



IMAGE & DATA MANAGER

FEBRUARY-MARCH 2017

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Governance vs Adoption

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- ✓ Comply with regulatory and digitisation standards.

HPE 's newest Platinum Partner, Objective

Objective Corporation has joined the Hewlett Packard Enterprise (HPE) Software Technology Alliances Program as an accredited Platinum Partner. Under the program, Objective has made a long-term commitment to expanding value for HPE users with Objective Connect, Objective Perform and Objective Trapeze for HPE products, including HPE Content Manager. Platinum membership to the HPE Software Technology Alliances Program enables the HPE field force and HPE partners to market the Objective value-add solutions in conjunction with HPE's core offerings.

Tony Walls, CEO of Objective said "The bulk of Objective's research and development efforts over the past decade have been on creating solutions that allow customers to enjoy unique capabilities. Objective is innovating in order to ensure HPE customers have access to intelligent, natural, frictionless industry solutions that can be adopted everywhere.

"We believe technology has the ability to provide greater efficiency and governance, delivering better business outcomes for customers and their stakeholders".

David Gould, Worldwide Director, Information Management and Governance, Hewlett Packard Enterprise said, "Our relationship with Objective is great news for our customers as it is another example of an innovative partner providing great solutions that work with HPE Content Manager, extending the value received from their investment in both our companies.

"The integration of HPE Content Manager with Objective's solutions allows customers to seamlessly manage document-centric business processes and extend their information governance into the cloud."

For more than 15 years, Objective's Trapeze technology has been licensed to HPE and is incorporated in HPE Content Manager globally, empowering 2 million users with powerful image viewing and manipulation capabilities. Recently released Objective Perform delivers repository agnostic business process management and best practice applications that work with HPE Content Manager to more effectively manage document centric business processes.

Objective Connect allows team members to work collaboratively with anyone outside of their organisation by creating secure, private workspaces where they can contribute to documents, capture conversations and control tasks.

For more information visit www.objective.com/hpe-solutions

Kodak Alaris captures BLI Award

Kodak Alaris' Information Management division has earned the 2017 Scanner Line of the Year award from Buyers Laboratory LLC (BLI), the US-based independent test and analysis firm for the global digital imaging industry. This annual award recognises the manufacturer whose current portfolio has fared best overall in BLI's lab-based evaluations. According to BLI, the models tested turned in impressive results when evaluated for specific attributes, such as reliability, image quality, optical character recognition (OCR) accuracy and productivity.

"Kodak Alaris scanners typically earn a rating of 'Excellent' on our rigorous reliability tests, which means they exhibit few if any misfeeds when we run the machine to its maximum rated daily volume," US Lab Manager Joe Ellerman noted.

"Kodak Alaris holds the most Pick awards out of any scanner manufacturer tested by BLI and winning the Scanner Line of the Year two years in a row is a significant achievement," said Siddhartha Bhattacharya, vice president of global marketing for Kodak Alaris' Information Management division.

Other 2017 Line of the Year Award winners were:

- Canon for 2017 A3 MFP Line of the Year;
- Brother for 2017 Monochrome Printer/MFP Line of the Year;
- Lexmark for 2017 Colour Printer/MFP Line of the Year; and
- Xerox Corporation for 2017 Document Imaging Software Line of the Year.

Govt. to review all major ICT projects

Australia's Commonwealth Government will review all significant government technology projects aiming to provide greater transparency and oversight of Government's \$A6.2 billion annual ICT spend.

"We need to make sure we're delivering what the public needs, we're avoiding duplication, and we have the right processes in place to minimise disruption to public services," said Assistant Minister for Digital Transformation Angus Taylor.

"A new investment management office within the Digital Transformation Agency (DTA) will analyse ICT and digital technology investments."

The review will include all non-corporate Commonwealth entities and all active projects over \$10 million in value or those that engage a large number of Australians. The review is expected to report to Government by mid-2017.

King & Wood Mallesons Special Counsel, Stephen Mason believes how the review of active projects will operate in practice is currently unclear.

"The review is expected to report to Government by mid-2017, but media reports have estimated up to 100 projects will be involved. The review may set benchmarks and standards for new ICT procurements, or it may go further and recommend changes in approach to current procurements where that would not be too disruptive. The review offers the opportunity to collect the "lessons learned" from ICT procurements and share them more widely. In the first instance, we expect the review will engage with Commonwealth entities to understand in detail the current projects, risk identification and assessment processes used, risk allocations, contracting and pricing models used, key contract terms and contract management arrangements, as well as the outcomes achieved so far.

"We expect Commonwealth entities will need to be able to provide that summary information quickly and efficiently, and be in a position to explain the rationale behind the procurement, contracting and management approaches they have taken as well as the reasons for any failure to meet the contract schedule and how that has been managed. It appears that they will also need to plan their future procurement activities with scope to involve DTA at key points on the procurement schedule."



