex TRIM/RM) suite of document and records management solutions (the other is Optus). Kapish founders Simon Driscoll and J.P. Williams will remain with the company which will continue to operate independently.

Citadel Group companies have a long history of integrating ECM solutions within Australia, including a major deployment of the Objective EDRMS to more than 110,000 users at Defence, in addition to the Australian Government Solicitor and ASIC. It also has in-house SharePoint expertise. Citadel Group founders Miles Jakeman and Mark McConnell both have a background in the military, while Dr Jakeman was seconded to ASIO for counter-terrorism planning for the Sydney Olympics in 2000.

Founded over 9 years ago, Kapish has grown from a small start-up, to a Tier 1 HPE Software Gold Partner with 180 clients across local and state government agencies and unique IP in the content management and software integration space. It has developed a variety of commercial HP TRIM/RM add-ons to enhance integration with Microsoft Windows and Office and various enterprise applications.

Citadel intends to adapt the Kapish IP for both the Objective EDRMS and SharePoint, and vice versa for its own unique add-ons. In a related move, Citadel has increased its long-standing investment in philosophy to 50%, a company it says has an established pedigree with enterprise content management in secure environments.

Combined with the acquisition of Kapish, Citadel is expecting to actively target the corporate, health and education markets applying 'cloud first' and software-as-a-service directives.

Citadel purchased Melbourne-based health services provider, PJA Solutions last year in a deal worth \$A45 million.

Citadel's health division has also signed a three year contract renewal until 2019 with Pathology North for the provision of complex laboratory information systems, database integration work and delivery and support of new capabilities including blood management (e-Blood).

The contract builds on Citadel's clients in the health sector, which also includes Queensland Health, Eastern Health and The National Blood Authority's BloodNet system, which allows national blood and blood products information to be shared with Citadel's AUSLAB system.

Citadel's Managing Director/CEO, Dr Miles Jakeman, said, "Kapish is a natural augmentation to Citadel's existing knowledge management capabilities and significantly expands our market share in local and state governments.

"Citadel's growth strategy is underpinned by a combination of organic growth and M&A activity. These activities enhance Citadel's position as Australia's leading provider of Managed Services in complex, knowledge-driven environments."

## Citadel MD seeks a knowledge advantage

**The Citadel Group was founded in 2007 and listed on the Australian Stock Exchange in 2014. It has over 250 staff nationwide and has grown organically and thorough acquisition to now offer managed solutions and consulting expertise in enterprise IT, cybersecurity, health information systems, unified communications, education & training. Following the recent acquisition of TRIM/RM specialist integrator Kapish, IDM asked Managing Director Miles Jakeman about the company's future roadmap.**

**IDM: Why did you decide to acquire a specialist TRIM/RM integrator?**

**MJ:** In federal government, you tend to find Objective, TRIM and SharePoint as the ECM and EDRMS solutions of choice. Where that choice falls depends on whether they coming from a records management/archivist view or from a collaboration and sharing perspective.

Citadel have been providing solutions around Objective for 11 years now and more recently we have been working with TRIM and SharePoint as a Systems Integrator for a range of Commonwealth agencies.

We were looking to expand across the other applications inside the content management space and rather than having to always find suppliers to resource different projects, acquiring Kapish means that we can increase our in-house offerings.

As an independent SI we've always felt that the customer's requirements and business should guide what applications best suit their requirements. So we find quality solutions that suit different requirements and Kapish fits this niche extremely well.

**IDM: Kapish has a strong footprint in local government in Australia, which is a relatively mature market for EDRMS technology.**

**MJ:** Local and federal governments in my opinion have been moving into this space for some time and we want to deepen our relationships in these markets and build on the success that Kapish has had. We currently have broad relationships with customers in the health and education space and we feel that with Kapish we've now got other offerings that align well with these markets. Indeed, health and education businesses are now becoming more aware around the sensitivities of managing other people's information and the privacy principles and obligations that come with that.

**IDM: Will the Kapish organisation remain independent as an operation unit or will you be going to market with Kapish's expertise as Citadel?**

**MJ:** To answer that we probably need a little detour into our history. Citadel was not created to be a leading brand back in 2007, it was ostensibly a holding company. Citadel had operating brands underneath it which, at the time, were Jakeman Business Solutions, Frontier People and the Australian Business Academy. We've always retained the subsidiary brand in acquisitions because we feel that there's a bit of secret sauce at the front end between the brand, its staff and customers. This is something you don't want to lose. However, these teams within Citadel then matrix at the backend and tailor their approach to market leveraging the skills across teams to provide broader offerings to customers based on their unique requirements. I intend to keep Kapish's brand alive and the team's done a great job getting to where they do, we're just going to put it on steroids.





Dr Miles Jakeman, Managing Director, Citadel Group

**IDM: How will you approach the 'cloud-first' and software-as-a-service market.**

**MJ:** We're a successful Australian home-grown company and we don't offshore. All of your data resides here in Australia. So even when we build cloud solutions we're very focused on making sure that sovereignty is retained. Following some major information breaches, flawed offshoring experiences and break-downs through different cultural expectations, we see that more customers are starting to revisit how they've gone to cloud markets and whether they should indeed come back to Australia. We're very keen to help with cloud-first EDRM solutions in some lower security environments where clients are still looking for some kind of control, assurance, record keeping and audit trails whilst also maximising returns through shared

infrastructure and SaaS offerings. We will help Kapish stand such solutions up in that space coupled with our other SaaS offerings (such as identity and access management as a service). We'll also continue working with HP, Microsoft and Objective Corporation when clients are looking to migrate onto these platforms.

We do a lot of work with Objective and HP in Defence and Government already and we've partnered well in the past so I can't see that stopping, although there will be areas where sometimes you collaborate and sometimes you compete. We've got different relationships with customers where they're looking for either a different configuration, a different level of service support or a different level of agility or CRM relationship management that other vendors don't provide.

**IDM: You have identified Knowledge Management as a major plank and an important part of your company strategy. Why do you think that term is so important?**

**MJ:** I'm a firm believer that, as technology is converging and applications integrating more, you've got so much information and so much data that it is becoming harder and harder for people to separate quality from quantity to do their jobs.

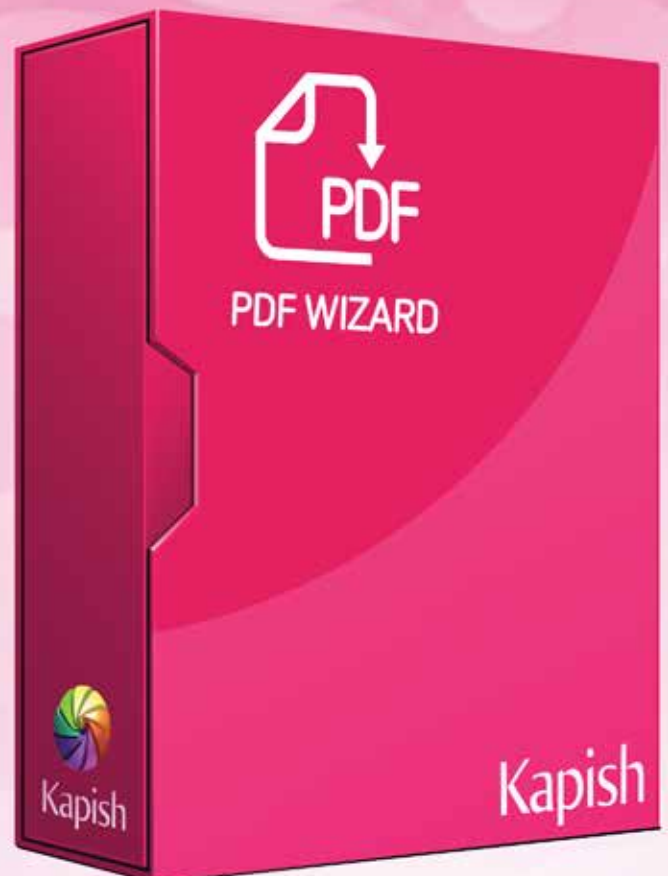
And so the old paradigm of going from data to information to knowledge, whether that's through better search, better presentation, predictive tools or better analytics, (or even a combination of all of those things across devices and across information stores) is becoming increasingly important. And so I want to bring knowledge back. Knowledge is what makes the difference in a modern services economy. Everyone's got information but how you actually value that, how you use that as a competitive advantage, to me is the real differentiator. So we've stuck it up in lights and we want to be Australia's leading provider of knowledge-based services.

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## e-invoicing review gets budget tick

The Australian government has assigned responsibility for a planned study into the costs and benefits of adopting electronic invoicing (e-invoicing) to the Australian Taxation Office.

The move was welcomed by the Digital Business Council (Council) which is working to publish an e-invoicing Interoperability Framework on July 1, 2016.

The 2016 Budget announcement did not allocate any specific funding for the study but said costs would be met from within the existing resources of the Australian Taxation Office.

Broader adoption of e-invoicing with State and Territory and local governments will also be considered in the study.

'Council sees the adoption of e-invoicing as a critical first step to digitising the full procure-to-pay process. The budget statement confirms that we are progressing down a sensible positive path for economy-wide benefits', said Peter Strong, co-chair of the Digital Business Council. Members of the Digital Business Council include Institute of Chartered Accountants Australia and New Zealand, Australian Payment Clearing Association, Australian Local Government Association and SMB financial software vendors MYOB, Reckon and Xero.

<http://digitalbusinesscouncil.com.au/>

## Robotic A2 scanning at National Library

A fully-automatic A2 book scanner from Austria's Qidenus Technologies has found a home in Australia at the National Library in Canberra, supplied by Digital Scanning & Microfilm Equipment (DS&ME) in conjunction with reseller Micrographic Engineering Services (MES). The robotic system is able to scan up to 2500 pages/hour at up to 600ppi optical resolution. The book rests in a cradle and the glass "V" descends to flatten the pages, which are photographed by two cameras and digitised. The "V" then ascends, and the robot finger turns the page.

The installation brings the total number of the Qidenus range of book scanners installed in Australia to two with a second A3 page size manual scanner installed with a Sydney based commercial scanning bureau. DS&ME reports the evaluation team at the National Library of Australia (NLA) conducted 12 months of in-depth investigation & evaluation of the various types of book scanners available internationally from a wide range of manufacturers. The National Library of France has a total of 15 of the Qidenus scanners installed internally and also with their selective group of Scanning Service Bureaus.

Qidenus scanners are being used at the Vatican Library in Vatican City as part of the Vatican Libraries project to digitise its archives and put them online. The Vatican Library intends to scan and digitally archive about 1.5 million pages from the library's collection of manuscripts, which comprises some 82,000 items consisting of 41 million pages. The initial project will take four years and may be extended.

The NLA also acquired an A2+ book scanner from SMA Electronic Document GmbH of Germany to complement the features & capabilities available with the QIDENUS model. In April 2016 DS&ME and MES combined again to supply an SMA A1+ Size Digital Book & Large Format Fragile Document Scanner to the Australian War Memorial in Canberra.

## Fujitsu sets sail with digital roadshow

Japanese tech-giant Fujitsu will showcase its end-to-end digital modernization approach at its World Tour roadshow, due to reach Australian shores in July under the theme 'Human Centric Innovation in Action'. The program will focus on the rapid acceleration of digital technologies and examine the ways in which they are fuelling innovation and transformation. The Australian stop-over will be hosted at the Hilton Sydney on Thursday 21st July and at the Brisbane Convention and Exhibition Centre on Tuesday 26th July.

With more than 11,000 delegates expected at 20 venues in 16 countries across 5 continents, the Fujitsu World Tour will feature Fujitsu and third-party experts sharing their experience.

Dr Alex Bazin, Vice President, Head of Internet of Things, Digital Business Platform, Global Delivery and Yoshikuni Takashige, Vice President, Head of Marketing Strategy are the first keynote speakers announced for the Australian program, with further speakers to be announced in the coming weeks.

The six-month Fujitsu World Tour showcases the latest trends in Digital Transformation, Hybrid IT, Mobilising the Enterprise, Business-centric Infrastructure, Security, the Internet of Things, and Fujitsu's integrated end-to-end value chain of products, solutions and services.

As in previous years the event will showcase examples of technologies focused on Human Centric Innovation developed by Fujitsu Laboratories the global network of research facilities that forms the central pillar of the Fujitsu Group's research and development.

Mike Foster, Chief Executive Officer of Fujitsu Australia and New Zealand, said: "This year we have assembled a program with a strong focus on digitalisation, which is firmly on the agenda for large enterprise and government organisations. Today's organisations are continually faced with the challenges of competing and providing excellent service in an ever-changing environment. Through the content at Fujitsu World Tour this year we aim to empower people with the intelligence and information that will help them to make good use of their data and to drive digital transformation with the help of ICT."

<http://www.fujitsu.com/worldtour>.

## IBM storage memory breakthrough

For the first time, scientists at IBM Research have demonstrated reliably storing 3 bits of data per cell using a relatively new memory technology known as phase-change memory (PCM).

The current memory landscape spans from venerable DRAM to hard disk drives to ubiquitous flash. But in the last several years PCM has attracted the industry's attention as a potential universal memory technology based on its combination of read/write speed, endurance, non-volatility and density.


For example, PCM doesn't lose data when powered off, unlike DRAM, and the technology can endure at least 10 million write cycles, compared to an average flash USB stick, which tops out at 3,000 write cycles. This research breakthrough provides fast and easy storage to capture the exponential growth of data from mobile devices and the Internet of Things.

IBM scientists envision standalone PCM as well as hybrid applications, which combine PCM and flash storage together, with PCM as an extremely fast cache. For example, a mobile phone's operating system could be stored in PCM, enabling the phone to launch in a few seconds. In the enterprise space, entire databases could be stored in PCM for blazing fast query processing for time-critical online applications, such as financial transactions.

Machine learning algorithms using large datasets will also see a speed boost by reducing the latency overhead when reading the data between iterations. Previously scientists at IBM and other institutes have successfully demonstrated the ability to store 1 bit per cell in PCM, but at the IEEE International Memory Workshop in Paris, IBM scientists are presenting, for the first time, successfully storing 3 bits per cell in a 64k-cell array at elevated temperatures and after 1 million endurance cycles.

"Phase change memory is the first instantiation of a universal memory with properties of both DRAM and flash, thus answering one of the grand challenges of our industry," said Dr. Haris Pozidis, an author of the paper and the manager of non-volatile memory research at IBM Research - Zurich.

"Reaching 3 bits per cell is a significant milestone because at this density the cost of PCM will be significantly less than DRAM and closer to flash."



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## Decentralised capture and digitisation

The latest fi-7180 and fi-7280 high-speed Fujitsu A4 image scanners automate the tasks of digitising business data as never before. Main features include new smart paper protection functions, better image quality, improved Optical Character Recognition (OCR) and data capture performance. Overall there is 33% faster performance and 60% greater document batch capacity.

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## COTA Victoria drives ahead with ELO

Toshiba (Australia) has announced it will be working alongside document management systems provider, ELO, to implement new document management solutions for Council of the Ageing (COTA) Victoria. COTA Victoria promotes the concerns of older people at the highest level of government and associated organisations, to promote, improve and protect the circumstances and wellbeing of older people in Australia as citizens and consumers. COTA Victoria was looking for a document management system that would minimise the duplication of templates and streamline the archiving of data in their workplace.

Brett Morton, Information Officer at COTA Victoria, said that they also had specific project and finance workflows in mind for the system.

"We were looking for a platform that would help with grant submission projects. We are a small business, so our projects tend to be ad hoc based. We also wanted to improve our finance workflow submissions, particularly leave application," said Brett.

"ELO looked like a simple platform which would be a seamless fit to our work environment and the pricing was very reasonable. We were looking for something that would be easy when it came to training our staff and ELO would provide this, along with a local, Australian support team that we can rely on," said Brett.

The solution is currently in the implementation phase and COTA are satisfied with the progress.

[www.toshiba-business.com.au](http://www.toshiba-business.com.au) [www.elodigital.com.au](http://www.elodigital.com.au)

## Asia-Pac BPO deploys eFLOW for forms

Top Image Systems has delivered an eFLOW project valued at some \$US100,000 for licenses and services to date to a business process outsourcing (BPO) subsidiary of a national postal service group in the Asia-Pacific.

Operating almost 25,000 post offices along with other logistics and regional sites and employing some 200,000, the postal service decided to move the outsourced processing of internal document operations to its BPO subsidiary for automated capture and processing by eFLOW.

Upon receiving positive recommendations from the outsourcing agency that processed its internal documents in the past, the BPO has initially chosen eFLOW to process some 20,000 structured health-check and stress-check documents per day and plans to expand the use of eFLOW in future. eFLOW's automated data entry and accurate recognition of handwritten and print texts in the local language are expected to increase straight-through processing and substantially reduce processing costs.

Alex Toh, Managing Director, Top Image Systems APAC-Japan, said, "We welcome this customer to the growing TIS Asian-Pacific install base. Using eFLOW, this customer will benefit from reduced turnaround times, minimized processing costs and fewer errors in the extraction of relevant information and its delivery to integrated business systems.

"Combined with ease of use, high scalability and rapid, reliable performance of high volume processing, these are the reasons why eFLOW has become a recognized industry standard in markets as competitive as the postal and logistics sectors."

## ibm SoftTrac Capture Suite 4.0

ibm says a new release of its SoftTrac Capture Suite software provides more tools to intelligently capture and process information from any input source, resulting in faster delivery of content to downstream systems and processes, fewer downstream errors, and more secure, compliant capture operations.

SoftTrac Capture Suite 4.0 supports ibm's ImageTrac family of scanners and scanners from other manufacturers under a consolidated user interface and with centralised administration.

"SoftTrac Capture Suite 4.0 should be reviewed by any organ-



ization that is looking to upgrade legacy imaging systems or consolidate multiple, costly capture products into one streamlined solution with a lower total cost of ownership," said ibm Chief Marketing Officer Dan Lucarini. "Customers who adopted SoftTrac Capture Suite as their standard have reported annual cost savings of up to 40% compared to other capture suites."

Enhanced and new features of SoftTrac Capture Suite 4.0 include:

- powerful post-scanning data recognition capabilities and business rules for scanned images and "born-digital" documents, by extending ibm's DocNetics software beyond the scanner;
- certified compliance with the stringent Veracode Level 3 standards for application security;
- an improved user experience for data validation;
- enhanced quality control and administration tools; and
- new image processing functions.

[www.ibm.com/softtrac-capture-suite](http://www.ibm.com/softtrac-capture-suite)

## ABBYY partners with Laserfiche ECM

ABBYY, the provider of recognition, data capture and language based text analytics technologies, has joined the Laserfiche Professional Developer Partnership (PDP) program. Laserfiche will integrate ABBYY's FlexiCapture recognition and data capture software with its Enterprise Content Management (ECM) products. ABBYY's advanced capture features such as classification, data extraction and validation as well as a higher level of automation for complex document types will be added to Laserfiche's ECM products.

ABBYY FlexiCapture document imaging and data extraction software automatically transforms documents of any structure, language or content into usable and accessible business-ready data. Intelligent self-learning classification and recognition technologies enable FlexiCapture to replace error-prone manual processes with automatic document classification and processing.

Additionally, ABBYY's capture configurations are optimised for specific business processes including:

- ABBYY FlexiCapture for Invoices, which enables the automatic capture, validation and processing of incoming invoices, aligning closely with accounts payable workflows developed with Laserfiche;
- and ABBYY FlexiCapture for Mailrooms, which delivers automatic document classification to support Laserfiche case management, contract management and human resource workflows.