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A question of standards for esignatures

Lift the lid on the world of standards in relation to electronic signatures and you will find there is no shortage of contenders, each with a dazzling acronym referring to entities such as X.509 PKI, PAdES, ETSI and ISO 14533.

These are all examples of standards created by international standards bodies. However, when Adobe announced it was launching the “first cloud-based digital signatures built on an open standard” – it was not referring to any of these.

It was in fact referencing its own initiative, the Cloud Signature Consortium, which aims to provide an API allowing any type of trusted identification mechanism to be used for signature purposes.

“Open standards propel entire industries forward, allowing interoperability between otherwise fragmented solutions, and paving the way for widespread adoption,” said Bryan Lamkin, executive vice president and general manager of Digital Media, Adobe.

“Adobe pioneered digital signatures. And as the creator and champion of standards like PDF, we are proud to have once again rallied the industry to develop a new, open standard for digital signatures in the cloud, ensuring a great customer experience.”

Rallying the industry in this case mainly refers to the certification authority industry. Digital signatures require the use of a digital ID issued by a trusted certificate provider.

Michael Laurie, Vice President of Product Strategy and co-founder of eSignLive by VASCO, said, “Standards cannot define legal recognition [of esignatures] – this is a massive point of confusion propagated by many tech vendors.

“Adobe’s Cloud Signature Consortium references existing standards set out by the reputable ETSI standards organisation. The document does bring some added value to the certificate authority members of the consortium, but so far has limited itself to only Adobe as an e-signature vendor. This suggests that it is a marketing-driven initiative.”

“Different countries around the world have different restrictions on what can and cannot be signed, and currently only the EU

has the standards necessary to enable cross-border transactions in being able to recognise the trusted list of certificates and Certificate Authorities in the EU. However, those standards are not automatically applied – each country in the EU has to opt in to recognise certificates from other countries.

“Adobe’s Cloud Signature Consortium does not address cross-border transactions but rather how to implement a remote signing server approach to creating a Qualified Electronic Signature, the e-signature type under eIDAS (the EU regulation which took effect on 1st July 2016) which uses a qualified certificate issued by a Certificate Authority.”

In addition to the standards push, Adobe also announced that new capabilities have been added to Adobe Sign such as mobile scan and sign, mobile tracking at a glance, and working directly in SharePoint.

xDTM Standard

Adobe is not the only company spearheading an initiative to develop a standard for digital signatures. Back in 2014, DocuSign along with other industry organizations, launched the xDTM Standard Association, an initiative that aims to “to develop a foundational set of criteria for managing digital transactions.”

The xDTM Standard has been endorsed by leaders from more than 300 organisations including Intel, Microsoft, and Visa.

“DocuSign’s xDTM standard is largely self-promotional and intentionally excludes other leading e-signature platform vendors. The U.S. Electronic Signatures and Records Association (ESRA), evaluated xDTM and determined it would not endorse DocuSign’s standard due to its bias around the DocuSign platform and lack of specific recommendations or requirements, notes eSignLive’s Michael Laurie, who is also Chairman of the Electronic Signatures and Records Association.

Other standards include the US Digital Signature Security Standard (DSS), which was developed by the National Security Agency and adopted by the United States government as its digital-signature standard in 1993.

The ISO 14533 standard was published in 2013 to address the long-term authenticity of electronic signatures but is not widely cited.

Gartner predicts era of information as an asset

By 2021, the prevalence of equity analysts valuing organisations’ information portfolios in valuing businesses themselves will spark formal internal information valuation and auditing practices, according to Gartner, Inc. In a report containing a series of predictions about the rising importance of data and analytics, Gartner analysts said that although information arguably meets the formal criteria of a business asset, present-day accounting practices disallow organisations from capitalising it. That is, the value of an organisation’s information generally cannot be found anywhere on the balance sheet.

“Even as we are in the midst of the information age, information simply is not valued by those in the valuation business,” said Gartner analyst Douglas Laney.

“However, we believe that, over the next several years, those in the business of valuing corporate investments, including equity analysts, will be compelled to consider a company’s wealth of information in properly valuing the company itself.”

A Gartner study showed how companies demonstrating “in-

formation-savvy” behaviour - such as hiring a chief data officer (CDO), forming data science teams and engaging in enterprise information governance - command market-to-book ratios well above the market average.

“Anyone properly valuing a business in today’s increasingly digital world must make note of its data and analytics capabilities, including the volume, variety and quality of its information assets,” Mr. Laney said.

Initially, Gartner believes equity analysts and institutional investors will consider only a company’s technical data and analytics capabilities and how its business model provides a platform for capturing and leveraging information, not the actual value of its information assets.

Gartner says boards and CEOs should not delay in hiring or appointing CDOs to begin optimising the collection, generation, management and monetisation of information assets before a critical mass of equity analysts starts asking related questions of them.

Buy the BEST SCANNERS

Kodak Alaris awarded **BLI Scanner Line of the Year** for the second consecutive year

Kodak Alaris is the proud recipient of the 2017 Buyers Lab (BLI) Scanner Line of the Year award for the superior performance of its broad portfolio of products, for the second consecutive year.

This premier award recognizes the manufacturer whose line of devices is complete enough to meet varied customer needs and whose current portfolio has fared best overall in BLI's rigorous lab-based evaluations.



Kodak i5650 Scanner

Also won
Winter 2016 Pick Award



Kodak i4650 Scanner

Also won
Winter 2016 Pick Award



Kodak i1190 Series Scanners

Also won
Summer 2016 Pick Award



Kodak Info Input Solution

Also won
Winter 2017 Pick Award



Kodak ScanMate i1150 Scanner

Also won
Winter 2015 Pick Award



Kodak Scan Station 710 Scanner

Also won
Winter 2016 Pick Award



||| Winner of **BLI Scanner Line of the Year 2017** |||

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SharePoint is dead long live SharePoint

By Tony Hughes

As Microsoft power forward with new Office 365 applications, administration, governance and compliance tools the question "is SharePoint dead?" has been asked of me on more than one occasion. Some may say it is, I say not.

Before the arrival of Office 365 most SharePoint Server implementations would comprise of some or all of the following:

1. A classic Intranet providing News, Announcements, Communications and Social elements.
2. Departmental Sites for sharing documents with colleagues across the business.
3. Project Sites for the collaboration on and centralisation of content.
4. Business Applications utilising electronic Forms and Workflows (e.g. Expense Submission and Approval, New Employee On Boarding etc).
5. An Extranet to enable collaboration with partners/clients.

This would require careful planning to ensure the Intranet/ Extranet had logical structure, permissions and navigation. More often than not this was a moving target, and required comprehensive SharePoint skills to manage. In the wrong hands a disaster waiting to happen resulting in poor user adoption and little or no ROI, in the right hands the results could be a revelation. So, in the new Office 365 world, how could we approach the need for Social, Collaboration, Mobile, Workflow, Forms and the Holy Grail ... Digital Transformation?

Take a step back, and remember the wisdom of reduced expectations, e.g. "if I can deliver 90% of the desired functionality Out Of The Box and at minimal risk" Take no notice of the names or straplines Microsoft has given the Office 365 components. What would a typical Microsoft Productivity Suite (aka Office 365) implementation comprise?

1. Email in the Cloud (goes without saying)
2. Yammer as the Classic Intranet Element built on Office Groups for News, Announcements, Communications, Social and sharing of documents with colleagues across the business.
3. Office Groups with associated Team Sites, Teams and Planner Plans for Departmental / Project Collaboration.
4. Common Business Apps built on PowerApps and Flow.
5. Who needs an Extranet, utilise Sharing across Office 365 to collaborate with partners and clients.

So in the new Office 365 world no mention of SharePoint, maybe not by name but rest assured it is there underpinning these applications:

- OneDrive - personal and SharePoint content;
- Team Sites are the new SharePoint Team Sites;
- Teams and Planner both use SharePoint as their document store and management platform;
- PowerApps data can be stored in SharePoint Lists; and
- Flow can trigger workflows from SharePoint List additions or edits, and create new entries from PowerApps forms.

Combine all of this with the availability of mobile apps, data connections to on-premise data sources, GDPR (General Data Protection Regulation) compliance, Data Loss Prevention etc, etc and Office 365 becomes so much more than Email in the Cloud and the latest versions of Word, Excel etc.

Oh, and we have not gone into Bookings, StaffHub, PowerBI, Dynamics365, Records Management and Retention ... probably best left for another day.

If you only take one action from reading this I hope it is that when you decide to refresh your IT landscape have a gander at Office 365, it might just surprise you, it did me.

Tony Hughes is a SharePoint & Office 365 Specialist at UK IT solutions provider TSG.

Conference to showcase Geospatial's transformative role

Geospatial data's enabling role in digital transformation will be on show at the International Symposium on Digital Earth & Locate17 (April 3-6, 2017 at the new International Conference Centre Sydney), combining one of the world's most prestigious symposiums with Australia's premier geospatial conference. Dr Zaffar Sadiq Mohamed-Ghouse, chair & convenor of the Locate17 and Digital Earth Symposium Organising Committee, says attendees will come away with the knowledge to transform business practices in industries as diverse as agriculture, transport, construction and medicine.

"Both government and the private sector will be able to identify opportunities based on what is happening around the world," he says. "Geospatial data underpins many disruptive and innovative organisations. Without it, companies like Uber would not be in business."