Through its PDP program, Laserfiche provides out-of-the-box integrations with leading systems for enterprise resource planning (ERP), customer relationship management (CRM), geographic information system (GIS) as well as ECM-related solutions.

# Healthworld tackles invoices with SharePoint and Kodak Alaris

Healthworld, a leading supplier of Natural Medicines in Australia and New Zealand, began looking in 2015 for a scanning solution to scan documents and integrate with SharePoint. At the time it was manually processing invoices at its head office, manufacturing and testing facility, located in Northgate, Brisbane. Healthworld faced a number of challenges in developing its solution. The documents to be scanned and processed were a mix of different sizes, thickness, condition and quality. Like most other organisations, Healthworld did not have any control over this. With a high throughput of up to 40,000 invoices p.a., the solution had to be fast and efficient.

Only 23 percent of businesses worldwide have a high level of accounts payable automation, according to The Institute of Finance and Management's (IOFM) Accounts Payable Benchmark and Analysis Study. Even more striking, less than nine percent of mid-sized companies (those with annual revenues of between \$US10 million and \$US199 million) have a high level of accounts payable automation.

More than 50 percent of companies still receive the majority of their invoices as paper. While the use of imaging, optical character recognition (OCR) and other technologies for digitising accounts payable processes have matured, many companies have not fully automated critical invoice processing functions such as matching, exceptions handling, payments and reporting. Healthworld engaged IT distributor ACA

Pacific which recommended the i4200 scanners with Kodak Capture Pro Software used for barcode recognition and document separation. Database lookup was set-up to extract the metadata from Healthworld business systems and the document images were output directly to SharePoint. This metadata is then used by SharePoint document libraries to manage archiving and retention of documents.

Healthworld is currently using a number of Kodak i4200 and i2600 scanners across various locations, and success with in voice processing has led it to develop new workflows for additional processes such as workplace health and safety. Nintex SharePoint workflow software is being used in addition to Cosign digital signature technology for electronic authorisation.

Scanning is also being applied to digitise the storage of high volumes of manufacturing batch documents. The manufacture of many Natural Health products is regulated under the Therapeutic Goods Administration Act, so each time a new batch of product is created it must be accompanied by extensive documentation on ingredients, processes, etc.

Previously these were stored in large off-site storage facilities causing headaches when it was necessary to retrieve documents.

These documents come from a wide range of different systems and shopfloor processes involve manual annotation and mark-up, so paper is still the medium of choice.

## NZ Authority does the Aussie Crawl

Australia's Docscorp is helping The Electricity Authority of New Zealand (the Authority), to uncover image-based content with the contentCrawler audit tool. Based in Wellington, the Authority is responsible for the efficient operation of the New Zealand electricity market. Board papers originating with the Electricity Commission (which it replaced and for which the Authority is now responsible) started life as electronic documents that were printed to form part of a 'Board pack' and later scanned and saved into a content repository to make them more accessible to everyone within the organisation. The authoritative document was therefore the scanned version.

However, scanned documents are basically like pictures. You can see what is on the page, but you cannot search what is on the page. Therefore, if you need to search for a particular document or phrase within a document, you will not find it. This was precisely the issue that confronted the staff at the Electricity Authority. Searching for board papers, or looking for any document that had been scanned, often produced the same result. They couldn't easily find papers that had been scanned and profiled into their HP WorkSite document management system, which contained more than 100,000 documents. What's more it was not easy to know what had been scanned and what had not. Time was wasted looking for documents the old fashion way. The result was that staff were becoming increasingly frustrated with the system.

Suzanne Jones, Knowledge and Information Manager at the Electricity Authority, recalls a meeting with their HP WorkSite consultants, Next Page, in which the issue of finding non-searchable content in HP WorkSite was discussed. It was at this meeting that contentCrawler from DocsCorp was suggested as a possible solution to the problem. contentCrawler is an integrated analysis, processing and reporting framework that makes content in a

document management system or Windows file system 100% searchable. It is a fact that DMS and ECM content repositories are full of non-searchable content. The problem is there is no easy way to determine the size of the problem or how much it will cost to fix it. The contentCrawler audit tool can provide the numbers to build the business case for solving this problem.

The Electricity Authority decided to run the audit tool in a test environment that was set up to put contentCrawler through its paces. This proved to be successful and also enabled the Authority to size the extent of the issue. It discovered that almost 10% of existing documents were scanned images. Consequently, the application was put on the live system.

contentCrawler can run in one of two, or both modes simultaneously. Backlog mode assesses every image-based document in the content repository. It then converts only those documents that meet the criteria to text-searchable PDFs. The documents are then profiled back into the content repository overwriting the originals or creating a new copy of the document. Active Monitoring looks for recently profiled documents only and processes them. The Electricity Authority decided to run contentCrawler first in Backlog mode on its legacy documents. Once this was complete, contentCrawler ran in Active Monitoring mode.

The Electricity Authority also decided to automate the process. contentCrawler can run as an automated end-to-end process or manually with built-in "Hold for Review" stages. The fact that the solution was completely automated meant that it could run 24/7 without staff intervention. It also meant that there was no need for any other OCR'ing hardware or software. By performing the conversion process at the backend, it had no impact on staff workflows or processes. They could continue to profile documents into the document management system without worrying about OCR as a process or workflow. "For us it really was a case of set and forget. Staff now comment on how easy it is to find and reuse documents," concluded Suzanne.

# Evolution of the digital workplace

## Digitally transforming whilst respecting governance

By Stephen Duncan

**The concept of a fully enabled digital work environment, or digital workplace, has been a hot topic over the last few years. This concept of individuals moving around their offices unencumbered and working externally without barriers is becoming more and more a reality.**

Driven primarily by the advancements and commercialisation of digital platforms, organisations have never been in a better position to digitally transform their information, operations and work environments to support digital workplaces.

The question for many organisations is how do you sustain organisational control, or business continuity, for example if people are working remotely? Or how do you ensure processes are maintained so staff and managers can contribute as effectively and efficiently as if they were located in the office.

Let's start by defining 'what is a digital workplace?'

A number of experts have described it as a virtual equivalent to the physical workplace.

Others will go on to say it provides an ecosystem of digital services enabling users to get their tasks done more efficiently, regardless of where they need to be performed.

From a corporate perspective, it extends the organisation's ability to effectively transact with partners and customers to provide better services.

For some industries, transforming the organisation into a digital environment has become less a choice than a necessity. Particularly where customer expectations are driving the evolution. The retail industry for example, has consumers asking for instant access to competitive information via smartphones and web apps. This has placed pressure on bricks and mortar retailers to move into the digital age, so they can respond to the clock speed of the customer.

Retailers are also discovering new ways of stepping away from their traditional sales counter model and finding technology to service customers on the floor.

### Regulated industries

But what about those industries that are highly regulated such as government agencies. Many are feeling the pressure of digital customer expectations with the demand for better and more efficient digital services.

Their unique challenge is how to implement a more digitally enabled environment without impacting the security or information governance of the content they manage.

For regulated industries, particularly those without comprehensive IT infrastructures or CIOs to oversee the transition to digital work environments a comprehensive digital transformation project might appear overwhelming. These organisations generally have digital work environments that are overly complex, if not completely fragmented and disconnected with a variety of user interfaces and experiences.

But there is a path forward, as AIIM highlight in their recent whitepaper *Digitally Transforming Government with Good Governance* – 'Governance provides the foundation supporting digital transformation, and in turn, governance becomes the foundation upon which the information ecosystem is built and grown'

A logical start would be to evaluate the Enterprise Content Management (ECM) System. With a robust ECM system, established digital policy and integrated systems, information governance becomes simply something that happens without impacting the flow of information.



This means that organisations can focus on their digital delivery platforms with confidence as they transform in a digital workplace.

For example:

- Users of SharePoint might start to explore how they can access and work on content from multiple devices and in different formats, depending on their tasks.
- Microsoft Office 365 becomes a tool to increase productivity without impacting the governance of information as users start to access applications via the cloud?

**For some industries, transforming the organisation into a digital environment has become less a choice than a necessity.**

- OneDrive and OneNote application toolsets can be confidently deployed to extend the portability of the workforce while ensuring good governance.
- Line of business applications and even other information repositories can be integrated to form a single source of the truth

The reality is everyone is already part of a digital workplace – even if it's just using email or shared drives. The issue is a lack of an agile model around how to extend these and provide an ecosystem of security, control and governance that makes the wider environment easier to use and provides the context, security and governance many organisations require.

The goal is to have a strategic plan, one that involves all areas of the business and is supported from top down.

A digital workplace can ultimately mean that employees can be more productive, which leads to agility and better customer service.

*Stephen Duncan is Product Marketing Manager at Objective Corporation.*







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- 
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  - Increase Visibility and Control
  - Optimisation of data quality
  - Reduce Operational Costs
  - Accelerate Transactions

# Gain, Not Pain, When You Move From File Shares to SharePoint

By Noel Williams

**When SharePoint was first introduced, one of its key value propositions was that it would provide a better way of managing documents than the Windows file shares that most organizations were using. Windows File shares have been around for over 20 years and have their limitations, especially as the volume of documents has grown. So the SharePoint prospect of a new and better way to manage documents was very appealing.**

But all too often I hear after the organization has tried to switch from File Shares to SharePoint that their users are NOT happy. The users report that the new SharePoint way of saving and managing documents is nowhere near as friendly as the old File Share approach. They then tend to revert to saving documents in their C: drives, which from the corporate perspective is a real step backwards in terms of sharing, retention and governance generally.

Why is this happening? In a nutshell the reason is that the end-user experience provided out-of-the box by SharePoint is not great. In this article we'll take a look at how by combining SharePoint with software called MacroView DMF you can avoid the frustrations associated with OOB SharePoint and instead make users happy with SharePoint as the document store because it is not only intuitive and familiar but also more functional. In other words how you can get gain, not pain when you move from File Shares to SharePoint.

## Working with Large Document Stores

Navigating a large File Share can be quite difficult. Navigation using OOB SharePoint is not much better. But when you combine MacroView DMF with SharePoint, navigating a large document store implemented in SharePoint becomes even easier than navigating a large document store implemented on a Windows File Share. This results in a useful gain when you move to SharePoint.

Other products in the market that offer to improve the user experience of managing documents and emails in SharePoint typically require the user to register each site collection that they want to view and navigate. This is increasingly a problem, because as document volumes grow, organizations are using more and more site collections.

With MacroView DMF you just need to register the SharePoint web application or Office 365 tenant – the MacroView software will then automatically discover all the site collections for which you have permission.

This, together with the enhanced navigation described above, makes MacroView DMF the go-to product for a large SharePoint document store.

## Making Search Work for End Users

Being able to find documents by searching on their content and their metadata was meant to be one of the big benefits of moving from File Shares to SharePoint. The SharePoint search engine is certainly powerful, but again end-users are frustrated by the experience of searching for documents with the OOB SharePoint user interface.

A developer can tailor the SharePoint search page in the web browser so that it is easier to use the metadata attributes that are relevant to an organization. But the key problem is that to do a search the user needs to jump out to the web browser from whatever other application they are using – which is often Microsoft Outlook, Word or Excel.



MacroView DMF makes searching in SharePoint work the way end-users want it to. It lets users perform searches based on content and / or metadata while they work in familiar applications. With a single click you can have selected search results retrieved from SharePoint and inserted as attachments, which is dramatically easier than with OOB SharePoint Search.

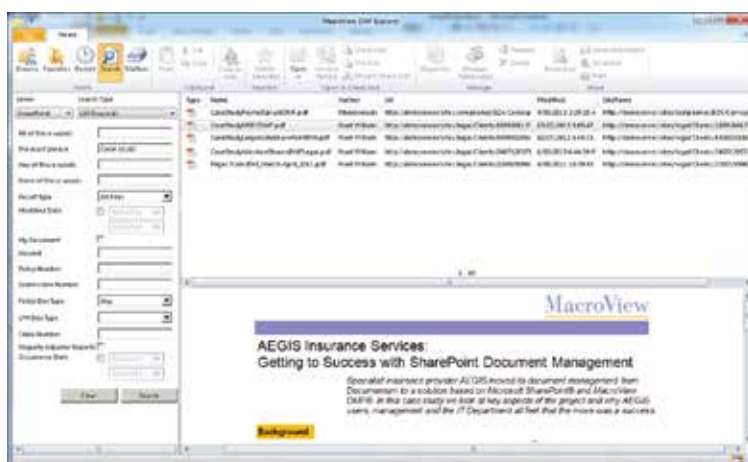
Behind the scenes, MacroView Search utilizes the SharePoint Search engine, so that there is no change to your search crawls nor any need to maintain an additional search index.

From the user perspective replacing File Shares with SharePoint is a change and like any change, needs to be well managed if it is to be successful. Let's look at a number of issues to consider as you decide how best to handle the change from File Shares to SharePoint.

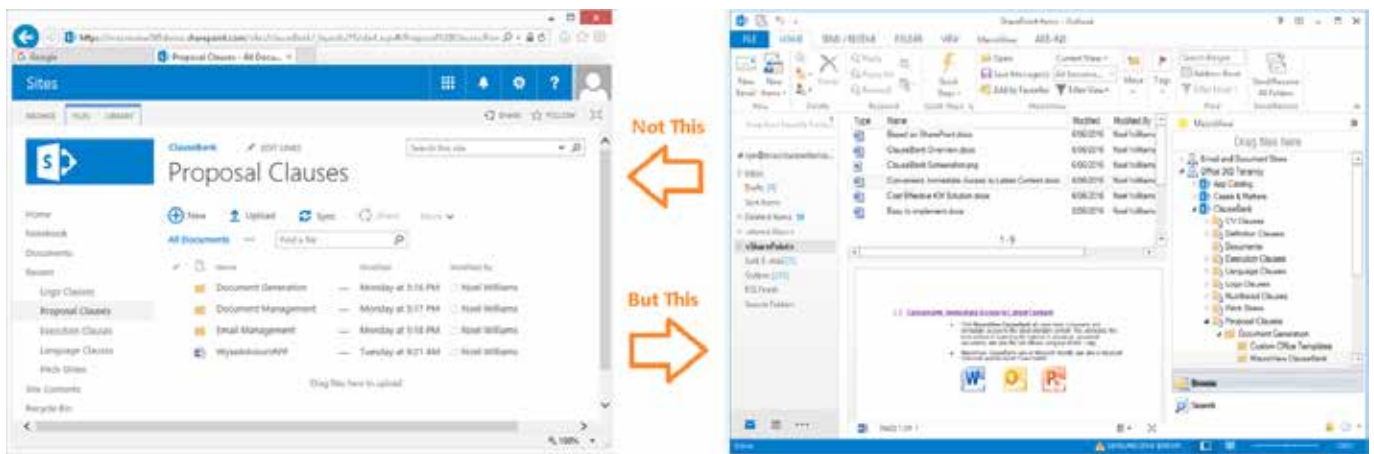
## Structuring Using Folders is Familiar, Right?

Designing an appropriate structure for the new SharePoint document store is a critically important step in managing the change.

The fact that a SharePoint document library can contain nested folders has led many organizations to use SharePoint folders to



Custom Underwriting Search panel facilitates searches using metadata attributes relevant to a Business Unit within an Insurance company.



A common user complaint is that the OOB SharePoint user interface makes it much harder to visualize the structure of the document store. They are familiar with viewing the structure of a File Share as a tree of folders. SharePoint also has a tree structure but end-users are not able to view that complete structure. Some fragments of the tree are displayed in the SharePoint web browser UI but you often have to display another web page if you want to drill down to the next level, or click a breadcrumb to go to a higher level. MacroView DMF comes to the rescue by displaying a complete and accurate tree-view of the structure of the SharePoint document store. MacroView DMF lets you:

- Drag and drop to save, upload and move documents and emails;
- Click to drill down in the tree display;
- Click an area in the tree display to see a list of the files in that area;
- See formatted previews of files;
- See a rich menu of options when you right-click a document.

All of these experiences are familiar to any user who has previously used a Windows File Share. By providing this familiar user experience MacroView DMF overcomes some major user frustrations with OOB SharePoint.

replicate the existing folder structure in the File Share.

At first this sounds like a good idea - a tree of folders was what the users were familiar with, but users get frustrated when nested SharePoint folders with relatively long, meaningful names lead to errors associated with exceeding the limit on the length of document URLs. Nested folders might sound the same, but they do not work the same in SharePoint.

MacroView DMF does not overcome the issue of exceeding the maximum permitted length of document URLs. However by displaying the complete tree-view, MacroView DMF makes alternative designs feasible, which avoid the constraints of SharePoint and instead take advantage of SharePoint's enhanced support for metadata.

The optimal SharePoint structure to replace a 6-level folder tree in a File Share might use:

- One or more site collections
- Two levels of SharePoint sites
- A document library level
- Document sets
- Metadata columns (with metadata navigation)

This makes the migration more challenging, but if you ignore this challenge your users will end up with pain rather than gain from their new SharePoint document store. We developed the MacroView Migration Framework to address this challenge.

## 'Grass Roots' Migrations

Many IT Departments have the view that the best way to handle the switch to SharePoint is to bulk-transfer all the existing documents or emails so that when the users arrive on Monday morning they can start using SharePoint to save, find and manage their documents.

Another option, which can be much less confronting for users, is to let the users do their own migrations. As a first step, the central IT area provisions the overall structure of the SharePoint document store and makes the existing File Shares read-only. Then, as users need to work with existing documents

(e.g. because an existing project or matter continues), they load them into the relevant area(s) in SharePoint, capturing metadata as they do so.

MacroView DMF is an excellent tool for these sorts of 'Grass Roots' migrations. The user selects files in any Windows folder and drags and drops them to the desired destination area in the MacroView tree display. MacroView DMF then bulk-loads the files to SharePoint in the background, automatically removing illegal characters from file names, recording metadata and optionally deleting uploaded files from the File Share.

MacroView DMF also facilitates the creation of new areas in the SharePoint document store - document libraries, document sets and folders. With a custom right-click menu item even Contribute-level users can create and provision new sites – e.g. for new Projects or Customers. In this way MacroView DMF provides the same level of self-service capability that the users previously enjoyed when using the File Share, while at the same time instituting better control and ensuring accurate metadata.

A useful technique that can be used in conjunction with these 'Grass Roots' style migration is to have the SharePoint Search engine index the existing files 'in-situ' – i.e. in their existing File Share folders. Users can then find and open these files by using a MacroView DMF Search, saving new and amended documents in SharePoint.

*Noel Williams is managing director of MacroView. For more information contact [services@macroview365.com](mailto:services@macroview365.com) or see [www.macroview365.com](http://www.macroview365.com).*





# An agricultural solution for managed content

**A national dealer for some of the world's leading agricultural machinery suppliers, Vanderfield began searching for a centralised workflow and document management solution to help with its accounts payable (AP) processes in 2014.**

Vanderfield set out to find a better way to manage supplier documentation, including centralising and adding visibility to cash flow process.

Along the way, it identified some key areas with room for improvement, including:

- Consistency of process
- Transparency
- Easy access to documents from any location

"Having a number of locations across rural Australia punctuated our need for a centralised billing location and better insight into our cash flows," said Vanderfield's Chief Commercial Officer, Jason Jones.