According to Dr Mohamed-Ghouse, who is also director for NSW & International Relations of the Cooperative Research Centre for Spatial Information (CRCSI), the event comes as governments around Australia open up access to geospatial data to promote innovation. Australia's now freely available Geo-coded National Address File is used online to validate people's addresses. The biggest Australian subscriber group for the Global Navigation Satellite System is not transport or surveyors, but the agricultural industry.

With a program featuring more than 130 international and Australian speakers, Digital Earth & Locate17 provides a unique opportunity to understand digital transformation practices from around the world. There will also be a strong government presence, with Department of the Prime Minister and Cabinet, and Bureau of Meteorology supporting the event.

The two main conference days will be split into eight separate streams with topics including smart cities, virtual globes, intelligent transport, agriculture, engineering/utilities, smart sensors for natural resource management, water & climate, disaster & emergency management, and the geospatial economy. Some of the symposium's highlights include:

- Susan Moran from NASA's Soil Moisture Active Passive Science Team presents a special session on remote sensing and applications of global soil moisture monitoring
- Trisha Moriarty, Geological Survey of NSW delivers a keynote on the application of open data policy in the Earth Sciences across government, science and industry
- Singapore Land Authority & AAM presents, 'Singapore Smart Nation: Measuring from the ground up'
- David Wortley, Gamification and Enabling Technologies Strategic Solutions, delivers, 'The role of Digital Earth technologies in digital medicine'

<http://locateconference.com/>



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Replaces time and cost consuming manual work for input-management by digitising, sorting and intelligently routing all incoming mail in one smart software application.



Forms Processing

Automates data extraction from paper forms (e.g. credit card applications, questionnaires, damage reports, etc.) to reduce manual processing costs.

-
- Reduce document and data handling, processing and storage related costs
 - Fast ROI — usually 3 to 6 months
 - Increase Visibility and Control
 - Optimisation of data quality
 - Reduce Operational Costs
 - Accelerate Transactions

Australia finally passes Bill requiring Data Breach notification

Australian enterprises and federal agencies now have 12 months to prepare to comply with Mandatory Data Breach Notification Laws, following the passage of the Privacy Amendment (Notifiable Data Breaches) Bill 2016 on Monday, February 13.

The new laws apply only to government agencies and organisations which are governed by the Privacy Act 1988. This means that state government organisations, local councils and territories, plus organisations with a turnover less than \$A3 million a year, fall outside the legislation. The law will come into effect 12 months from the date of royal assent.

All businesses and organisations should review their privacy and data security policies to ensure, when handling sensitive information, that they will be able to comply with the new Mandatory Data Breach Notification Laws when they come into force," recommends Christopher Russo, a Lawyer at Maddocks.

"Under the amendments, an affected organisation will be required to report the incident to the Office of the Australian Information Commissioner and to notify an affected party within 30 days as soon as the organisation becomes aware of any such data breach.

"The notification to the affected party must disclose the type of data breach, the particular information affected and how the affected party should respond to the data breach."

There is an exception for situations where the entity takes remedial action before the access or disclosure results in serious harm. Other exceptions relate to law enforcement-related activities and the application of secrecy provisions in other laws.

The bill specifies that the statement to the OAIC must include a description of the data breach, the kinds of information involved, and recommendations for steps that those affected should take in response to the incident.

Affected individuals must then be notified of the contents of the statement. The OAIC may also direct an entity to provide notification of an eligible data breach that it believes to have occurred. A failure to notify that is found to constitute a serious interference with privacy under the Privacy Act 1988 (Cth) can be penalised with a fine of up to \$A360,000 for individuals and \$A1.8 million for companies.

According to PricewaterhouseCoopers (Australia), "The new laws present companies with an opportunity to engage with their customers on privacy protection and to build/maintain trust in an increasingly digital world.

"This is an ideal time to review how your company manages its information (and manages itself) to take stock of its information assets, its data protection measures (including response activities) and to ensure it minimises the risk of a breach in the first place."

Australian Privacy and Information Commissioner, Timothy Pilgrim, said, "My office will be working closely with agencies and businesses to help prepare for the scheme's commencement. This will include providing additional guidance over the next 12 months, and events hosted through the OAIC's Privacy Professionals Network.

"In the meantime, agencies and businesses should continue to take reasonable steps to make sure personal information is held securely – including being equipped with a clear response plan in the event of a data breach.

Inland Revenue NZ signs \$25M KM deal

Inland Revenue has signed a deal with New Zealand company TEAM Asparona to provide the first stage of a new multi-million dollar information knowledge management system.

TEAM Asparona offers an Enterprise Content Management-as-a-Service ("ECMAaaS") solution known as ContentWorX.

ContentWorX is based on a suite of enterprise grade components from Oracle including Oracle WebCenter Content, Oracle WebCenter Records, Oracle WebCenter Portal and Oracle Database.