"We process upwards of 5000 invoices per month. It was a burden on our team to ship documents from one point to another and led to an inconsistent process and, occasionally, the loss of documentation."

At the same time, Jones' team was told their accounting and billing department would be implementing a new enterprise resource planning (ERP) system and both solutions would need to go live simultaneously.

"That put us in a tight timeframe, which made it difficult," said Jones. "Our new workflow and document management system was set to stand in front of the entire purchasing segment of our business system, so it was an extremely crucial piece for us and one that we couldn't afford to fail."

Their search led them to FileBound, which was recommended by an allied US-based equipment organisation. FileBound Australia, the Asia-Pacific distributor of FileBound located in Brisbane, worked with Vanderfield to outline the desired business processes and how information would integrate with their ERP system.

**"Having a number of locations across rural Australia punctuated our need for a centralised billing location and better insight into our cash flows," - Vanderfield Chief Commercial Officer, Jason Jones.**

In less than six weeks, Vanderfield was ready to go live with an AP solution that eliminated the need to transfer documents and invoices and introduced a consistent, standardised process for Vanderfield.

Now every team member, regardless of their location, has instant access to any invoice or supporting documentation and the billing team can turn around their invoices in record time.

"Implementing FileBound has dramatically shortened the period between the ordering of components or parts and when the invoice is available for payment," said Jones. "It's created a sense of urgency in everyone's day-to-day routine."

"Where once we only had a monthly solution for supplier processing, that process has been cut down to a two to three day cycle. Paying our suppliers on time and having transparency of those documents when we run our monthly reconciliations has been incredibly valuable to us - and doing it at the speed FileBound allows helps my team move on to more customer service and revenue generating tasks."

Moreover, the executive team has new insight into their cash flow,



which ultimately allows the Vanderfield team to more quickly process supplier documentation.

"The transparency of any purchase in the business is so clear now," Jones added. "In the past, processing of supplier documentation could actually defer the speed at which we charge product to our customers. It's all one, seamless process now. That alone has been a strong benefit for us."

After the success Vanderfield's AP solution offered, the executive team was eager to find new ways to take advantage of FileBound's capabilities in other areas of their business.

"The warranty and claims piece of our business is very important to me," explains Jones. "Every supplier gives us documentation regarding the parts they'll cover and the service hours they'll reimburse. Staying closely aligned with those guidelines is crucial for our business."

Using FileBound, every dealership and service location has access to all warranty documentation and can place claims against those warranties instantly, resulting in better service for their customers.

The solution allowed Vanderfield to attain annual cost savings of over \$A80,000 which has been attributed to;

- Reduced labour cost as a result of discount reconciliation routing, warranty reconciliation routing and audit information access.
- Access to previously inaccessible discounts.
- Reduced document storage costs.
- Reduced stationery and postage costs.

Vanderfield started their journey looking for process improvements and a centralised document repository for their accounting department. What they received continues to be invaluable to efficiencies across the organisation.

"FileBound has been a great tool for us—not only because of the improvements it's already offered us, but I know we're just scratching the surface. It can be implemented in several departments at Vanderfield; we started with AP and Warranty/Claims, but I'd like to see it used to track our fixed assets and CapEx projects," said Jones.

Additionally, Vanderfield is exploring how FileBound can be used within its IT department to better handle requests, and within their HR department for applications and on-boarding.

"We've got a lot of great minds at Vanderfield, some of which haven't even been involved with FileBound yet," said Jones. "I'm sure there's a whole host of other areas where we could benefit from the use of FileBound. It really is a full enterprise solution."

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# The privacy trap: Privacy obligations owed to employees

By Alison Baker and Rhiannon Nixon

**When handling personal information about employees, Australian private sector employers haven't had to concern themselves too much with obligations imposed by the Privacy Act 1988 (Cth) (Privacy Act) because of the application of the 'employee records exemption'.**

However, as employers' appetites (and abilities) to monitor employees in (and out of) the workplace increases, so too do the legal implications.

## **What is the employee records exemption?**

The 'employee records exemption' exempts private sector employers from having to comply with the Privacy Act when handling an employee's personal information for a purpose directly related to the employment relationship.

However, if a private sector employer handles personal information for a purpose that is not directly related to the employment relationship, the exemption will not apply and the Privacy Act will.

## **When does the Privacy Act apply, because the exemption won't?**

Employers can attract obligations under the Privacy Act in all sorts of ways (e.g. providing employees with additional perks or benefits, such as gym memberships, health services or insurances, the provision of which requires or results in the handling of (non-work related) personal information).

Alternatively, and increasingly, employers are monitoring employees in ways that extend beyond the workplace. Whether through GPS tracking, computer monitoring, video surveillance, call recording, health checks or drug and alcohol testing, most employee monitoring has scope to capture employees' personal activities.

For example, tracking an employer-provided vehicle (and therefore the employee using the vehicle) during an employee's work hours is directly related to the employment relationship and exempt from the Privacy Act. However, tracking the whereabouts of the vehicle (and employee) in the employee's personal time is likely to result in the collection of personal information not directly related to the employee's employment. The Privacy Act, and its compliance obligations, will therefore apply.

## **Employee monitoring: it's not just a matter of privacy!**

But it's not only privacy laws that employers need to consider. Depending on the type of monitoring, and the personal information collected as a result, employers must also comply with applicable workplace surveillance legislation, general surveillance legislation, and/or health records legislation. Each type of legislation will set up specific employer compliance obligations.

## **What should employers be doing?**

Employers will be well placed to demonstrate legal compliance if they have implemented, and communicated to employees, policies on:

- the reasons for, and methods of, collection of employee information; and
- the processes in place to manage, control and protect the information collected.

*Alison Baker and Rhiannon Nixon are lawyers with Australian firm Hall & Wilcox*

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# Why OCR Can Mean Bad Analytics

By Greg Council

**Even in today's digital world, documents proliferate in every part of an organisation – from accounts management (invoices, cheques, and remittances) and human resources (employment applications and benefits forms) to engineering and manufacturing (design documents) and sales and marketing (sales plans and marketing collateral). Optical character recognition (OCR) was the initial answer to many document-management woes, but in the age of big data analytics, OCR shortcomings can result in bad analytics.**

There is a steady increase in documents that are born and managed in digital form, but the volume of paper documents continues to increase as well. Dealing with these documents typically has been a labour-intensive and, therefore, costly process.

OCR made it possible to convert the words on a page to computer-readable text. From there, staff could work with digital documents and even copy and paste the text into their word processing or spreadsheet software. It didn't do anything to aid with reducing the data entry requirements so common with any modern-day applications. Enter forms capture.

Because OCR can convert images of documents into text and determine the position of that text, it was possible to design software that "mapped" a form and could extract and use only certain information. A claims form, for example, could be converted to text and the data could be broken into patient and service data that would be entered into a claims system automatically, without data entry.

Unfortunately, most documents contain more complex data that OCR and forms capture cannot solve.

## OCR Is Not Information

Modern OCR output is like the data contained within a Word document. A Word document contains text and the attributes of that text, including fonts and positional data. The contents of a Word document do not describe the data within the document – there's no automatic metadata about that document or analysis of which data points are most important. Both of these are key to document organization and management.



OCR has the same data problem. If you use OCR on a form or a document, it does not become information that is directly usable within a business process or transaction. A lot of work must still be done by humans, and automation is limited.

Take, for instance, a business cheque. When the payee receives a cheque, an employee has to enter the information into an accounting system. Doing this requires staff to view the cheque and locate the payer, amount, and date information. If they simply scan the cheque and uses OCR, you get the text of the cheque without any information about which data corresponds to the information required (that is, the date, amount, or business issuing the cheque). For that, you need additional capabilities beyond OCR.

In the example of the claims form, the processor determines the type of data based on its position on the document and uses a "document map."

This technique cannot be done with business cheques because the required data can appear in different places on a business cheque; positions alone will not solve the problem.

Further, OCR does not inform the user that the document is a cheque. If a series of documents needs to be processed, including remittance advice, a staff member first will need to identify the type of document and then use their knowledge to parse it and enter required information into the system. Without human intervention, this can result in bad analytics.

Organisations that need to process all types of documents have an even more difficult challenge. The complexity of turning OCR output into meaningful and useful information is the primary reason its overall adoption rate is relatively low, hovering around 30 percent for business processes and 40 percent for classification, based upon a research we did with AIIM last year.

The ability of "brittle" document maps or the raw OCR output to identify the document type and provide transactional or business process information is limited to non-existent. A decade ago, the hope was that search technologies would add more meaning to OCR output.

The result was more time spent sifting through search results that were mostly irrelevant. A lot of work in recent years has been put into deriving useful information from the text output of OCR.

Initially, the state-of-the-art technology was the implementation of keyword and numeric pattern matching to identify target document types and then locate the required information. More recent advances employ a number of sophisticated algorithms





and machine-learning techniques, which reduce the up-front work required as well as some of the production maintenance. For example, document classification now can use both the text output of OCR as well as visual elements that are beyond the capabilities of OCR to determine a document class, with machine learning providing the automation of the document class rules. An invoice has a fairly common “look” that visual classification can identify. And invoices use common terms that text classification can use. These new technologies also can improve automation for data extraction through analysis of the proximity of groups of data to improve the accuracy of field location and to learn from user input, all without having to manually create special rules. When it comes to documents that involve less form-based information and more prose, such as contracts and marketing materials, these new, advanced technologies can take something that is difficult to describe and provide actionable metadata automatically, efficiently, and accurately.

### Big Data and Documents

For document-based information, it all comes down to locating and extracting the most relevant information. Often, this is the metadata. Document metadata can be added to the wealth of database-oriented data, which allows organizations to perform the following functions:

- Information governance. With accurate document classification and metadata, organizations can understand what information assets they have and control access both internally and externally. Organizations can use this information to manage storage and retention.
- Data analysis. Organizations can review key data, such as contract dates and terms, to provide summaries of all in-force agreements against actual revenue the contracts are meant to drive. Spend data located in invoices, or even receipts, can be aggregated, categorised, and reported.
- Straight-through processing. With transactional data automatically located and extracted, traditional document-based workflows can be transitioned to more automated processes that do not rely on human intervention. And the data within these documents can be added to other databases to compare planned revenue and expenses to their actual counterparts.

Accurate metadata makes it possible to fully leverage the value of an organization’s documents.

All of these capabilities would be impossible without OCR as a base technology. Scanned documents are just images. Understanding how to put OCR output to use is a fundamental capability that is a critical step in an organisation’s progress toward further automation and gaining more intelligence from its document-based information. It is not the end, but rather the start.

Ultimately, adoption of OCR is a function of understanding the benefits of automation for document-based processes and transactions: reduced processing costs, faster workflows, improved data visibility, and enhanced data governance. For good analytics, it’s also critical to understand OCR’s limitations. OCR is simply an enabling technology. It gets document-based data into a condition that must be further refined into meaningful information through classification and data extraction. It’s important to identify organizational areas that rely significantly on documents and to understand what document types and corresponding data can be identified and extracted to support each automation effort real business needs.

*Greg Council is the Vice President of Marketing and Product Management at Parascript. He can be reached at [greg.council@parascript.com](mailto:greg.council@parascript.com).*



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# 7 tips for managing file servers as records

By Chris Caplinger

**I am not here to tell you to leave all of your information on (file shares in) file servers, however we have learned after working with many customers needing Records and Information Management solutions that sometimes it's just better to leave your files in place. At least for a while. Placing record retention policies on files (on your file servers) is very feasible if you stay within reasonable bounds.**

## Simplify File Server Taxonomy

It is important when managing files as records that you keep a relatively simple taxonomy. If you need something complex consider using an ECM system, however, if you are able to use folder hierarchies to easily show what is being stored then you may be able to keep your data in your file shares. A general rule I would suggest is if you need more than three folder levels deep, you may want to evaluate moving them to an ECM repository, if you need more than five, you've likely exceeded what is feasible. In this example of a customer's accounting share. They use a simple folder structure under accounting, each relating to specific function, this one being Accounts Payable (AP). They have a folder for each year, followed by a folder for each month. While there may be a few thousand invoices and POs in each month, it's actually not hard for them to find the files they are looking for, plus it's easy to understand where to save documents too.

## Create a File Plan

If you fail to plan, you are planning to fail. Benjamin Franklin's words of wisdom couldn't be truer than when needing to manage records in any system. A File Plan outlines your record classes (also series/category), your file organization, your file locations, retention periods and triggers, disposition instruction, transfer instructions and another other information need to effectively manage your files. File Plans do not necessarily need to be complicated and when managing files as records a simple file plan is paramount. We created an easy to use template you are free to download to help you get started.

## File Names

If you give your users too many steps or rules to follow when saving files, you're increasing the chances they won't follow any of them. I usually recommend staying with a simple name for files. Ideally, as in the previous folder example it would be nice if all invoices were named using their invoice number, but when you try to enforce this, one of several things will likely happen.

The name will be typed incorrectly

There will be a duplicate and file servers don't like those

The name rule can't be used (no invoice number)

Although I used the example of invoices, which is rather simplistic, think about other payables, such as expense reports, receipts or other files that may end up in there. The best course of action is just ask the users to use a name that makes sense and use something else to sort by when you need to find a file, such as date created.

## Consider Case Files

When using a solution such as RecordLion, records managers can create rules and apply them to folders, which can automatically create case files from them. Going back to the accounting example I have been using, each year could be a separate case because you can easily base disposition on the year, which is a folder. Even if you don't have an advanced solution, but know your retention schedules, you could still keep track of the folders and execute the destruction manually. Just know the manual



method requires even more simplicity, but it is possible. The keys are policy and consistency.

## Destroy/Delete/Dispose

If you're using a tool such as RecordLion, you can put records on file servers through a formal disposition process. Even without third party software you can still follow some formal processes. As mentioned above, using folder as a case will likely be needed or else you will be trying to keep track of too many files.

Using our accounting example and folder structure, let's say your retention schedule looks something like this:

FOLDER CREATED DATE + 7 YEARS, DESTROY

You would know that any folder created more than seven years ago could be deleted. The main thing to remember is that disposition is not just deleting. You need to put a formal approval process together and keep track of the dates the folder was approved for destruction and when it was deleted. Assuming your legal team has written or approved the schedules, keep them happy by being consistent and following the policy.

## Keep Backups

Backups can be used in litigation. If you keep permanent backups I recommend you find a way to get rid of any data that should have been disposed. If you use rolling backups, know how long it will take for your disposed data to roll off. Consider noting this in your file plan.

## Start Small

Like any plan, it all comes together when you start executing it. However, users sometimes feel threatened or overwhelmed when they find out you're going to destroy records that impact their work. Involve your users in the process and don't try to hide what you're going to do. Gather feedback from them. Your goal is to have them on board. Also, as the saying goes, don't try to boil the ocean. While you may create a file plan for all your file shares, you don't have to execute it all at once.

Pick a department or functional area to start with, one that you know can net you a quick win. Success breeds success.

No records management plan is perfect, however a well thought out and followed plan can assure you are keeping information long enough, getting rid of data that has expired and reducing the cost of storage. Of course you should consider third party software such as RecordLion, as the return on using a good solution will be worth the cost.

*Chris Caplinger is the founder and President of RecordLion, Inc. <http://www.recordlion.com/>*

# Lift your work rate using Linked Data

By Rick Ross

**There are many businesses and governments around the world that are embracing data as an asset. But what does this mean? Data is integral to understanding business operations and to support business planning. It is important that data is accessible, discoverable and managed by responsible and accountable members within an organisation.**

In today's digital world, there are enormous amounts of data produced by sensors and systems. There is data that is open for public access "Internet of Things" and data that is private and protected based on organisation considerations. The world is producing an enormous amount of "Big Data". This problem poses an insightful question. How can data be open to systems and users so that it can be accessible and discoverable in a simple way? The term Open Linked Data is concept that supports an enterprise and holistic view and helps with solving this problem. Open Linked Data published as a service (LDaaS) supports the on-demand access to data regardless of the physical, geographical or organisational separation between the Linked Data provider and the consumer. It can help decouple an application from the data and consequently contributes to the reusability of data in differing contexts and applications.

## What does it mean to an organisation?

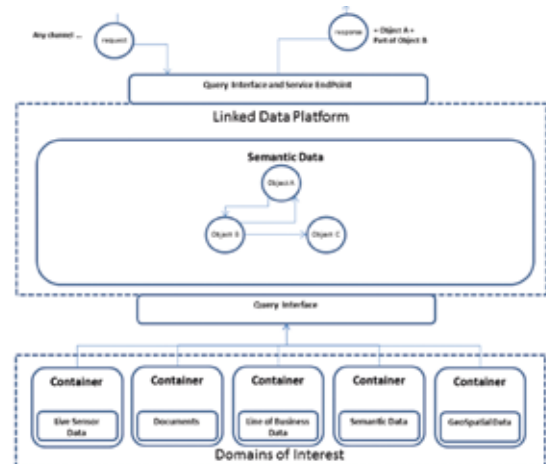
Many organisations invest in complex and significantly costly programs and projects to enable data mapping and integration from various systems. These costs can be significantly reduced from an initial capital investment and on-going operational investment. LDaaS aims to leave systems alone by enabling Semantic Interoperability. Production and Operational support systems are structured and changes to these data structures for 1 or 2 fields can be costly. Downstream Business Intelligence and Data Warehousing are impacted in the same way.

Unstructured data such as spreadsheets are highly flexible to users; however, data integrity is comprised. A user can't be 100% comfortable that data used within a spreadsheet is accurate. The relevance of data is based on a point in time. GeoSpatial Data (location data) is contained within various systems (i.e. address data) and is typically duplicated in a non-standard way.

Simplification of complex data exchanges will reduce organisational complexity and costs. This does require a paradigm shift for an organisation. The organisation must invest in a semantic model to support its supply chain operations.

Once this model is developed and deployed the cost for change to this model is low. There is no impact to existing systems.

An introduction of a semantic model would improve discoverability and access to data via a standard interface. For example, if you want to know an address of a supplier entity, a user or system would query the supplier address data object and retrieve this from one endpoint. This is an alternative to the address



This concept diagram demonstrates LDaaS' capability. Data is accessed from data domains through the linked data platform. A user or system can query a semantic object.

information of a supplier being contained in various systems.

## What are the benefits?

The benefits are drawn from existing business models at varying maturity stages of LDaaS.

- Efficiency gains in data integration – the network effect
- Increased linking and integrated services
- Ease of model updates
- Ease of navigation (user and system discoverability and access)
- Enthusiasm from 'champions'
- Flexible data integration
- Increase in data quality
- Cost reduction

Think of Linked Data as a distributed network such as a supply chain network in a manufacturing organisation. Each piece of equipment (fixed plant) has an operational responsibility to achieve the desired throughput for the whole of the system. Typically, a piece of equipment can be queried to understand the operational statistics. A local hardware interface or an application can visualise operational statistics. The development of a Semantic Model that mirrors the organisations supply chain allows for discoverability of equipment as a semantic object. A user or system can navigate to other equipment dependencies. This can ultimately lead to discovering bottlenecks within the supply chain. Data Analytics tools such as Tableau, Spotfire etc. can query each component in the network to analyse data.

*Rick Ross is an Enterprise Architect at an Australian Government agency.*

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# What's new in SharePoint 2016?