TEAM Asparona, a partnership between TEAM Informatics and DeloitteAsparona, won the contract ahead of other competitive bids. It is tasked with the initial design of a content management system for the project.

Deputy Commissioner Transformation Greg James says the new information knowledge management system will cost up to \$25 million and is an important component of Inland Revenue's transformation programme.

The 10-year investment includes all required software, hardware and services.

"Our transformation is all about being focussed on the customer and being smarter in the way we use information," Mr James says.

"We're confident that TEAM Asparona will design a solution that meets our objectives and has the flow on effect of simplifying tax for customers."

The new system will significantly improve the quality, accuracy and consistency of information. Automated workflows will save effort and speed up the time it takes Inland Revenue to respond to customers.

Ephesoft establishes Asia Pacific office

Smart Capture software developer Ephesoft Inc. has established a regional office in Sydney Australia to address the company's growing business in the Australasia region. Ephesoft has also appointed Andrew Rootes as the Director of Asia, Pacific, Japan.

Mr. Rootes joins Ephesoft with extensive sales and business development experience with companies including HP Enterprise Software, Kofax and EMC.

"Andrew has the business acumen and industry expertise to rapidly grow our customer and partner base in Australia, Japan and throughout the Asia Pacific territory," said Don Field, CEO of Ephesoft.

"I'm excited to be joining a dynamic, high-growth company like Ephesoft," commented Mr. Rootes.

"The opportunities for business process automation with Ephesoft Transact and unstructured content analytics with Ephesoft Insight span across the region in numerous industries and the public sector."

Information, headquartered in Sydney with branch offices in Brisbane, Melbourne and Darwin, is among Ephesoft's early business partners in the region.

Information specialises in Electronic Document and Records Management Systems (EDRMS) in government departments and agencies across Australia.

"Ephesoft Transact fundamentally provides value at the document ingestion point for content repositories," explains Information CEO Jesse Todd.

"Additionally, the Insight platform has the ability to glean insight across multiple content repositories. These capabilities fit well with our philosophy of smart integrations capturing information once and moving it efficiently throughout the organisation."

Andrew Rootes can be reached at: andrew.rootes@ephesoft.com

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Industry Veteran Andrew Rootes to direct channel partner network.

MAKING SHORT WORK OF DATA MIGRATION

Migrating more than half a million objects into an EDRMS is never a task to be taken lightly. Port Macquarie-Hastings Council (PMHC), a local government organisation located in northern NSW, recently faced this challenge after implementing HP TRIM for over 400 users.

The council also uses Civica's Authority enterprise solution as its Land Information System and Asset Management solution.

When PMHC implemented HP TRIM as its EDRMS solution, all new correspondence and content was required to be captured directly into the EDRMS electronically.

There is two-way integration between Authority and TRIM via existing plug-ins to both applications. This allows users of both to see related documents and data without exiting the respective software interfaces. However, the council was faced with an archive of 500,000 items sitting on a network fileshare.

When the Authority solution was initially implemented, all document content associated with, or generated by Authority was stored to a file server hierarchy. The council decided this needed to be relocated to HP TRIM and linked to records in Authority.

Before undertaking any large and complex migration project, it is essential to understand what exactly are the business drivers.

For PMHC the ability to have all Property, Rating, and Asset related documents centrally located and managed was critical.

In order to achieve this, the council engaged consultants Information Proficiency to undertake migration of the file server content. After an earlier unsuccessful attempt, the council realised it needed to engage someone with experience in data conversions and migrations within HP TRIM and able to apply specialist tools and techniques.

The Information Proficiency solution included rules-based routing of content and creation of new folder structures in TRIM based on metadata in Authority. This emulates the result that is produced when new content is exported from Authority in its current configuration.

Information Proficiency project manager Simon Blunt said the

first challenge was to identify all the documents on the fileserver that related to records in Authority.

"We migrated everything that Authority knew about, which left council with a vastly reduced subset of unmanaged data that they were able to address quickly," said Blunt.

Information Proficiency were able to link file server content to Authority registration data before the migration.

This ensures that all property and rating, and asset- related electronic documents are stored and managed in a single, central repository, which is accessible from both Authority and HP TRIM. Users have improved search results and more complete information presented when accessing property, rating, and asset records.

The integration of Authority and the council's ESRI GIS application now means GIS users can also access related document content.

File migration projects are often bedevilled by a multitude of unstructured file types including video files, images and PST files, which in this case did not present such a big issue as PMHC's main formats on the file server were Microsoft word documents, pdfs and spreadsheets.

However, changes to the way that filing practices had been applied by users over time did provide some challenges.

"The file server and Authority index were only loosely related and files dated back more than a decade, where over time rules for filing documents in Authority had evolved. The historical filing rules had evaporated, so we had to find the rules and then map them," said Blunt.