## 7 things every CIO should know

By Ghazaleh Sarbazi

**If your organisation runs SharePoint 2010 or 2013, you're probably curious about the next on-premise SharePoint version: SharePoint 2016.**

To answer these questions, here is a quick list of what every CIO should know about the newest member of the SharePoint family.

### 1. New focus on hybrid connectivity

Cloud-based intranets like SharePoint Online have lower upfront costs and greater flexibility than their on-premise counterparts. But it's not always workable to move to a fully cloud-based solution.

This is especially true if you need to keep data on-site for compliance reasons.

To address this, SharePoint 2016 integrates sites and libraries across on-premise and cloud deployments. Microsoft calls these hybrid scenarios 'cloud accelerated experiences,' and they include:

- hybrid search
- file synchronisation with OneDrive for Business
- hybrid sites
- integrated profiles for on-premise and cloud.

### 2. Increased data loss prevention

SharePoint 2016 also introduces Data Loss Prevention, or DLP. These capabilities make it harder for users to find and share sensitive data.

Cloud products including Office 365, SharePoint Online and OneDrive for Business have used DLP for some time. However, SharePoint 2016 is the first on-premise product to offer DLP straight out of the box.

The result is a more secure and compliant SharePoint environment.

### 3. More powerful hybrid search

Microsoft first added hybrid search to SharePoint in the 2013 edition. While it got the job done, it wasn't all the way there. Search results from on-premise and cloud sources did not integrate. Users had trouble working out which results were most relevant.

Not so in SharePoint 2016. This time, SharePoint's unified search integrates on-premise and cloud sources for the same query.

This delivers a seamless user experience. It also bridges the gap between cloud and on-premise search queries.

### 4. Goodbye SharePoint Foundation and SharePoint Designer

SharePoint Foundation, the free underlying technology for SharePoint on-premise deployments, will not be available with SharePoint 2016, but users can still use the 2013 version.

NB: If you want to trial SharePoint, sign up for a free one-month Office 365 subscription that includes access to SharePoint Online. Talk to us about how to get started.

While the SharePoint 2010 workflows remained a native part of SharePoint 2013 the SharePoint 2013 the workflow engine was decoupled and became a server of its own. The reason for decoupling was to help with scale and independent updates. So

we might see a new workflow client that has nothing to do with SharePoint.

It's getting difficult to predict where Microsoft is going with SharePoint Designer as no 2016 version has been released. Microsoft has not announced if it will substitute a new tool for SharePoint Designer in SharePoint 2016. We'll keep you updated as we find out more.

### 5. Operating, patching and updates to become easier

Microsoft says SharePoint 2016 will be simpler to use, patch and update than previous versions.

The anticipated MinRole feature of SharePoint 2016 will enable an administrator can simply define what role a particular server needs to perform in the farm and SharePoint will automatically configure the relevant services.

There's also a faster way to provision new site collections with SharePoint Fast Site Collection Creation, reducing the number of roundtrips required to provision a site collection by

performing operations directly in the content database (via cloning/ copying) using PowerShell.

In the tests that were performed, the speed of creating a new site collection from a site master was approximately 70% quicker than creating a site collection without one. Although not drastically quicker, it all adds up when a large number site collections need to be provisioned.

### 6. No more Excel Services

Excel functionality has moved from Excel Services to Office Online Server in SharePoint 2016. But all the features which users are familiar with and love about Excel Services lives on.

Microsoft moved Excel services and all relevant capabilities to the Office Online Server to reduce complexity and confusion as a matter of consolidation and clarification.

This means if you used Excel Services functionality you must develop a budget and deployment plan for Office Online Server if you plan to deploy SharePoint Server 2016.

### 7. SharePoint 2016 won't be the last on-premise SharePoint release

It is natural for clients and prospective clients to wonder whether SharePoint 2016 will be the final on-premise SharePoint release.

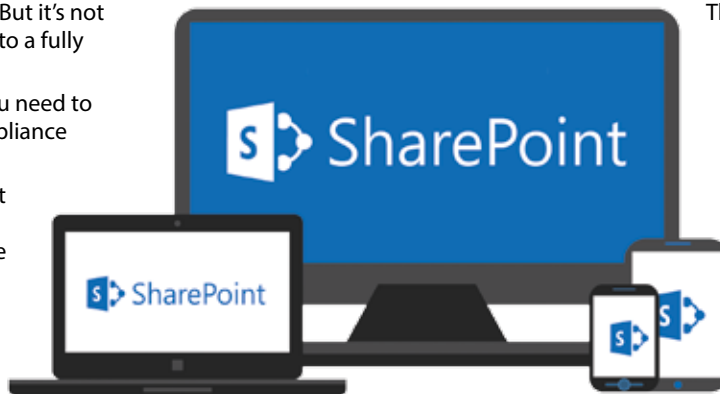
After all, SharePoint 2016 focuses on hybrid experiences. It also borrows features like data loss prevention from Office 365 and SharePoint Online.

However, Microsoft is adamant there will be more on-premise SharePoint releases in the future.

Should you upgrade? Organisations running SharePoint 2010 may need specialist support to shift content into a new SharePoint deployment.

The upgrade process is more straightforward if you are either using SharePoint 2013, or planning to move from SharePoint 2010 or 2013 to SharePoint Online.

Ghazaleh Sarbazi is a SharePoint Consultant with solutions provider Professional Advantage. [www.pa.com.au](http://www.pa.com.au)



# Five Myths About File Analysis

By Kon Leong

**Myths are paradoxical. They often start with a kernel of truth, and the most fertile ground in which a kernel sprouts is a field of confusion. The more complex a topic, the more likely it is that myths will spread vigorously like weeds.**

Case in point? Information governance. Everyone has his or her own take on the exact definition of information governance, and in reality, “ideal” governance will be different for every organization. But, the rise of file share analysis tools has only further complicated a very multifaceted business challenge. Here are some common myths about file analysis, and their respective truths.

## **Myth #1: File analysis = information governance**

Analysis alone of a file share environment is not information governance; it is a snapshot assessment of content at a given point in time. It's a report instead of a real-time dashboard. However, file analysis certainly can be used as part of an overarching information governance program. Increasingly, this is exactly the case with file shares, which have often been neglected in governance efforts. Analysis offers a first step for businesses that simply don't know where to start with their sprawling file environments.

The process of information governance, however, is a journey, and the first step will only get you moving. The process that follows the initial analysis – deciding what to do and then doing it – is what pushes the data down the path of information governance. This process, called data remediation, is not an inherent part of many governance tools.

## **Myth #2: File analysis will classify, sort, and manage data**

File analysis alone cannot make business decisions—only the business can. So before initiating a file analysis effort, the organization needs to be clear in determining what the objectives and desired outcomes are. File analysis for file clean up is like walking into a messy room and creating a detailed list of what's there; the clean up process itself isn't provided by the initial assessment. The decisions of what to move, discard, rearrange, lock away in cupboards, or wipe down with cleaner all still have to be made. And the act of doing those things is again yet another step.

File analysis is no different. Most file analysis tools will generate an initial report, but the decisions and heavy-lifting remain. If there is a need to move, discard, re-arrange, classify, or otherwise manage the analysed files, the organisation needs to ensure plans for the next steps have been made.

## **Myth #3: File analysis is a one-time project**

For many organisations, file analysis is treated as one-time project. However, unless something is done with the analysed content, it becomes necessary to eventually repeat the effort.

Just as in our messy room example, file shares are a living ecosys-

tem. There are constantly new items, changes and revisions. The clean shirt in the closet today may be dirty and tossed on the floor tomorrow. If file analysis is used as the first step in a one-time clean up approach, it's akin to doing spring cleaning ... and no more cleaning for the rest of the year. Singular file analysis followed by singular clean up must become a recurring project in order to maintain control over data, negating the concept of “singular.” This is where information governance comes into play; with the right architecture, it's possible to conduct full-scale analysis of files once, actively categorise data or get rid of it and then perpetually analyse the changes and activity in order to manage any subsequently modified or created content.

## **Myth #4: File analysis can only analyse metadata**

Part of the selection process for a file analysis method or tool is deciding how deep the analysis needs to be in order to achieve desired business objectives. Many file analysis products rely on metadata rather than content. While metadata alone can provide a wealth of critical information commonly used to classify and manage content within a records or governance program, it doesn't give the full picture. Often, the most important data is hidden within document content. Take, for example, sensitive information such as Medicare numbers or financial information. In order to reliably tell if these have been stored within a public file share or other unsafe location, the content of the files need to be assessed. If an organisation desires to use file analysis as part of an effort to increase data security, content analysis is critical.

## **Myth #5: File analysis is an IT problem**

File analysis, used properly within a comprehensive information governance strategy, is an “everyone problem.” The failure to reign in control of files affects nearly every business unit. While IT teams may be key facilitators in the initial file analysis process, the downstream stakeholders are spread across the organisation. End users benefit from increased efficiency of file access and productivity. Legal teams benefit from the defensible removal of junk. Compliance and risk managers benefit from better access controls and protection of sensitive content. And IT, of course, benefits from a more streamlined and secure file environment. File analysis should never be conducted just because of an IT driver. The file analysis market offers more options than one might expect, but care is required to ensure that complexity doesn't muddle decision-making.

The trick is fitting file analysis into a comprehensive governance roadmap. To do so requires not only a deep assessment of business objectives, but also cohesion between business stakeholders. Like a garden, information governance requires ongoing care. Just make sure myths don't take root and spoil the harvest.

*Kon Leong is president, CEO and co-founder of ZL Technologies.*

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# How to get started with SharePoint RM

By Alfred de Weerd

**For businesses already using SharePoint for document management, turning it to records management seems like a natural next step. Using the same system for records and document management — instead of bringing in an additional system — can lead to cost reduction, better business alignment and better usability.**

The key to a successful SharePoint implementation is creating a design that covers the entire life cycle of the record, from birth to disposition. This means that your solution will consist of much more than a stand-alone records centre.

Metadata is the glue that keeps your items together.

Define a central Content Type in the Content Type Hub and have all site collections where your documents reside during their life cycle subscribe to the content type. This Content Type is both the vehicle for the metadata that the business requires and the retention policy. You now have created a centralized definition and management of both your metadata and your retention policies!

The success of your solution will rely on your applying metadata the right way. SharePoint metadata solves the classical records management problems like ordering, findability and interrelation of documents.

## Problem #1: Ordering

Ordering is a classical archiving problem — noted as far back as the middle ages — which remains an important question in many records management textbooks. The core of the problem comes down to: on which dimension will records be ordered — year, writer, subject, organization?

SharePoint solves this problem with metadata fields for each dimension. By filling in every field, you can filter by any cross section you like.

## Problem #2: Findability

SharePoint search will let you find your item in the dynamic, semi-dynamic and static phase. If you want results from only one phase, add status metadata and refine your search results based on managed metadata.

## Problem #3: Interrelation of Records

Another classical archiving problem is the relation of records to each other.

One of the 15 Dublin Core metadata elements designed to do just this is Relation, which SharePoint includes. More useful in the SharePoint context is referring to other documents by their DocumentID, a uniquely defined and centrally managed field. Using document sets also relates documents to one another.

But even without specific measures, SharePoint search relates documents based on their substantial relationship, like a case ID or project number, if you have so defined them.

## Records Management Design

Providing a one size fits all design for records management is difficult. But if we start with the assumption that records' life cycles consist of: 1) a dynamic phase (in which the documents are created and edited), 2) a semi-dynamic phase (in which the document are mainly read and rarely edited) and 3) a static phase (in which they play no active role in business processes, but need to be kept for business continuity or legal reasons), we can follow a common outline. The first phase can be filled in by a standard document library, in many cases as part of a team site. Collaboration is the keyword here. The semi-dynamic phase is also supported by a document library, but using a strict authorization regime and/or the items will be declared as in-place records. The static phase is best implemented using the records center.

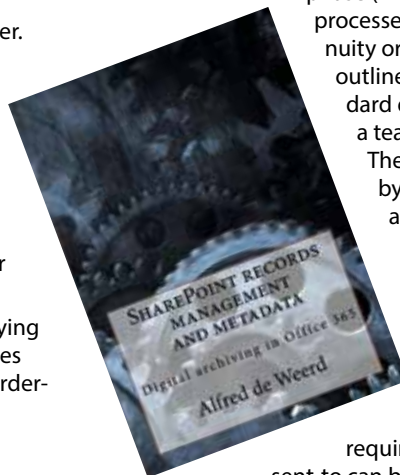
Implement each state transition with the sent-to mechanism in SharePoint.

Configure the destination in a way that complies with the corresponding requirements for that stage. The trigger for a sent-to can be manual (note: this does not work with in-place records), automatic based on a retention policy or driven by a workflow. Items sent to the Records Center arrive in a drop-off library. Configure rules in the drop-off library to send records to the right destination (a document library within the records center). Use content types or metadata values within specific fields as the basis for the routing decision. When the document library size limit becomes a problem, enable automatic folder creation. This cannot be used for document sets. But make this unnecessary by planning your routing properly.

A Records Center is still just a SharePoint site collection, so use this to your advantage. Make the most of the rich SharePoint functionality available to create great user experiences. For example, you can use metadata to create views, to group your documents based on case ID, year or customer ID.

Although SharePoint is not a dedicated records management system in many cases, it can be the preferred choice. Turn the fact that it is not a pure records management system, but rather a powerful DMS and collaboration solution, from a weakness into a strength.

*Alfred de Weerd is a Principal IT Architect with solutions provider CGI in the Netherlands and the author of SharePoint Records Management and Metadata. This article was originally posted at CMSwire.*



## Harmon.ie and Gimmel team up

Microsoft partners, harmon.ie and Gimmel have announced a strategic partnership to help business users with an easy way to capture, classify, store, find and retrieve important documents and emails in SharePoint, directly from Outlook. Together they promise the ability with Outlook on the desktop or using the Outlook OWA app on smartphones and tablets, to let users:

- Accurately classify documents and email messages by following simple prompts;

- Easily maintain a complete version history of all important documents and emails;
- Find and retrieve documents and emails for discovery, audit and compliance requirements; and
- Prevent data leakage by sharing secured links instead of attachments

By removing user adoption roadblocks and improving information governance, the joint solution aims to help enterprises reduce legal costs and risk, eliminate unnecessary storage and associated costs, make important documents easy to find, and strengthen their ability to prove record-keeping compliance.



# E-signatures, enforceable? That is the question

By Jack Evans, Maddocks

**Today's technologically hungry society is known to adopt new tech more quickly than ever before. Despite this, many large organisations have been relatively reluctant to adopt policies allowing for contracts to be signed electronically.**

For many years, the Australian legislative framework has contemplated the use of electronic signatures. The Electronic Transactions Act 1999 (Cth) and various corresponding State and Territory Acts provide, as a general rule, that contracts are not necessarily invalid solely by virtue of the fact that they are executed electronically. The Commonwealth Act specifically provides a number of criterion, all of which need to be satisfied for an e-signature to be found to be valid for the purposes of Commonwealth law, as follows:

1. There must be a method of identification and intention of the signatory – in some instances courts have been known to apply this requirement broadly. For example in one case the typed signature, 'Regards, Angus' was found to be sufficient (*Faulks v Cameron (2004) 32 Fam LR 417*);
2. The method must be reliable – as with hard copy contracts, signatures must be reliable in order to be enforceable. This will involve an assessment of whether the method is reliable in light of the surrounding circumstances and is perhaps the most difficult criterion to prove; and
3. Consent must be given by the other party for the method to be used – if parties to an agreement intend to use e-signatures, then they should expressly consent to their use.

Relying on the above requirements being satisfied for a partic-

ular transaction is however not without risk. Notwithstanding technology in place today (including secure cryptography, such as DocuSign) there remains a risk that the identity of the person providing an e-signature is not accurate, or at least not immune to legal challenge. It may, for example, be difficult to prove that an e-signature was actually made by the person to whom the e-signature belongs, rather than some other third party.

This would be comparable to a situation where a handwritten signature is required and a person fraudulently purports to be the intended signor and signs the contract.

Many standard execution blocks in hard-copy contracts require the signature to be witnessed, which provides an additional layer of protection for hard-copy contracts. Currently, there is no practical way to verify the signor's identity with one hundred percent certainty using e-signature tools.

There is also a prevailing view that e-signatures cannot be used to rely on due execution assumptions that are otherwise available when documents are signed in accordance with section 127 of the Corporations Act 2001 (Cth). The answer may be ultimately be for organisations to fully inform themselves of the relevant risks and then to implement policies that allow e-signatures for low value and low risk agreements, but require other agreements to be executed in the 'old fashioned' way, by putting pen to paper.

*Jack Evans is a lawyer with Australian firm Maddocks. Contact him at [jack.evans@maddocks.com.au](mailto:jack.evans@maddocks.com.au)*



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# The challenge for format obsolescence

**Public Record Office Victoria (PROV) has revamped the list of long term preservation formats it will accept. In this article Andrew Waugh, Senior Manager Standards & Policy, explains why the list was changed and what it means for government agencies.**

I have recently had experience of the pointy end of format obsolescence. Some of the software I use to produce a society journal was purchased 16 years ago and will not run under a modern operating system. I had consequently been putting off upgrading my computer, but this was now becoming a significant security risk.

Fortunately, I was able to obtain modern software that could deal with some of the formats, and I did not completely lose the remainder of the information as I was able to roughly extract it. But it was close, and I needed to invest a considerable amount of resources in rescuing my information.

My experience illustrates the challenges of format obsolescence for organisations. Formats are proving more robust than we feared a decade ago – old formats have not been replaced as quickly as we thought and new software continues to read old formats.

But format failure is still real – how many organisations would have spent the effort necessary to rescue information from a dying format?

## The VERS approach

Format obsolescence was addressed in the original Victorian Electronic Records Strategy (VERS) using migration. Record content that was to be preserved for a long time had to be migrated (converted) into an approved Long Term Preservation Format (LTPF).

This approach is also taken by many other preservation organisations, including NARA (US), the National Archives (UK), and the NAA (Australia). The renewed VERS standard continues to use migration to deal with format obsolescence.

The key weakness of the migration approach is in the cost of migration into the LTPF and the risk of information loss due to migration failure. It is necessary to source a migration tool, conduct tests to ensure that the migration is accurate, actually perform the migration, and finally test the migrated content.

Done properly, migration is expensive. One of the goals of renewing the VERS standard was to reduce this migration cost.

The key change in the renewed VERS standard (*see IDM Magazine, April-May 2016, p24-25*) is that we now consider markets and economics when considering the viability of a format. We realised that a format that dominates its market segment, and in which there is a need to access a huge pool of created information, is unlikely to become obsolete. This is because any new product in that market segment will need to

accurately support the dominant format.

If it does not, the product will struggle to gain users. Even if a dominant format does, eventually, become obsolete the huge pool of legacy information will mean there is a market for access and conversion software.

Examples of the formats now accepted as LTPFs under the renewed VERS standard are some of the Microsoft Office formats: Word, PowerPoint, and Excel. Another example is the MP3 audio format.

The major benefit of this change is a very substantial reduction in the need to migrate record content. In a recent transfer, for example, 54% of the record content was of these Word formats. (Of the remainder, 25% were HTML and 17% were PDF. Only 4% other formats.) This represents a substantial saving in costs to an agency.

## Other added formats

In addition to adding these dominant formats to the list of approved LTPF, PROV has also added a number of formats to cover types of information not previously covered by VERS. These include:

- HTML/XML for web information
- WARC for web archives
- CSV for tabular formats
- EML for email

Agencies can use these new LTPF when transferring records using the old version of VERS (PROS 99/007) as PROV has added these formats to that standard. In the example transfer mentioned earlier, 96% of the records in the transfer do not need to be migrated.