Other issues that needed to be dealt with included changes to filing structure, naming conventions, and recognising links to preserve for relationships with other records.

"We estimated the project would take 20-30 days effort to complete and were pleased to be able to deliver in 27 days," said Blunt.

PMHC is now taking advantage of Information Proficiency's expertise to streamline processes and enhance the performance of the EDRMS, as well as capturing and importing legacy hard-copy records and metadata.

24 Hours is all it takes to hack: Report

More than three-quarters (88%) of hackers can break through cybersecurity defences and into the systems they target within 12 hours, while 81% say they can identify and take valuable data within another 12 hours, even though the breach may not be discovered for hundreds of days, according to research by Australian technology company Nuix.

The Nuix Black Report- the results of a confidential survey of 70 professional hackers and penetration testers at DEFCON, the world's largest hacking and security conference - will overturn many conventional understandings and sacred cows of the cybersecurity industry the company says.

"There is no shortage of cybersecurity industry reports so we've avoided going down the familiar path of compiling data about incidents that have already taken place or highlighting trends and patterns in data breaches - these are clearly the symptoms of a deeper problem," said Chris Pogue, Nuix's Chief Information Security Officer and a co-author of the Nuix Black Report.

"Instead, we have focused on the source of the threat landscape: the attackers themselves."

By examining the security landscape from the hacker's perspective, the Nuix Black Report has revealed results that are contrary to the conventional understanding of cybersecurity. For example:

- Respondents said traditional countermeasures such as firewalls and antivirus almost never slowed them down but endpoint security technologies were more effective at stopping attacks.
- More than half of respondents changed their methodologies with every target, severely limiting the effectiveness of security defenses based on known files and attacks.
- Around one-third of attackers said their target organisations never detected their activities.

"Data breaches take an average of 250 - 300 days to detect, if they're detected at all, but most attackers tell us they can break in and steal the target data within 24 hours," said Pogue.

"Organisations need to get much better at detecting and remediating breaches using a combination of people and technology."

PSIGEN acquires workflow firm

PSIGEN Software, Inc., a developer of document capture and scanning solutions, has acquired Cabinet Document Management Solutions, an Alabama, USA based provider of content management, workflow and business process automation solutions. PSIGEN will continue to develop and support Cabinet's flagship product, SAFE. PSIGEN will offer SAFE as both on-premise and cloud offerings through many of its 500-plus authorised resellers worldwide, in addition to Cabinet's existing VAR and integrator channel.

"This acquisition allows PSIGEN to significantly increase the breadth of our product offerings and provide a remarkably full-featured, end-to-end document capture and workflow solution for any company, on almost any platform," said Bruce Hensley, PSIGEN's CEO.

Steven Chenery, CEO of Australian reseller UpFlow said, "It is exciting to see PSIGEN expanding its capabilities and software products that will be available via this acquisition."

"The SAFE Document management and workflow solution from Cabinet with the PSICapture and PSIfusion solutions will be a powerful package working together to deliver an end to end business process automation solution."

This acquisition is borne out of a 17-year partnership between PSIGEN and Cabinet.

For more information, visit www.UPFLOW.com.au or contact info@upflow.com.au

Google Site Search on the way out

Google Site Search is nearing end of life after Google emailed its Site Search customers saying that starting April 1, 2017, new purchases and renewals of GSS will not be available. The product will completely shut down on April 1, 2018.

According to email from Google's Enterprise Search Team: "Search has always been core to Google and we know it's essential to the way your customers find content and interact with your website. While Google Cloud will no longer support GSS, we're continuing to invest in other technologies that make enterprise search a great experience for our customers."

"Recently, we introduced the general availability of Google Cloud Search, which searches across G Suite content, providing useful and actionable information and recommendations."

"When your GSS subscription expires or your quota is exhausted, your subscription will automatically convert to Custom Search Engine (CSE)," noted Google. "Custom Search Engine is an ad-supported product that provides similar capabilities to GSS, including the ability to build custom search engines for sites or pages, image search for your website, and customize the look and feel of search results."

The Google Enterprise Search Team noted that there are differences between differences between GSS and CSE.

Epicor acquires US firm docSTAR

Epicor Software Corporation, the global provider of industry-specific enterprise software, has acquired privately-held docSTAR, a developer of document management software based in Schenectady, New York. Financial terms were not disclosed. The acquisition brings docSTAR collaborative cloud-based enterprise content management (ECM) and automated accounts payable (AP) solutions to the Epicor enterprise resource planning (ERP) solutions portfolio. Founded in 1996, docSTAR has over 20 years of experience delivering solutions that enable organizations to increase productivity, reduce cost and transaction cycle times through business process automation.

Today, nearly 2,000 organisations in North America rely on docSTAR solutions - available as a cloud hosted service or on premises. docSTAR enables customers to streamline business processes with smart enterprise content management, document management, automated accounts payable and electronic forms technology that integrates with third party ERP solutions. docSTAR solutions are suitable for a number of industries including insurance, financial services, healthcare, real estate, manufacturing, legal, non-profit, and the public sector.

HPE announces services organisation

Hewlett Packard Enterprise (HPE) has announced the launch of Pointnext, a revamped technology services organisation focussed on digital transformations and drawing on the expertise of more than 25,000 specialists in 80 countries.

"Digital transformation is driving an incredible pace of change for our industry and our customers' needs are evolving just as quickly," said Antonio Neri, executive vice president and general manager, Enterprise Group, HPE.

"Services are at the core of our ability to be that strategic partner to our clients and help them on their transformation journey. In fact, its role in our business has never been more critical."

HPE Pointnext will provide three types of services: Advisory and Transformation, Professional and Operational.

"Each customer journey is unique and requires a trusted advisor with deep capabilities, a strong partner ecosystem, and a proven record for demonstrating innovative approaches to solving challenges," said Ana Pinczuk, senior vice president and general manager, Pointnext, HPE.

www.hpe.com/Pointnext



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Business Chat Apps in 2017

Top Players and Adoption Plans

By Peter Tsai, IT analyst at Spiceworks

When it comes to electronic communications at work, email is the seasoned old-timer. Everyone uses it, and for decades it's been the default method of communication at work. However, it's far from perfect. If you've ever been spammed, dropped from a group thread, caught up in the dreaded, never-ending "reply all" loop, or struggled with dropped attachments, you know what I mean.

Thankfully, tech companies have developed solutions that address the shortcomings of email. The latest generation of collaborative business chat software brings together technologies like instant messaging, chat rooms, file sharing, and video conferencing... making it easier for everyone to stay on the same page. Additionally, these tools often work seamlessly across all your devices including smartphones and tablets, and some solutions support integrations with the apps your company already uses.

Who are the players?

When it comes to collaborative chat apps, almost everyone is familiar with Skype for Business and Google Hangouts, as they've been around for a while. However, a new crop of highly-customizable, team-oriented chat apps such as Slack and HipChat have made waves in recent years, and their success has inspired big tech companies like Microsoft and Facebook to develop similar tools. For example, both Microsoft Teams and Workplace by Facebook were announced in late 2016. But are companies actually adopting these new apps, or are they sticking with what they know? To find out, we surveyed nearly

450 IT professionals in North America and Europe, the Middle East, and Africa (EMEA) to understand if organisations are using collaborative chat apps today or if they plan to adopt them in the future. We also asked IT pros which of these services they believe are most secure, innovative, reliable, cost-effective, user-friendly, and manageable.

Earliest adopters of collaboration tools: Big companies

Among all collaboration tools in the workplace, email is still king. But chat apps such as Google Hangouts, Slack, and Skype for Business are clearly on the rise, with 42% of companies of all sizes currently taking advantage of them and more looking to adopt them in the future.

When evaluating the data by company size, the results show companies with 500+ employees are more likely to use collaboration tools than their smaller counterparts.

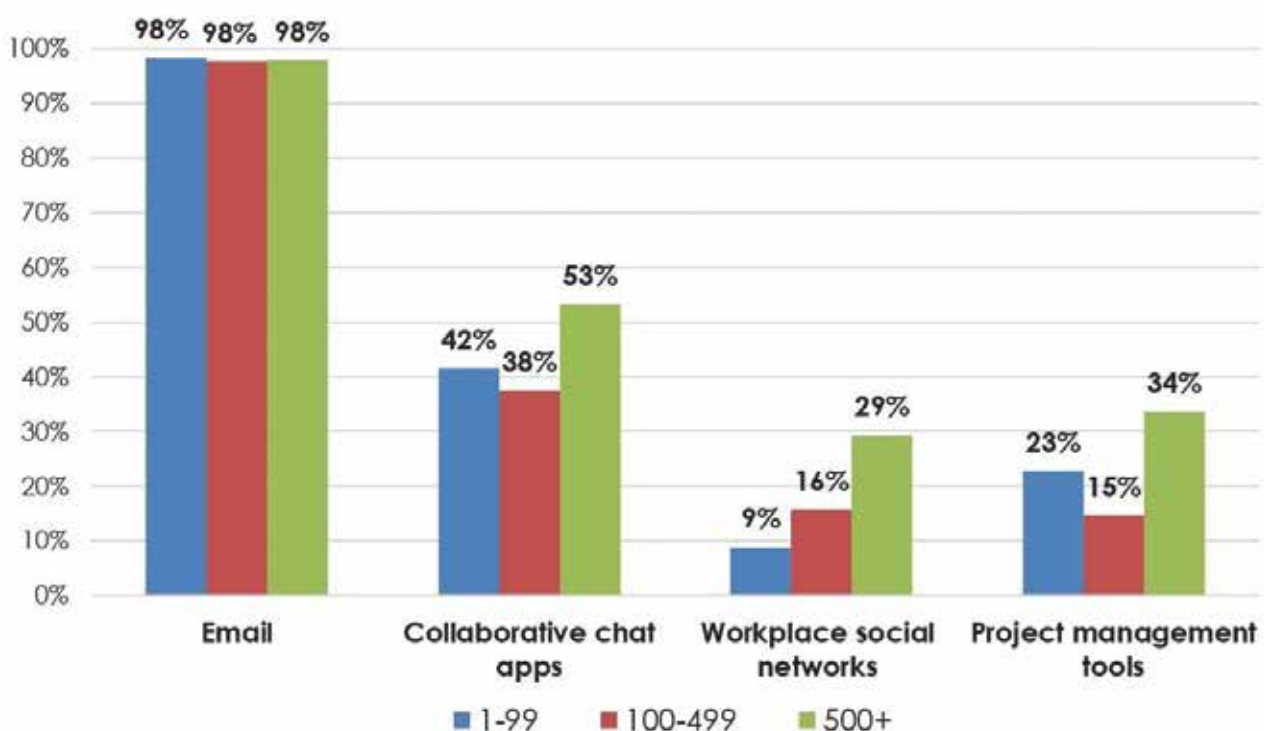
This makes sense, because as companies grow larger, managing cross-team projects and communicating updates to a wide range of colleagues can become challenging.