The revised list of LTPFs accepted by PROV will substantially reduce the cost of transferring records to PROV while, we believe, not affect the viability of the preserved objects.

*For more information about VERS visit [prov.vic.gov.au/government/vers](http://prov.vic.gov.au/government/vers)*



Andrew Waugh is Senior Manager Standards & Policy at Public Record Office Victoria (PROV).

# Careful where you Delve says Gartner

Office Delve is an Office 365 service that suggests relevant information from across Office 365 to a specific user. It runs on top of Office Graph, a database that captures relationships between objects and people. A report from analyst firm Gartner warns that Delve's recommendations can turn into unwanted disclosure.

Microsoft's servers can discern patterns — who communicates with whom, and who reads what. For example, the system can infer that, if six members of an eight-person department read a specific report, it might be of interest to the other two members. This inference of Office Graph will turn up in Office Delve as a suggested report.

“Office Delve obeys pre-existing permission models. For example, if a user has stored a document in OneDrive for Business and has not shared it with anyone, then that document will not show up in Office Delve. Also, when a document is shared as an email attachment, only people in the email conversation will see that file in Office Delve.

“Nevertheless, Gartner clients sometimes worry that Office Delve will highlight a hidden pattern that they don't want made public to the rest of the company. For example, Office Delve may eventually recognize that nine people - the COO, an in-house lawyer and seven product managers - are all creating reports about an arch-rival that they're all reading. If that group (working on an acquisition) hasn't correctly secured its due diligence memos, Office Delve may start recommending these memos to other employees looking for information on the competitor. This is not surprising — those same unsecured memos would turn up in a search if someone entered a query about that competitor.

“There currently isn't a way to fine-tune the system - Microsoft doesn't offer a control panel that allows enterprises to tell the system which events or people it should monitor and which ones it should ignore. Although an individual user can “turn off” Delve, the system still captures that user's activities and relationships within Office 365 — they just aren't visible to others.

“If a company wants to stop any employee monitoring, it must turn off the underlying Office Graph service as a whole. In short, companies need to understand how Office Delve works and what steps they need to take to ensure that Office Delve's recommendations don't turn into unwanted disclosure.”

OneDrive for Business is Microsoft's enterprise file synchronization and sharing (EFSS) product gets a tick for “improving” according to Gartner.

“Microsoft finally fixed the intermittent failures of the Groove-based Windows sync client in December 2015, with the release of the OneDrive for Business Next Generation Sync Client (NGSC). Although the new client is more stable, it does not yet support syncing of files from SharePoint document libraries or OneDrive for Business group folders (scheduled for the end of 2016).

“Therefore, if you require that functionality, Microsoft currently recommends that you run both clients in parallel.”

Examining the integration of Yammer with Office 365, a task that has taken Microsoft years to achieve, Gartner highlights some weaknesses.

“It has a weak and separate security model. Azure RMS, data loss prevention (DLP) and MDM for Office 365 do not work with Yammer. The only way to secure content is to put it in a private group. In addition, Yammer still runs only out of U.S. data centres.”

Unlike Microsoft Exchange Server and Exchange Online, SharePoint Server and SharePoint Online have noticeable feature differences. Some of the limitations of SharePoint Online versus on-premise that Gartner lists include:

- SharePoint Online has limited BCS features.
- SharePoint Online does not support access to remote binary large object (BLOB) stores (often used for adding imaging to SharePoint). Although SharePoint Online supports document management and Web content management (WCM) workflow and approval, it does not support analytics, faceted navigation or topic pages.
- limited public web site capabilities:
- limited search customization capabilities

*The report is available at <https://www.gartner.com/doc/3302317/it-needs-know-office->*

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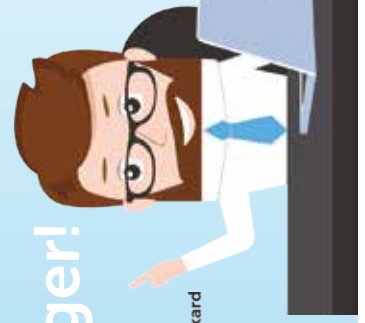
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# How to manage enterprise mobility & data security risks

By Shannon Carey

**No one wants to be in the firing line when their business makes headlines for the wrong reasons. Similarly, few employees would enjoy explaining to their boss that they accidentally handed over sensitive data to a competitor. Organisations don't like it when these things happen any more than employees do. That's why most have data security measures to stop information ending up in the wrong hands.**

But as cyber threats become more frequent and severe, many organisations aren't doing enough to protect themselves. Over 70 per cent of cyber threats target end users, and the easiest way into a network is usually through an unsecured device like a smart-phone.

So what can organisations do to stay protected? You need to understand each of the risk areas and adopt a layered security approach to address them. Let's break this down. Here are my top tips for keeping your data safe and defending your business.

## Protect from unauthorised access

Rights Management protects corporate documents by allowing secure access to company resources and enables the safe sharing of documents when they are circulated. This means that your valuable corporate information is protected with capabilities such as Do Not Forward and Company Confidential, as well as Office 365 Message Encryption, which allows you send encrypted emails to anyone.

This works across multiple workloads such as Exchange, SharePoint and Office documents, and it makes it easier to set restrictions and provide permissions. This first step is the most important, and can be the easiest way to secure documents and emails and manage security risks in your mobility plans.

Specify an IT mobility security policy and enforce it and use a tool to ensure that devices that access data are secure

The good news is that simple security devices such as keypad locks are often very effective. Given this fact, you'd be surprised by the number of organisations that don't make keypad locks mandatory for mobile network access. Set your email policies so that all devices must have locks (i.e. secure passwords, patterns, pins or Touch ID, or even cooler, Windows Hello using facial recognition to sign in to your Windows 10 devices with just a look or a touch) before they are granted access to your network. This will protect you, but it doesn't offer total protection. It can be less effective on jail-broken iOS devices or rooted Android devices.

If you're serious about mobility and security, I recommend an enterprise mobility solution. These solutions build data protection directly into mobile applications. When reviewing enterprise mobility solutions, you should look for one that is compatible with a wide variety of common devices, operating systems, and applications. Other must-have functionality includes the ability to target specific devices and to remove devices from the system quickly. It's important to have a mobility solution that integrates data protection and compliance capabilities and minimises complexity.

Features that support this include:

- wiping or partially wiping a device when an employee leaves;
- secure apps that control how the data is accessed (eg, can not copy and paste into private email);
- access based on compliance (ie, not jail broken, has passcode);
- a self-service business portal for users to enrol their own devices; and
- bulk enrolment of corporate devices so IT administrators can deploy applications and set rules on a large scale.

These solutions enable workers to access mobile applications from any device while restricting actions that could compromise security, like copy and pasting, saving and printing. Workers require

permissions to access corporate resources and you can control who is enabled to view and email sensitive material.

So what happens if a device is unenrolled, no longer compliant, lost or stolen? IT administrators have the freedom to lock devices, reset passwords, restrict file access, encrypt data or do a selective wipe of an app or data or even a full wipe. These capabilities provide an invaluable layer of security, minimise risk and maximise the benefits of mobility.

## Use two-factor authentication

An authentication factor is a type of credential used for identity verification. The three most common categories are often described as something you know, like a password, something you have, like an NFC card, and something you are, like biometric data. Two-factor authentication is when a website or network requires two categories of authentication (ie a password, an SMS, OTP (one time password), phone call or YubiKey) or two instances of the same category (ie two passwords) before it lets you sign in. Each additional authentication factor makes a system more secure. This can be used to prevent authorised access if a device is lost, and is usually used for remote access.

The downside of two-factor authentication is that you trade added security for a less streamlined user experience. It is not that easy to use a card and then type in a password to access content or to have to type in two passwords. However, the most secure computer is one that is turned off and locked in a safe. While it's secure it isn't practical. It is important to implement 2FA where practical.

To minimise streamline issues, you should sort your data into two categories:

- sensitive data that requires two-factor authentication
- less sensitive data that can be accessed by one-factor authentication.

## Encrypt data on company laptops

Trusted Platform Module from Microsoft is something that has been available, and yet I don't see it implemented very often. It involves a microchip (often built into newer computers) that enables your computer to utilise advanced security features, such as BitLocker Drive Encryption. The platform can create encryption keys that can only be decrypted by the same TPM.

Upon starting, the TPM will check the operating system for conditions that could indicate a security risk, such as disk errors. If detected, it will keep the system partitioned until a password is used.

## Set aside time for employees to update device software and 'mind the gap'...

While technology plays a large role in successfully implementing an enterprise mobility solution, there is an important human component as well. Workers at every level need education about safe mobile device usage and on how to secure their devices. It's important they are given time to do this.

Software updates include important security patches, but how often are you tempted to ignore them when other tasks seem more pressing? Software updates can take some time to install, but it's worth making the time if it means keeping your devices secure. Everyone in a business is responsible for implementing mobile device security policies, from the very top all the way down.

The risks and challenges of enterprise mobility may seem daunting. Tackling these challenges in a systematic way and with the help of an integrated solution enables the agility, energy and innovation of mobility without compromising the integrity and security of business.

*Shannon Carey is a SharePoint Consultant at solutions provider Professional Advantage.*

# Raise your hand if you use email for collaboration and Outlook for information storage

By Roy Russell

**You're not alone – the majority of people use email for communications of course (it's the de facto standard), but also as a collaboration tool. Microsoft Outlook is now also the accidental storage system – a vast amount of an organisation's knowledge resides in individual users' inboxes.**

The reality, though, is that it's an inhibitor not abettor of teamwork and information sharing; and highly unreliable and inefficient for storage as the content of those records is not accessible to others and therefore meaningless to the business.

Exacerbating this issue is that email traffic is also driven by other forms of communication – such as via mobile devices and apps, and in different formats and file sizes. So, managing and collating the information, records and knowledge residing in users' Microsoft inboxes is exceedingly challenging.

Furthermore, due to increased mobile and remote working, strict limits placed by IT departments on the size of the inbox and file transfers, alongside the imposition (and rightly so) of stringent corporate security policies preventing them from using external tools (e.g. Dropbox), collaboration across an organisation is greatly hindered. Even where proprietary, third party information sharing tools are allowed, these applications are not integrated with the core systems, making seamless, intuitive collaboration and data sharing difficult to achieve.

Email is primarily designed for communications between individuals and is therefore unstructured. When used for information management and collaboration, it falls short as there's no additional information available to help identify which emails are important and what subjects/topics/matters they relate to.

This may ring a bell – you send an email on a particular subject, which ends up as discussion on a completely different topic with an entirely different set of individuals. Or your inbox fills with messages headed 'Re:Re:Re:' in the subject line due to an important email discussion and debate to support decision making on a particular business issue. Unless the valuable information within those emails is drawn out, the knowledge or reusable content in them is either lost or simply sits in users' inbox ineffectually.

Many people I know habitually 'copy' themselves on the emails they send so that they can view the complete thread of the conversation in one list. This is just one example of the madness forced upon us by the limitations of email. IT-enforced inbox size restriction worsens the situation. This often leads to people inadvertently deleting important emails or creating multiple archive PST files in order to adhere to these IT policies. Both these 'solutions' result in the loss or misplacement of important information being intensified.



## Preserving value

It's essential to preserve the 'value' of email messages. This can be done by keeping emails together with other inter-related documents in a unified electronic file across the organisation in an email and document management system. This approach helps protect the 'context' of the discussions, which over time becomes 'corporate knowledge'. This knowledge is too important to be placed in "cold storage" or then accidentally deleted.

Additionally, without an effective email management system, proving compliance becomes a problem for businesses as enforcing content-based email retention and deletion policies is impossible. Organisations then are forced to choose between paying to store an ever-rising, uncontrollable volume of emails, or deleting emails according to date or size alone. Emails are also easily lost when employees leave the organisation as their inboxes are deleted, thus erasing vital traces of their work in progress as well as their historical activities.

There's a business rationale for enterprise-grade email and document management system. Email management must be a core part of any organisation's document management strategy. This approach transforms email from being an isolated knowledge source that is visible only to the people it is addressed to, into a knowledge asset and resource that users in any location can use to capture best practices and reuse. Overtime the productivity benefits it delivers are tangible and valuable.

It's worth noting that email and document management is also the critical step towards a 'less paper' office that is high up on enterprises' agenda. A new study by Xerox claims that by 2018 – only nine per cent of business processes will rely on paper. That's less than only 730 days away!

*Roy Russell, is CEO of Ascertus, UK specialists in document production and management solutions. <http://www.ascertus.com>*



# An Australian perspective on avoiding hidden ediscovery costs

by Shengshi Zhao of NuLegal

**We are in the era of cloud computing, where the terabyte (TB) is gradually replacing the gigabyte (GB) as the standard data storage unit. Cloud technology is bringing big data into every part of our lives - from entertainment to corporate infrastructure, from evidence collection to discovery production. Naturally, this increase in digital footprints is causing the difficulty and costs of the e-discovery process to expand.**

Unlike a growth in hard copy volume, when data volume increases, it attracts little visibility from the client, and therefore heightened costs are overlooked. Vendors and legal technology services (LTS) staff sometimes feel more comfortable sticking to traditional approaches that keep these hidden costs undiscovered, while litigators rarely understand the process well enough to implement a cost-saving strategy. Clients are left to cover the e-discovery bill in frustration. Traditional approaches are being challenged. In this digital age, it is time to adapt to a new cost-saving workflow. We in LTS must look at the methods we have been relying on for years and ask ourselves a question: Is this the best way, or are we guilty of incurring hidden costs?

## Hidden Costs in Early Case Assessment

The classic E-Discovery Reference Model includes data identification, collection, processing, review, analysis and production. In the cloud era, data volumes are forcing us to reconsider this classic approach. Imagine that a client shows up with one TB of data for discovery. That means you will deal with approximately 10 million documents. In a case like this, extensive analysis needs to happen before review begins, not after, with some analysis happening even before processing so filters can be applied.

It might seem daunting to trade valuable (and billable!) review time for additional analysis, but every minute we spend on preliminary analysis could save hours or days of document review work later — a savings that ultimately goes to clients. A combination of date and keyword searches, content extraction analysis,

near deduplication, email threading and social network analysis are all available to help us locate documents for priority review.

I once worked on an investigatory matter with two terabytes of data (about 20 million documents) collected in the initial stages. Using a combined analysis of date, keyword, social network and email threading, we found fewer than 50,000 key documents to be reviewed. This first round of review built up the framework of legal arguments for the team without us having to look through all 20 million documents.

Legal teams frequently ask whether they might spend time and resources on ECA and still not locate key documents or whether the LTS team might miss key documents during analysis. It is this uneasiness that can lead to the incursion of hidden costs during the ECA process, but this fear can be allayed with the involvement of the lawyers. In fact, lawyers' involvement is crucial to identifying relevant documents efficiently. The best approach can be designed only when the legal team works closely with the LTS team so available tools can be tailored to the matter at hand.

Lawyers sit with clients and receive correspondences that LTS staff do not see. If the lawyers are not involved in the ECA process, LTS might spend days doing required searches and analysis without knowing key information was already received. If a person's name or company number pops up, it might immediately ring a bell for the lawyers but not necessarily for the LTS member.

In the traditional model, legal teams draft a search plan that LTS staff translate into search queries. Once the legal team gets the results, they modify the search plan and send it to LTS for search

iteration two. And iteration three, etc. The first few rounds always need to be further refined because no one can draft the perfect search plan without knowing how the data will respond to the searches. This back and forth between the legal team and LTS can take days.

It would be much more efficient to have a litigator sit down with an LTS member at the ECA stage and run a few searches to see the results. Once everyone has a better understanding of the data, they will be closer to creating the perfect search plan, and hidden costs will be avoided.

## Hidden Costs in Processing

Where the legal profession used to be obsessed with paper, now it is all about the PDF. Because of the PDF being everyone's favorite file type, e-discovery costs have grown exponentially as millions of email messages, family holiday photos and duplicated documents are being rendered into PDF, with optical character recognition (OCR) and pagination applied.





Lawyers like the idea of rendering everything into PDF so document reviews will go smoothly, and no more costs will be incurred. But people forget two things:

- While everything is getting fully processed, i.e., rendered into PDF files and paginated, searches and other kinds of analyses are still being conducted in the review platform. Only a small set of documents will be reviewed, and an even smaller set will actually require the proper rendered format for document production.
- Most law firms today have a perfectly competent document review platform that provides in-browser display of common file types in native format without the need to open native applications or slow down the document review process.

While rendered PDFs are preferred by many because all documents are readily available to produce, such peace of mind is expensive. We recently had a matter with an accumulated one TB of data, and the lawyers wanted to review everything in the review platform. We produced just under 11 million documents in their fully rendered PDF form and later learned that only 500,000 would be considered for review after keyword searches — still a large number, but only five percent of the original data. Even fewer documents, possibly less than one percent of the original data, will be produced. All that rendering cost could have been saved for the client.

**Native processing and rendered PDF processing costs can differ by around \$200 per GB. For one TB of data, the cost difference can be between \$80,000 and \$200,000.**

If clients knew of these options and made informed decisions, it would be another story; but I doubt many lawyers or vendors go into the processing details to show their clients how much they are spending. Native processing and rendered PDF processing costs can differ by around \$200 per GB. For one TB of data, the cost difference can be between \$80,000 and \$200,000.

Lawyers no longer must choose between PDF files and waiting for an Office application to open every single native file during document review. Modern review platforms such as Everlaw have invested a lot to support native files, especially spreadsheets, without the need to install any third-party software. In Everlaw, for instance, the spreadsheet formatting is well-kept and hidden rows and columns are displayed.

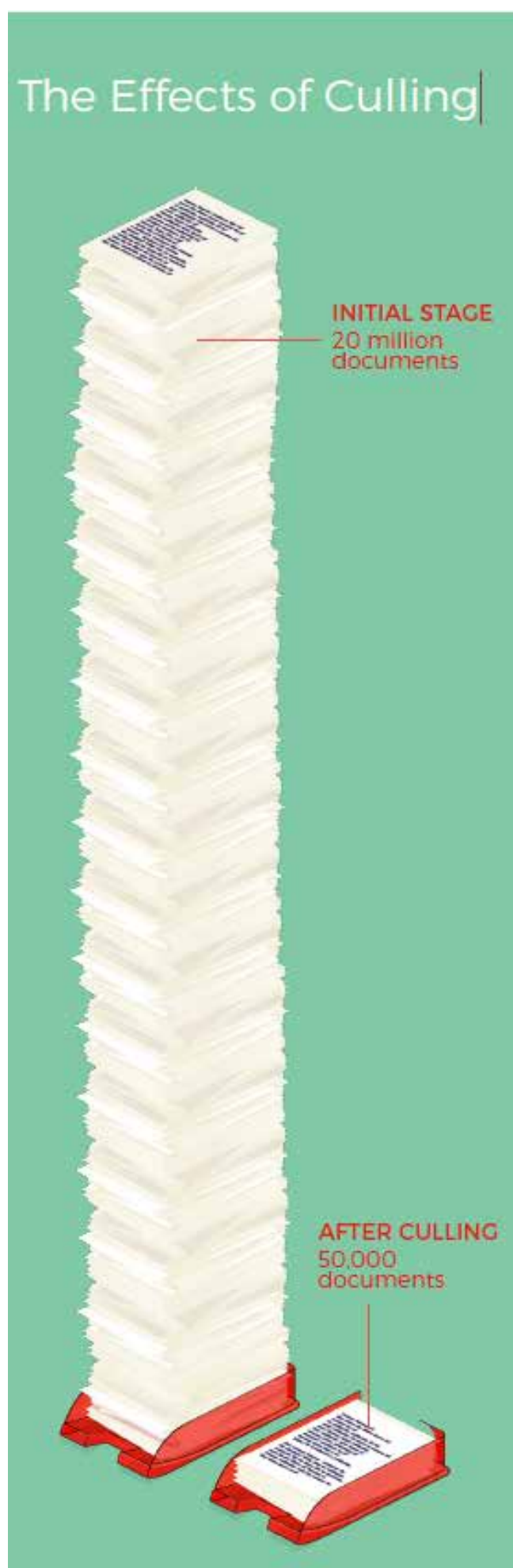
Reviewers can even see the formula used for each cell. When native file formats can be displayed neatly in the review platform, it is a waste not to use the function. Other features such as audio/video in-browser display and in-line translation are also provided by good document review platforms to streamline the native review process. The hidden costs of the e-discovery process can grow with few people noticing, but a good review platform immediately drives down processing costs and time. We have to question: Are we using the right tool for the job? If your document review platform requires extra rendering at the client's expense, it could be time for an upgrade. You might find that the cost of switching platforms can be recuperated on one large matter in native review.

## Hidden Costs in Document Review

Legal teams often want to know why they keep seeing the same document when the review sets have already been deduplicated. Deduplication by MD5, a message-digest algorithm, is an accurate way of capturing duplicates, but there is still plenty of room for them to crop up in review:

- MD5 duplication only occurs for top-level documents. If an attachment is attached to multiple emails, it will not be deduplicated.

*(Continued over)*



- Sometimes a server or network delay can cause a millisecond or two of time difference between an email retained on the sender's end and that on the receiver's end. When the time stamp
- is different, MD5 values will be different, and the two email messages will not be deduplicated.
- While end-point email messages in a thread often contain the entire chain of previous emails, each of the individual messages in the thread is different and will not be captured by deduplication.

## Duplicates and Email Threading

The LTS team has traditionally relied on ECA tools for near-duplication or email threading analysis and used fields and/or tags to make sure all the information has been captured. Due to the complexity of the task, many people would rather review documents in chronological order and deal with duplicates in the review platform rather than work out the logic of which field/tag means what. But when you have more than one person on a review team, this on-the-fly approach does not ensure review consistency, which adds more work for secondary reviewers, i.e., senior lawyers.

The good news is review platforms today often come with integrated duplication and email threading analysis functions that help identify documents with over 95 percent similar content. Color codes provide additional details about how similar the documents are. It immediately becomes obvious for the reviewer that the duplicates identified by the review platform should be coded consistently. The same logic goes for email threading analysis.

## Predictive Coding

Some people embrace the concept of predictive coding, while others remain skeptical. Predictive coding is a machine learning

process. Artificial intelligence has challenged the best human chess master and best human driver, and there is no reason it cannot outsmart the best human document reviewer. We use predictive coding for review prioritisation. The model can be used to identify documents most likely to be relevant and put them as the first few review assignments.

In a recent matter, after a small review of 3,000 documents identified by keyword searching, the predictive model identified 1,000 documents with a predictive relevance over 80 percent. By searching all the unreviewed documents among that 1,000, we identified 524 documents not yet reviewed by the legal team, who was very interested in our finding. They reviewed those 524 documents and determined they were highly relevant to the matter; in fact, the team used some of them in the mediation process.

Reviewers can change the predicted rating to over 90 percent if they want a higher certainty or under 70 percent if they want to include a wider range of documents. The predictive model might help you pick up documents non-responsive to keyword searches and save you hours on consistency checks.

## Integrated Outline/Statement and Chronology Function

There was a time when the LTS team would spend hours on a hyperlinked chronology set or witness statement bundle. Fortunately, some review platforms today recognize the need to integrate these commonly used functions into the platform and have designed separate modules for outlines and chronologies where lawyers can insert document IDs directly from searches or binders. Gone are the days when a legal team had to wait days for a hyperlinked set and LTS staff had to make dozens of inquiries about a typo in a document ID.

With all the tools available in the modern review platform, reviewers should not have to spend hours or days on consistency and quality checks. Three years ago, we engaged an LTS paralegal on a matter to do nothing but track down duplicates in one hyperlinking set. Costs of this kind can be completely avoided by using a good review platform.

Today's technology brings us amazing tools to save us days and weeks of time, and law firms will continue to generate hidden costs if we do not better utilize these technologies. Times have changed, and we must uncover costs that can be turned into client savings.

## A Case Study on Unrecoverable Costs

In *Auckland Waterfront Development Agency Limited v Mobil Oil New Zealand Limited*, Mobil sought to recover electronic discovery costs incurred with two external providers: \$56,858.35 with Provider A and \$93,557.92 with Provider B. The High Court of New Zealand found Provider B's costs of \$93,557.92 to be fully recoverable and Provider A's costs to be 50 percent recoverable, and subsequently ordered AWD to pay Mobil \$121,987.10 for electronic discovery processing costs.

Of the seven million documents collected in this matter, 158,000 were fully processed, rendered and imported into Relativity. Nineteen thousand were ultimately discovered, which is only 0.02 percent of the initial data and 12 percent of the processed data. With better early case assessment, 88 percent of the costs for rendering those documents might have been saved for both parties.

This case also reveals that courts have no effective way of assessing the reasonableness of e-discovery costs. The High Court determined costs incurred with Provider B to be reasonable because Provider B "appears to have been able to provide a 'discovery database' of the kind that has been made necessary by the new electronic discovery rules." The Court took a broad view without drilling into the billing details to determine what costs could have been saved or what processing tasks were redundant.

*Shengshi Zhao is a Senior Consultant at litigation support specialists NuLegal. She has an actuarial science degree from Worcester Polytechnic Institute and obtained her J.D. from the University of New South Wales. Prior to beginning a career in the legal technology industry, Shengshi worked as an actuarial software engineer at Fidelity Investments. She also worked in legal project management at Allens where she developed specialized knowledge in dealing with litigation processes, e-discovery, competition matters and government regulatory notices. Contact Shengshi at shengshi.zhao@nulegal.com.au.*

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# Business embarks on digital journey

**More than 83% of Australian businesses surveyed for a new study by IDC and Canon confessed to still using still using paper based document processes in 2016, although around the same number claim to have begun their digital transformation journey.**

This figure breaks down to just 14 per cent having completely digitised business processes, 57 per cent with low to moderate digital transformation in their document environments, and 28 per cent still having completely paper based document processes.

The IDC-Canon Transformation Study 2016 is based on 170 phone based interviews with Australian organisations ranging in size from 100-999 employees including the legal, utility, insurance, construction and manufacturing sectors.

IDC Research Director Adam Dodds said the study shows the perception and the reality of where businesses are at is different. "Whilst the study shows businesses have started down the path, the results indicate they're not as advanced as they think they are and could use a digital reality check.

"We predict by 2020, one third of top market share leaders will be significantly disrupted by competitors using new technologies. They are the driving force behind digital transformation and in order to stay relevant and competitive organisations must be willing to transform or go out of business.

The rising cost of operations, new business models and changing customer buying patterns are all factors in the disruptive state of affairs right now."

More than half of businesses surveyed said they currently acquire more data from digital sources than from paper. The skew to digital is anticipated to grow to nearly 80% by 2020, which still leaves a significant requirement for digital capture.

Priorities for digitising document-based processes lean heavily towards back office, administrative and operational areas. In particular, financial processes such as accounts payable and receivable were seen to be the most critical to transform. These processes are viewed as "low hanging fruit" because they are both document and resource intensive and readily digitally transformed.

IT decision makers in particular saw improved decision-making as the main benefit of digital transformation, with 89 per cent of businesses citing this.

"The key here is about improving the visibility of business information to inform decision-making processes. Efficiency dom-

inated the other top factors being increased speed, reduced human error and reduced cost," Mr Dodds said.

A higher number of respondents cited improving employee experience as a main benefit over improving customer experience.

Canon Australia Head of Customer Marketing Nitya Padman believes this is because businesses realise they need to transform their processes and workflows if they're going to attract and retain young talent.

"Employees are a critical part of the transformation process, if employees aren't on board it's very hard to change processes and practices.

"The study shows 47 per cent of businesses feel change management is a barrier to digital transformation and successful change hinges on employee experience.

"If you get change management right and succeed in improving employee engagement that should translate to a better customer experience which will recoup the investment in process change.

"We found a strong interest in improving HR and Procurement operations in particular," said Padman

"This is particularly to improve employee engagement and the reporting demands presented by OH&S compliance. Businesses need to automate these processes to ensure they do not fall below the compliance standards that are required."

"Logistics and supply chain management is also another area with a major focus on automation particularly in the manufacturing sector."

"Trends in the study also point to differences between small to medium sized businesses and larger businesses.

"Small to medium sized businesses are heavily reliant on IT to help them stay agile, counter costs and improve productivity. Their needs are immediate and they're more readily able to transform to create more efficient workflows and improve ways of interacting with customers. In short, smaller businesses are punching above their weight and moving ahead in the digital race.

"A big motivator for larger businesses to transform is the rising cost of doing business. Larger organisations are heavily impacted by legacy systems. This is a major deterrent to progressing at a faster pace along the digital transformation journey.

"What is clear is whatever size the business it's critical to understand and be realistic about where you're at in the digital transformation journey or risk getting left behind," said Padman.

## Sensitive data is always under attack

Cyber attackers are gaining access to valuable, sensitive data, such as login and access credentials, according to the 3rd Annual SANS Endpoint Security Survey conducted by SANS Institute and co-sponsored by Guidance Software.

This data can be used to further compromise networks and gain access to sensitive information on employees, customers and company intellectual property and trade secrets. Other highly compromised data included email files (28%) and sensitive customer or employee data (17%).

SANS surveyed 829 IT professionals with endpoints located around the globe. The survey results highlight the need for a more proactive approach to detecting threats and compromises. While 44% of respondents said that their endpoint systems have been compromised within the last 24 months, 15% reported that they didn't know how many threats were detected through proactive hunting. For the second year in a row, more

than a quarter of respondents were notified of a breach by a third party. Other findings from the survey include:

- Detection - 41% said they were unable to acquire information about unauthorised sensitive data that they need to detect threats. An additional 39% reported they are unable to acquire endpoint data from memory-based artefacts and 33% were unable to access data on finger print running applications.

- Response - A majority of professionals (74%) want results from endpoint queries in an hour or less and 38% want that data in five minutes or less. This once again underscores that the ability to quickly conduct investigations is a top priority for companies.

- Remediation - 65% of respondents said that determining the impacted data on breached endpoints and determining the scope of a threat across multiple endpoints was impossible. Limited visibility into the impact of a breach will negatively impact an organisation's ability to remediate the damage.



## ENTERPRISE GUIDE

### EzeScan

Phone: 1300 393 722

Fax: (07) 3117 9471

Email: [sales@ezescan.com.au](mailto:sales@ezescan.com.au)

Web: [www.ezescan.com.au](http://www.ezescan.com.au)



EzeScan is Australia's most popular production document capture 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, EzeScan provides the fastest most cost effective method available to digitise business processes.

EzeScan solutions range from basic batch scanning with manual data entry to highly automated data capture, forms and invoice processing.

EzeScan provides both centralised solutions for records professionals and decentralised business process digitisation for entire workgroups. 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.

### Knowledgeone

Phone: 02 8913 9300/1800 221 061

Email: [sales@knowledgeonecorp.com](mailto:sales@knowledgeonecorp.com)

Web: [www.knowledgeonecorp.com](http://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 customers all around the world for:

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- 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.

### FileBound

Phone: 1300 375 565

Email: [sales@filebound.com.au](mailto:sales@filebound.com.au)

Web: [www.filebound.com.au](http://www.filebound.com.au)



FileBound is an end-to-end process automation solution for enterprises of all sizes. FileBound is a cloud-native document management system with advanced workflow capabilities 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

Phone: 1300 790 360

Email: [info@upflow.com.au](mailto:info@upflow.com.au)

Web: [www.upflow.com.au](http://www.upflow.com.au)



PSIGEN, PSICapture 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 or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc. etc.] 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 is the Asia Pacific distributor for PSIGEN, PSI:Capture.

### ELO Digital Office

Contact: Rainer Krause – Managing Director

Tel: 02 9460 0406

Email: [info@elodigital.com.au](mailto:info@elodigital.com.au)

Web: [www.elodigital.com.au](http://www.elodigital.com.au)



ELO Digital is a truly global ECM company with subsidiaries in 48 countries and hundreds of thousands of users, ELO has become the natural choice in ECM. Having been voted ECM company of the year in 2013 and 2014, ELO was officially recognised for its comprehensive functionality, user friendly design, trend-setting innovation and modern technology.

The Australasian HQ of ELO was established in 2005 and has gained an impeccable reputation on all levels of Government, the Private Sector, NGOs and Not-for-Profit Organisations. The completely scalable product allows ECM implementations from as little as 5 users to solutions for many thousand staff members. With reputable certified business partners such as Toshiba (Australia), Iron Mountain (Australia), AMS Imaging (Australia) or Jardine OneSolution (Hong Kong) ELO customers are assured of quality implementations, successful rollouts and continued support – 24/7/365. The VERS compliant ELO product provides solutions for Document Management, Records Management, Workflow, Accounts Payable Automation, Imaging, Contract Management and mobile applications for all industries. ELO can be deployed onsite, in the cloud or as a hybrid solution. ELO is THE complete ECM solution for all organisations, departments and industries.

### Epson

Contact: Clyde Rodrigues

Phone: 0429 487 013

Email: [crodrigues@epson.com.au](mailto:crodrigues@epson.com.au)

Web: [www.epson.com.au/products/sc](http://www.epson.com.au/products/sc)



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Web: [www.macroview.com.au](http://www.macroview.com.au)



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

MacroView Message, a subset of DMF that runs in Outlook, has been used by organisations around the world as the basis for email recording and email retention solutions in Microsoft SharePoint.

Both MacroView DMF and MacroView Message feature excellent integration with Microsoft Outlook. The DMF tree-view enables intuitive viewing and navigation of a SharePoint document store, so that managing documents in SharePoint is as easy and familiar as using Windows Explorer. MacroView DMF and MacroView Message support SharePoint on-premises and Office 365 and are designed to provide good performance even when working with very large SharePoint document stores.

## ENTERPRISE GUIDE

### ABBYY

Phone: (02) 9004 7401

E-mail: [sales@abbyy.com.au](mailto:sales@abbyy.com.au)

Web: [www.abbyy.com.au](http://www.abbyy.com.au)

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.



### Kapish

Tel: (03) 9017 4943

Email: [info@kapish.com.au](mailto:info@kapish.com.au)

Web: <http://kapish.com.au/>



As a Tier 1, HPE 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 & HPE Records Manager (HPE 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 perception we offer easy to use business solutions to overcome the everyday challenges of information governance using HP TRIM / HPE RM. As a software and services company focused exclusively on HP TRIM / HPE 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 / HPE RM make record-keeping a breeze.

### DocsCorp

Tel: 1300 559 451

Email: [info@docscorp.com](mailto:info@docscorp.com)

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



DocsCorp is a leading provider of productivity software for document management professionals worldwide. Our offices and products span the globe with over 250,000 users in 32 countries. Our clients are well known and respected global brands that rely on DocsCorp for their technology needs. Our mission is to provide document professionals who use enterprise content management systems with integrated, easy-to-use software and services that extend document processing, review, manipulation and publishing workflows inside and outside their environment to drive business efficiency and to increase the value of their existing technology investment. Our solutions include:

- contentCrawler intelligently assesses image-based documents in content repositories for batch conversion to text-searchable PDFs, making every document searchable and retrievable
- compareDocs delivers unparalleled levels of efficiency and accuracy in the document comparison process
- cleanDocs provides a high level of confidence that metadata is cleansed from confidential or sensitive documents before being sent externally.

### OPEX

Contact: Byron Knowles, Business

Development Manager - APAC

Phone: +61 484 596 470 (m)

Email: [bknowles@opec.com](mailto:bknowles@opec.com)

Web: [www.opec.com/contact/sales-contact/](http://www.opec.com/contact/sales-contact/)



OPEX 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.

### Fujitsu Australia

Tel: 02 9776 4555

Email: [Fujitsu.direct@au.fujitsu.com](mailto:Fujitsu.direct@au.fujitsu.com)

Web: [au.fujitsu.com/scanners](http://au.fujitsu.com/scanners)



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.

### Objective

Phone: 1800 065 640

Email: [enquiries@objective.com](mailto:enquiries@objective.com)

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



Objective Corporation (ASX:OCL) is an established leader and specialist provider of proven content, collaboration and process management solutions for the public sector, healthcare, financial services and regulated industries. Objective's solutions empower effectiveness, efficiency and transparency, helping organisations deliver better services at a lower cost to the community. Objective is committed to delivering tangible business outcomes for our customers. Since 1987, we have been trusted by Government and the Top 1000 corporations to deliver long-term valued business outcomes.

### CloudRecover

Tel: 1300 722 344

Email: [sales@cloudrecover.com.au](mailto:sales@cloudrecover.com.au)

Web: [www.cloudrecover.com.au](http://www.cloudrecover.com.au)



As the newest member of the HPE Information Management partner community, CloudRecover is proud to offer both HPE TRIM and Records Manager in a cloud environment delivered and supported by your existing HP Partner. While CloudRecover has over 10 years' experience as a Managed Service Provider in DRaaS and maintains over 9 petabyte of restorable data in Australia, we plan to grow the HPE information management market by uniquely offering a Bring Your Own License (BYOL) or full subscription based EDRMS/ECM solution. Our mission is to bring the benefits of a robust Information Management and Governance solution to a broader audience. We work with existing HPE partners, who remain the customer facing organisation, to meet the demands of many CIOs to deliver more and more applications hosted as a service.

Hosted in a Federal Government approved Tier III Australian Data Centre, our solution can dramatically reduce risk and improve productivity of your IT resources.

Contact your HPE Business Partner or CloudRecover for a demonstration or more information.

### Brother

Tel: 1300 885 989

Email: [corporatesales@brother.com.au](mailto:corporatesales@brother.com.au)

Web: <http://corpsolutions.brother.com.au/>



Trusted worldwide and always with a "Customer First" approach, Brother continuously meets the needs of consumers through a comprehensive range of quality solutions.

Committed to the advancement of printing and scanning technologies, Brother also offer business solutions designed to fit perfectly in the SOHO, SMB, SME and corporate environments. With a skilled team specialising in assisting their customer's corporate growth, Brother's business categories such as portable printers and scanners, commercial desktop scanners and high volume corporate printers can help businesses achieve in any industry. With resellers located Australia-wide, readily available product and a locally based product support team, Brother is always 'at your side'. Contact the Brother Commercial Division today to find the best solution for your business requirements.

# Totally Automatic, Rules-Driven Email Management & Archiving

By Frank McKenna, CEO, Knowledgeone

**More than 30 years after the advent of email as a convenient and fast means of business to business communication most organizations still don't have an effective way to analyze, monitor, select, capture and classify emails. If your organization does, then you are the exception.**

This means most businesses don't come even close to meeting the requirements of any compliance legislation that applies to their business. Nor do they even come close to managing real corporate risk.

It also means that most businesses don't effectively guard against sexism, racism, obscenity, theft and bullying in their email system.

Is this a case of 'heads in the sand' or is the problem seen as just too hard? Maybe, senior management doesn't really see unmanaged and unmonitored emails as a problem. Well, at least until the first court case.

In my experience, many organizations think they have a solution but in reality, they don't; at least not a one hundred-percent solution. In the case of email management, 'good enough' is certainly not good enough. It only takes one bad email to slip through the cracks to bring the whole house down.

In many examples, organizations rely on end users to monitor, manage and police email. The problem with this model is that end users are human and typically exhibit all the strengths and weaknesses of humans. In this case, we are more concerned with the failings. As humans we are not always on top of our game; we have good days and we have bad days. We get distracted, we are prejudiced, we are sometimes lazy, we are sometimes careless and for a small number, we are sometimes outright dishonest.

Human beings will never produce a one-hundred-percent

consistent result; that is not in our nature. Maybe when AI gets to the stage that we can all be 'upgraded' to cyborgs this will change, but I seriously doubt it. As long as there is any trace of humanity we will still be lovingly unreliable and inconsistent entities.

You don't have a one hundred-percent reliable system if you don't control and standardize all the inputs. Instead, you have a form of 'managed chaos' and inconsistent and unreliable results. You will also probably have a false sense of security, "Sure, we are managing all emails (well, kind of)."

I have been a proponent of the fully-automatic, server-centric paradigm for email management for many years and still promote it as the only one hundred-percent reliable way to effectively and consistently manage all incoming and outgoing emails. It is also the only way to manage risk effectively.

To be one hundred-percent sure you must have a one hundred-percent consistent paradigm. That is, a common set of rules that all emails are judged against plus a common set of processes to apply after an email has been 'judged'.

## Ground rules

Following are some example of what our fully-automatic, rules-driven email management system should be doing 24/7:

- Is the email of a personal nature and harmless? If so, it can be ignored, there is no reason to capture & classify it.
- Is the email all about business? If so, it needs to be captured and correctly classified within our corporate store.
- Does the email contain expletives or sexual references? If so, it needs to be captured, quarantined by our security system and referred to a responsible officer for further examination and possible action.
- Does the email contain references to corporate IP or classified material? If so, it needs to be captured, quarantined by our security system and referred to a responsible officer for further examination and possible action.
- Is the email about business and does it require some action or response? If so, it needs to be captured, correctly classified within our corporate store and appropriate workflow initiated.
- Is the email from a senior executive, about business and does it require some action or response with appropriate access controls applied? If so, it needs to be captured, correctly classified



The GEM Settings screen

## How GEM integrates with any other EDRMS

GEM is designed to use the RecFind 6 relational database as its image & data repository. However, we provide several options for integrating to any other EDRMS such that the other EDRMS can search for and access emails (and the associated Metadata) captured by GEM. The four main methods, in order of ease-of-use are:

1. Capturing encapsulated XML records produced by GEM;
2. Using the RecFind 6 Mini API;
3. Using the RecFind 6 SharePoint Integration Module (for customers using SharePoint as their EDRMS); and
4. using the RecFind 6 SDK



within our corporate store with appropriate security and access rights assigned and appropriate workflow initiated.

We produced our first fully-automatic, rules-driven email managements system in 1994. By today's standards the technology was primitive but it worked and we used it within our business to demonstrate to our customers and partners how it could function in the real world. We called that product GEM for 'GMB's Email Management' system.

GEM has been redesigned and rewritten multiple times since so as to utilize the latest technology and tools. We still call it GEM even though our company is now called Knowledgeone Corporation, not GMB; the name works for us and our customers and we see no need to change it. It is after all, a 'gem' of a product.

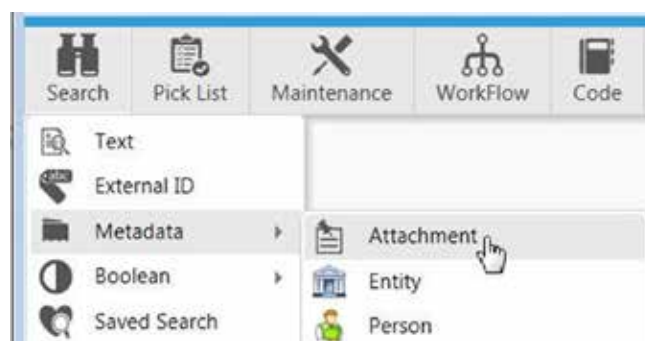
We have used each and every version of GEM since 1994 within our company (we are the primary Beta test site) to automatically analyze all incoming and outgoing emails and to store and classify captured emails in our corporate store based on the RecFind 6 relational database. I can't imagine running my business without GEM and I don't understand how other organizations can exist without GEM, but they do albeit, taking huge risks.

The latest version of GEM, 2.7.1, is a major upgrade and involves a significant change in the way we connect to email servers of any type (e.g., Exchange, Office 365, GroupWise, Notes, etc.). We have standardized and simplified the interface to the email server using IMAP and converted our Agents to Windows Services to make the installation and management of GEM as easy as possible for your IT staff.

We have also improved the Rules engine to make it as easy as possible to define all the rules you need to manage your emails. Because we have 21 years' experience installing, configuring and using GEM in a real-world production example we also have the world's most experienced GEM consultants to assist our customers.

*Please contact Sales at Knowledgeone Corp for more information or call (02) 8913-9300 from Sydney or 1-800-221-161.*

**The following sequence of screen shots illustrates how easy it is to search for any email captured by GEM using the RecFind 6 Metadata search function.**



**First you enter the required date range**



**Then enter sender, recipient and subject**



**Finally click search**



## Discover Actionable Insights from Unstructured Data

By Derek Wang

We've all heard about the quantity of unstructured data – over 80% of business-relevant information exists in an unstructured format (primarily text). Many companies are looking for tools to derive actionable insights and value from this rapidly growing volume of data, but perceived complexities (cost, expertise, learning curve, time) dissuade them from doing so.

However, the advent of visual text analytics platforms has changed the paradigm and made gleaning insight from text easier than ever.

Visual text analytics platforms empower everybody to augment decision making processes from data driven foundations and should be an essential component of any comprehensive business intelligence program.

Visualizing structured data has become best practice in many organizations, but companies are still overwhelmed by the massive volume and rapid growth of textual data sources. As a result much of this data and the insight that it contains remains untapped. Here are four reasons why textual analysis of these data sources is a fundamental necessity to achieving competitive advantage.

- **Your Company Has a Lot of Unstructured Text Data At Its Disposal** - Textual data is being created everywhere. It can be found inside your company walls in the form of email, chat, surveys that you collect, comments to your website, comments from your CRM system, or text fields from any proprietary applications that you use. It can also be found outside your walls in social media, forums that you monitor, and comments from news articles that mention topics of interest to you.

- **There's Value in Visualizing These Data Sets** - How can you know what a book is about if you only read 20% of it? Sounds preposterous,

but that's exactly what's happening in the corporate world today. Companies are spending billions of dollars analysing structured data, while leaving unstructured data untouched. There's a treasure trove of useful information in unstructured data and analysing it with a data visualization tool will help companies quickly identify themes, trends, and emerging issues.

- **It Doesn't Require a Team of Data Scientists** - Analysing data does not require a highly technical army of mathematicians, data scientists and IT folks on staff. True analysis occurs at the end user level – the brand manager in charge of a particular product segment, the marketer tasked with optimizing a campaign, or the executive looking to anticipate the wants and needs of a customer base. The end user has the ability, authority and motivation to improve business practices, and a visual text analytics tool can help them quickly identify the most relevant issues and take timely actions – without the need for a data scientist on hand.

- **End Users Are Empowered** - Proper analysis requires a combination of machine computation and human interpretation. The machine does the number crunching, while end users apply their business acumen to determine best courses of action given the fact set. An end user must determine which data sets are valuable, how they should be mined and how their learnings can be applied to better your business. Moreover, a company's job is to empower end users to have as much relevant data as possible to make the best decision possible as the engagement with this data leads to insight. It is clear that unstructured data analysis can be used to create new competitive advantages. New cutting edge visualization tools make interpretation easy for the end user, allowing them to clearly identify insights in just a few clicks. Mining insights from unstructured data sources has never been easier.

*Derek Wang, Ph.D. is the founder and CEO of TasteAnalytics, a technology company that uncovers hidden signals in massive unstructured text data that drive business results and optimised business practices.*

## Brother ups ante for network scanning



Brother International has signalled its intention to climb further up the food chain in professional imaging workflow, with the launch of a new range of high speed network scanners.

The three new ADS Series network scanners offer up to 50ppm single sided scanning throughput.

Brother's desktop scanner range is presently supplied with basic Omnipage OCR software out of the box, however the company is moving to partner with ABBYY to supply the FineReader 12 Professional OCR package.

Brother is looking to move out of the SMB market where it is a major player in printers and multi-function Centres (MFCs).

Brother International Australia has developed a Commercial Solutions team in Australia to support solutions providers and resellers handling its dedicated scanner products with technical backup and advice. It does not intend to sell direct but via local resellers Alloys, Dynamic Supplies, Leader, Synnex and XIT.

Brother is keen to emphasise the ability for its desktop scanner products to drop into existing workflows with broad compatibility via its TWAIN driver. All are Kofax VRS Compatible.

The range contains three models - ADS-2800W (\$A899), ADS-3000N (\$999) and ADS-3600W (\$A1,299), all with Near Field Communication (NFC), one-touch programmable scanning and advanced image processing.

Luke Howard, Commercial Market Development Channel Manager at Brother International Australia, said: "Since entering the single-function scanner market in 2012, we have expanded our line-up and built on the success of our first-generation ADS scanners.

"Network capability without having to log-on to a central PC results in better workflow efficiency and of course, eliminates the costs associated with having to install software at multiple location points - important factors to consider when calculating Total Cost of Ownership."

Network scanning allows users to scan directly from the machine to multiple devices.

The 9.3cm programmable colour touchscreen (ADS-2800W and ADS-3600W only) enables users to pre-configure routine scan functions more quickly and with fewer steps, improving workflow efficiency. Programmable keys on the ADS-3000N give users similar options to pre-configure network scan functions.

While still desktop-friendly, these powerful departmental scanners can handle a range of media capacities from 40 to 413 gsm paper weights and embossed plastic card up to 1.4mm thick, making the new ADS range suitable for scanning ID cards.

Advanced image processing produces clean scanned documents, ensuring important information is captured accurately. This results in reduced file sizes for sharing and generates a clearly legible article when reading.

All models from the new range are compatible with Brother's free iPrint&Scan app, for direct scanning to mobile devices.

The new range is also equipped with support for Brother Solu-

tions Interface (BSI) which enables third-party developers to build, or integrate with, custom solutions.

The ADS series release follows the July 2015 debut of two new scanners for high volume scanning, the PDS-5000 and PDS-6000 at \$1399 and \$2199 respectively.

<http://www.brother.com.au/products/scanners/desktop>

## FileBound enhances forms/workflow

Upland Software has launched a new release of its FileBound document management suite featuring new forms capabilities and improved workflow automation. These new functions reduce common time-consuming tasks and provide simplified workflow and document management.

The new release of FileBound provides improvements in three key areas, including:

Advanced Forms capabilities, enabling usage beyond the connected environment with offline access to Web Forms;

Expanded Forms Portal functionality, providing customizable configurations and unique experiences based upon user roles;

Improved Workflow Automation, supporting complex decision-making with new parallel, multi-routing capabilities.

"The new FileBound moves far beyond simple document automation to support workflow processes and improve efficiencies across an increasingly global workforce," said Jon Eilers, General Manager of FileBound by Upland."

Additional features of the new FileBound include:

- Robust analytics and reporting, enabling users to quickly compile and visually report data;
- Connected capabilities, including integrated authentication, transparent data sharing, and fused integration experiences for image enablement;
- Automated e-signature capabilities, allowing for a more robust and automated experience across a wide variety of applications.

*FileBound is distributed through the Asia Pacific region by FileBound Australia. For more information, contact <http://filebound.com.au/contact-us/>*

## Microform scanning at HD resolution

Crowley Company has released the Usan+ HD, the next generation in the USan+ line of universal microform scanners. It is claimed to have the highest resolution on the market for this scanner type with an 18 megapixel image sensor for maximum image clarity. Microform includes: microfilm; microfiche; aperture cards; photo negatives; slides and more.

Markets include libraries, universities, historical societies and other record-keeping institutions, particularly those that offer walk-up scanning services. End-user examples include students scanning research materials, genealogists pursuing historical references, investors seeking financial records and people researching deeds and other property history.

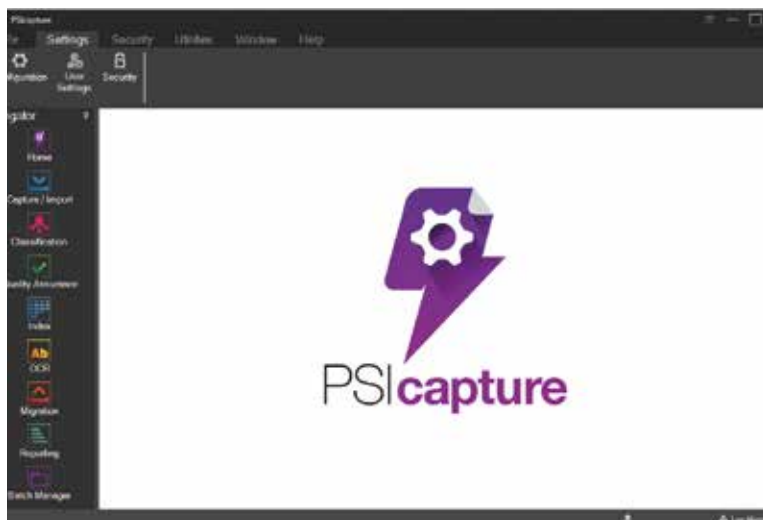
The unit is set up to facilitate any level of user knowledge and to grow with users as their scanning needs become more diverse and perhaps greater in volume. In a back office setting, the operator can enable the camera with a timed auto-capture for fiche scanning, meaning that the unit will scan images at a specified pace. This allows for larger batches of scans to be processed at one time.

A custom-engineered accessory stand positions the scanner and touchscreen as a compact station, mimicking older reader/printers. Original models of reader/printers positioned the scanned image on a small screen directly above the reader.

InoTec Pty Ltd (IPL) is the distributor in Australia and New Zealand.

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

## PSIGEN Releases PSIsapture 6.0



PSIGEN Software has released PSIsapture 6.0, a new version of the company's flagship capture product featuring a new user interface.

The new UI promises a more intuitive user experience, without compromising the robust functionality of the program. Users are able to customise the UI to suit their needs, by choosing an application theme and deciding whether or not to display the module icons and enable certain toolbars.

"It's fantastic to see the new user interface for the PSIGEN product overlaying the amazing feature set the product already has at its core," said Steven Chenery, CEO of Asia Pacific distributor UpFlow.

"It's engaging and will provide users and administrators a whole new user experience to drive efficiencies into their day to day environment."

The capture profile configuration has been simplified, which will help reduce the time it takes users to set up the capture workflow. A notable component of this simplification is the removal of the "next" button, which allows users to go back and forth between configuration steps as needed.

The application toolbar has been replaced with a ribbon containing easily identifiable icons and command descriptions. Selecting a tab summons the ribbon drop down for that item, and the user can choose to permanently expand the ribbon should they need to access those items frequently.

A customisable quick access toolbar can be added to the interface to make any ribbon item easily accessible.

PSIsapture 6.0 is now available for existing users to upgrade. For more information on PSIsapture 6.0 or other PSIGEN products, contact UpFlow

## compareDocs dives into the cloud

DocsCorp has launched compareDocs cloud, a new web-hosted version of its document comparison software. Running on the Microsoft Azure cloud platform, compareDocs through Office 365 enables users to compare Word to Word and Word to PDF documents on a PC desktop, Surface Pro or iPad, all via the cloud.

Running as an Office Add-in, compareDocs is easy to deploy from an IT perspective since nothing has to be installed on local machines – it all runs in the cloud.

The service can be made available to users instantly and on all devices running Office 365. compareDocs cloud is available as an Office Add-in for Word Online, Word for iPad and Word 2013 Service Pack 1 or later.

compareDocs cloud uses the same comparison engine as the

compareDocs desktop version, but there will be some differences in functionality.

Specifically, DocsCorp will soon be announcing compareDocs image/PDF documents capability using built-in OCR technology.

Customers may choose to run both desktop and cloud versions interchangeably to allow universal access to compareDocs from anywhere at any time.

"compareDocs cloud is a disruptive technology in the best sense – it delivers document comparison at a much lower cost than desktop installations," remarked DocsCorp President and Co-founder Dean Sappey.

"The cloud makes it possible for us to provide compareDocs to anyone using Microsoft Word, anywhere in the world. PC and iPad users can use compareDocs cloud now, and in the very near future, we will be announcing support for Mac and Android devices."

Avi Solomon, Director of Information Technology at US law firm Rumberger Kirk & Caldwell, said "We are very excited with the new compareDocs cloud Microsoft Word Add-in and see great benefit for our mobile workforce, attorneys who work from thin devices, as well as support staff who will be able to leverage this technology from their desktops.

"The Office Add-in Store provides an impressive and easy method of provisioning this technology instantly to our users in addition to creative pricing structures to meet our budgetary needs. We look forward to realizing productivity improvements from its use."

[www.docscorp.com/officestore](http://www.docscorp.com/officestore)

## Empired delivers eSCRIBE automation

Empired has entered into an exclusive deal to deploy cloud-based paperless legislative meeting management solutions from Canada's eSCRIBE Software in the Australian and New Zealand markets, with a specific focus on public sector organisations.

Empired and eSCRIBE have already worked together to establish several local reference customer installations in support of the partnership.

"We are pleased to be partnering with Empired, who is an industry leader in Australia and New Zealand with a strong focus on public sector organisations across all states and territories," said Paul Mackin, Executive Vice President, eSCRIBE.

"With a total population of almost 30 million people and a parliamentary system of government very similar to what we have in Canada, this region is a natural extension for our solution. Canada and Australia have a long history of government collaboration," he added.

Empired were engaged, along with the Vendor eSCRIBE, to supply project management and implementation services for the on-premise deployment of eSCRIBE at a State Government Department in WA.

According to the department's Program Manager, "eSCRIBE was chosen as a solution, to address our current tedious manual processes pertaining to our meeting management lifecycle, for activities such as organising and scheduling meetings; generation, approval and distribution of meeting agendas, including collation of associated reports; conducting meetings including recording of minutes and agenda item management; and generation, approval and distribution of meeting minutes.

"In addition we have successfully integrated eSCRIBE into our Records Management solution. From early trials we strongly believe eSCRIBE will result in improved work efficiencies, reduced staff stress and improved turn-around times."

eSCRIBE is also deployed at The Royal Australian and New Zealand College of Obstetricians and Gynaecologists and at the South Australian Department of Correctional Services.

<http://www.empired.com/contact-us/>



## Beezy exploits the Office Graph

Beezy Inc., a developer of enterprise collaboration solution for SharePoint and Office 365, has announced the availability of new capabilities through integration with Microsoft's Office Graph.

The Office Graph uses machine-learning to identify connections between user profiles, social network activity, content, and other data sources and then provides relevant, timely, and contextual data for the end user based on those connections.

The Office Graph requires use of Office 365 and SharePoint Online, but with the SharePoint 2016 release, has the ability to connect to on-premise environments through hybrid solutions that can take advantage of these features.

As part of the next Beezy release, users will benefit from the following integrations:

- **Ultra-fast mentions:** Every time a user adds an @ mention, the system will suggest the names of the co-workers you interact with the most.
- **Discovery cards:** Within the stream of an activity feed, the user will see recommendations for Communities to join based on their profile and activities, or People they may be interested in following. Both recommendations are leveraging the "Working with..." API method of the Office Graph mixed with some business logic coming from Beezy.
- **Questions routing:** Users will see when a close colleague answers a question, and will then have the ability to post an answer. By routing this Q&A to other people with similar skills and network proximity to the first respondent, Beezy increases the quality of the overall answers.

<http://www.beezy.net>

## TIS adds new AP automation solution

Top Image Systems (TIS) has announced the availability of its next-generation accounts payable (AP) automation solution eFLOW AP. It combines data extraction and validation technology with mobile capabilities, and cloud, on premise, and hybrid deployment options.

The eFLOW AP solution offers the option of a traditional on premise deployment, a completely cloud-based deployment, or a hybrid deployment where capture can occur in the cloud while some functions are completed on premise.

"The SAP deployment option has important advantages: OCR on the fly inside of SAP to be able to control the entire process from inside SAP, ad-hoc real time analytics to measure and adjust the AP process, a familiar environment, no need for data redundancy and the use of existing SAP infrastructure to protect these investments," said Carsten Nelk, Chief Technology Officer at TIS.

"Furthermore, we leverage the most up-to-date functionality that SAP offers, such as FIORI. This all works together to simplify the user experience."

<http://www.TopImageSystems.com>

## TextReader expands language support

Text recognition developer A2iA is expanding its list of supported languages and character-types, to allow English, French, Arabic, Portuguese, German and Spanish documents to be automatically transcribed without a dictionary, regardless of whether written in machine print or cursive handwriting, and transformed into searchable and editable electronic data.

Able to recognize alpha and numeric data, A2iA TextReader is an SDK that does not require customisation and can be applied to workflows with existing third-party classification and/or extraction engines for enhanced recognition and automation.

Powered by technology developed by A2iA's in-house R&D Team, users can process entire lines of writing without requiring a prior segmentation into characters or into words, allowing for increased read rates and reduced error rates.

Applicable to multiple vertical markets and document types, A2iA TextReader can be integrated into global applications for use within the banking and fin-tech, BPO / service bureau, government, Insurance, healthcare, telecom and utilities markets.

[www.a2ia.com](http://www.a2ia.com)

## New view of sensitive data

Australian technology company Nuix has released Sensitive Data Finder 2.2, an upgrade that adds visualisations and other analysis features to streamline common tasks and identify high-risk information sooner.

New features in Nuix Sensitive Data Finder 2.2 include:

- **Faster, more secure data management:** Nuix Sensitive Data Finder now stores collected text in encrypted text files rather than database table entries. This improves database performance and scalability, and avoids creating a new source of business risk.
- **Visualisations:** Users can quickly identify items and areas of greatest concern using visualisations that arrange search results by names of people and other extracted entities, timelines, statistics, relationships, access permissions, and other relevant criteria.
- **Query builder:** Complex search queries can be created using a simple interface and then saved and reused across time, data sets, and repositories.
- **Profiles and scripts:** Nuix Sensitive Data Finder comes with metadata profiles, filter criteria presets, entity definitions, and risk profiles to simplify or automate common searches. Users can write scripts to apply risk ranking to responsive items.

## Text analytics for Android

Salience for Android is claimed to be the first native text analytics package for a mobile operating system. Developer Lexalytics says it can be used by application developers to offer mobile users sophisticated natural language processing (NLP) and analytics to any app that uses text: email, SMS and chat, reviews, comparison shopping, social media, travel, hospitality and more.

By providing native text analytics, all processing stays local on the phone so analysis results never go back to the cloud, ensuring end-user privacy.

With Salience for Android, developers can create apps with functionality such as immediately alerting a user about an email or post that is especially negative and incendiary, or positive and praiseworthy; displaying a daily summary of emails from important contacts; providing a list of any to-do's throughout the day, week or month; summarizing the latest information in the sports world from a favourite team; removing politics-related content — or any content the user might want stricken from their social feed; highlight buzz-worthy events taking place in the upcoming weekend; warning users when they're about to send out a text they may regret later; and much more.

Salience for Android includes the following features to derive meaning and insights from text-based content:

- **Named Entity Extraction:** Provides a list of who or what is being discussed
- **Summarization:** Summarizes the most important parts of an email, news story or other text data, so the user can scan and quickly grasp the meaning
- **Imperative sentence extraction:** Immediately indicates when the user is being asked to do something
- **Query-based categorization:** Create search queries to easily categorize content into different buckets.
- **Lexalytics Salience for Android** is available as a Java SDK for Android. Any application with revenue of less than US \$5000.00 per month can implement the SDK for free.

<https://www.lexalytics.com/salience/mobile>

# Mobile Capture for Mobile Banking

by Alsu Iovkova, ABBYY

**According to a recent report on Mobile Banking by KPMG, mobile is already the largest banking channel for the majority of banks by volume of transactions, and the number of mobile banking app users looks set to rise from 0.8bn in 2014 to 1.8bn by 2019.**

While mobile banking apps today are a must-have for a modern bank, image/camera based features are becoming a must-have for mobile banking apps. According to the same KPMG report, about one third of leading global banks already have image-based features in their apps. With these features, users log in to their bank app more often and make more billing transactions; decreasing the cost of transactions. Globally, there is a rise in the number of banks that are planning to or have already launched image/camera based features for the mass market.

## How OCR can be used

Image/camera based features mentioned in the KPMG report include:

- Taking a picture of a paper cheque/bill to deposit or send to/from the bank;
- Binarising the photo and saving it on the server for transaction confirmation; and
- Utilising OCR to capture the data from the image and using it for transaction automation.

For example, payment information encoded in the form of a row of numbers printed on a payment slip can be captured automatically in a mobile banking app using OCR. Or payer information printed on the slip can be captured instead of typing. The customer does not have to worry about manual input, and the payment procedure becomes fast and easy.

In addition, according to KPMG, the image/camera based feature sometimes means capturing account opening information from an image of identity cards, such as a driver's license.

OCR used in business apps must be highly-accurate, otherwise it will not decrease transaction costs and can even harm a company's reputation if it is responsible for a bad customer experience.

OCR used in banking apps can be in a form of:

- an offline mobile OCR SDK;
- Cloud-based API; or
- server-based SDKs.

The last two options will provide higher accuracy on bad images, but on-device mobile OCR avoids the need to send an image via the Internet which is a great advantage from a security point of view. In addition, on-device image preprocessing (for example, ABBYY Mobile Imaging SDK) can be applied to:

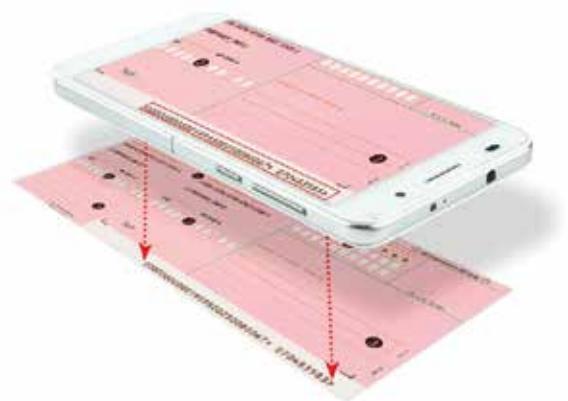
- check image quality right on the device before sending it to the server (and ask the user to retake the photo if the quality is not good enough); and
- compress and crop an image for faster transfer over the mobile network.

In Switzerland almost any type of payment order is accompanied with a Swiss Orange Payment Slip.

One leading European bank decided to enrich their mobile banking app, offering the chance to take a photo of such a slip and obviate manual input of payment information.

Here is how it was implemented:

- A user just has to hold a smartphone's camera over the encoding line at the bottom of the orange payment slip.
- The scanning process is completed automatically.
- The code is captured by ABBYY Mobile OCR Engine.
- The code is deciphered, and all necessary payment data is extracted from it.
- Payment details appear on the display. The user checks them and then executes the transfer of funds.



## Cloud OCR used to capture IBAN

With its Mobile Banking App, Veneto Banca, one of Italy's leading banks, offers its customers a modern way to transfer money using their smartphones. When transferring money, the international bank account number (IBAN) must be entered first to identify the recipient's account. The IBAN is an internationally agreed system of identifying bank accounts across national borders, to facilitate the communication and processing of cross-border transactions with a reduced risk of transcription errors.

As the IBAN consists of up to 34 alphanumeric characters, a single character can easily be omitted, duplicated, or two characters can be transposed. To avoid such errors, Veneto Banca introduced an innovative way to enter the IBAN: instead of typing the long string of characters manually, the customer can use their smartphone to take a photo of the relevant area of a document containing the printed IBAN information.

This image is automatically sent to the integrated ABBYY Cloud OCR SDK service, which returns a string of IBAN characters to the Mobile Banking App.

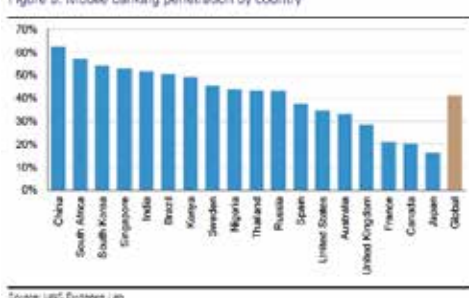
This way, the long IBAN string is automatically inserted into the right field without the need for error-prone manual entry.

- Enter the amount to be transferred.
- Tap the camera icon in the IBAN field to take a screenshot.
- Specify the area containing the IBAN.
- Finished: please confirm the transfer.

The cases above demonstrate how payments through the mobile banking app are made easier using mobile capture. Consider adding camera-based features to your banking app to further increase of customer satisfaction, and take a look at ABBYY OCR SDKs for implementation of such features.

For more information contact ABBYY Australia at [sales@abbyy.com.au](mailto:sales@abbyy.com.au) or on 02 9004 7401.

Figure 9: Mobile banking penetration by country



Source: IHS Evident Lab

## SharePoint suite targets collaboration

SharePoint add-ins from harmon.ie have been consolidated into a single, unified offering, updated to that streamline workplace collaboration and make SharePoint easier to use in the enterprise environment.

The new harmon.ie solution allows workers to upload, classify, and share emails and documents to SharePoint and Office 365 from any of their email clients – including Outlook on the PC, Outlook on a Mac, or via an app for Outlook on a mobile device or in a browser.

The company claims it has more than 1.8 million licensed users at over a thousand organisations worldwide.

It says the new suite will make important information and documents easier to find by helping workers properly classify and store important emails and documents in a single, central repository, helping to improve information governance, email management, project management, records management and compliance.

Other new enhancements include:

- A new app that runs within Outlook on the Mac, on mobile devices, and within the browser that enables users to automatically add metadata to saved emails when uploading them to SharePoint;
- Users can access Office 365 Group files directly from the harmon.ie email sidebar. The ability to view, edit and share Office 365 Group files with colleagues directly from email and the harmon.ie mobile app eliminates the need to navigate to a browser to work with Group files;
- Users can now declare an email—one of the most important, but often forgotten, content types—as a record in SharePoint from the harmon.ie sidebar to ease record management and enhance compliance; and
- Extended Sharing Capabilities allow users to go directly to a colleague's OneDrive/My Site, and quickly upload multiple images and videos to SharePoint simultaneously.

<https://harmon.ie/>

## Adobe enhances mobile signing

Adobe has enhanced mobile signing with the Adobe Sign app (formerly Adobe eSign Manager DC) for e-signatures now available for iOS and Android.

An updated dashboard and improved send for signature workflow have been added along with integration between Adobe Sign and Adobe Experience Manager (AEM) Forms for digital processes.

Adobe also announced new Document Cloud storage integrations with Box and Microsoft OneDrive.

New integration with Acrobat DC, Acrobat Reader and Microsoft OneDrive allows organisations to access and work on PDF files stored in OneDrive directly from within the Adobe apps. With a few clicks in Acrobat on the desktop, users can view and work on PDF files stored in OneDrive while ensuring documents always remain synced.

In addition, iOS users can access PDFs in OneDrive from the Acrobat Reader mobile app via the universal document picker, enabling them to work with PDF files anywhere.

The Adobe Document Cloud has received a boost with updated commenting and annotation tools. A highlighter pen can now markup scanned documents without the need for optical character recognition (OCR).

Salesforce integration will be enhanced in a beta release of Adobe Sign released in May 2016, also adding support for customising the app with the drag-and-drop interface of Salesforce Lightning Components - while also providing new features like signing groups and hybrid signing order.

SteelBrick, recently acquired by Salesforce, also has an existing integration with Adobe Sign for helping speed the Configure Price Quote (CPQ) process.

## Objective unveils Connect mobile apps

iPhone and iPad apps for the Objective Connect document filesharing service are now available from App Store

This free companion app is designed for existing Objective Connect users and offers simplified navigation, the ability to access documents offline and document encryption.

It allows the creation of folders and uploading of photos, audio and video files directly from an iPhone or iPad with application level authentication and encryption.

Content can also be imported to Objective Connect from popular file sharing sites using the mobile apps.

Product Marketing Manager Chris Britton said, "We also see more and more customers using Objective Connect to enable their team to do more in the field.

When integrated with a Document Management System (DMS) such as HP TRIM, Objective ECM or MS Sharepoint, Object Connect provides field workers access to critical documents and files - particularly popular with local councils managing Development Applications / Building Consents."

<http://www.objectiveconnect.com/>

## Sinequa enhances with Machine Learning

Sinequa has announced a new release of its Search & Analytics platform, Sinequa ES Version 10, featuring new machine learning capabilities.

The Machine Learning algorithms continually analyse and enrich the content of the Sinequa Logical Data Warehouse. The new Cognitive Search & Analytics platform offers better insights and more relevant information to meet users' expectations.

Industry specific dictionaries and ontologies from partners like Scibite and Linguamatics have been integrated for users in Life Science and Health Care. Google Vision and Microsoft Azure Media Services are also leveraged in order to deal more effectively with images as well as videos.

Google Translate is used for automated translation between over 100 languages.

[www.sinequa.com/insight-platform](http://www.sinequa.com/insight-platform)

## FileBound Australia takes on RatchetSoft

FileBound Australia, a provider of document and work management software and services, has signed a distribution agreement with RatchetSoft, developer of Ratchet-X, a powerful desktop application integration tool.

RatchetSoft is a desktop application integration software company that empowers computer users to be more productive by allowing them to quickly and easily link all the systems they use without having to modify those systems in any way.

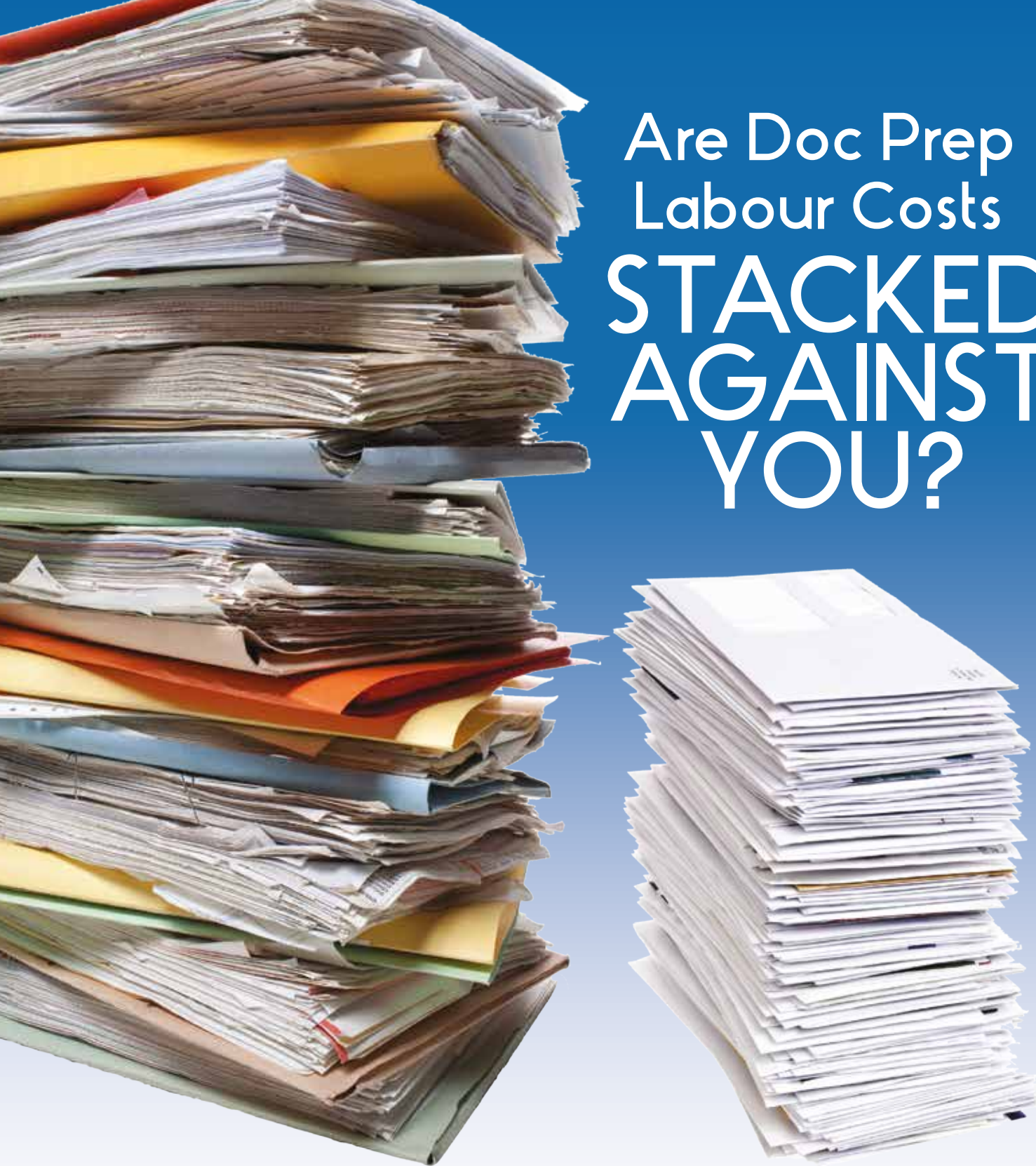
The company's flagship product, Ratchet-X, is broadly used in many industries to reduce the time and effort necessary to perform application integrations in a unified fashion, thus significantly reducing the time and expense associated with these efforts.

"Organisations of any shape and size get the greatest return on their technology investment when they can integrate ECM solutions with as many line of business applications as possible," said Joe Labbe, CEO for RatchetSoft.

"This partnership with FileBound Australia allows us to deliver our products into the Asia Pacific region leveraging their strong distribution experience and existing channel structure."

For more information see [www.ratchetsoft.com](http://www.ratchetsoft.com) and [www.filebound.com.au](http://www.filebound.com.au)





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