Collaboration apps can help address these challenges by improving communication and helping employees work together more efficiently.

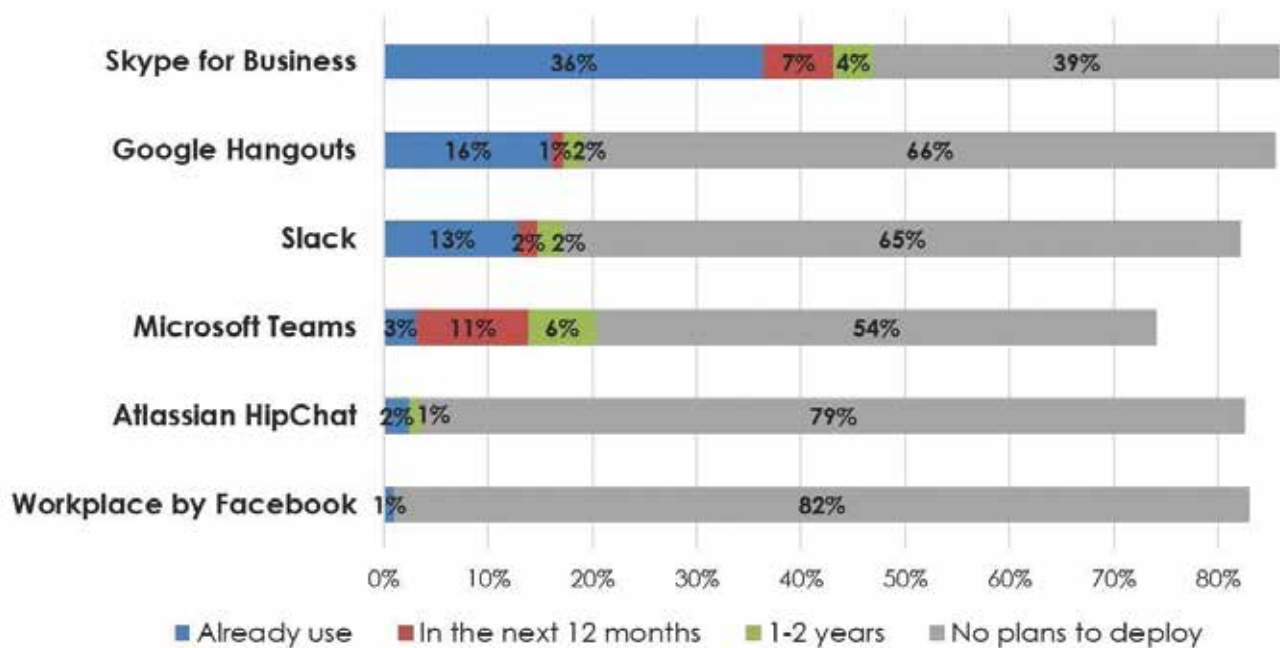
Most commonly used collaborative chat app: Skype for Business

When looking at the adoption rates of specific collaborative chat apps, the results show Skype for Business is on top with 36% of organizations using it, followed by Google Hangouts at 16% and Slack at 13%.

Collaboration Tools Used in Organizations
By Company Size



Organizations' Deployment Plans for Collaborative Chat Apps



Both Microsoft Teams and Workplace by Facebook had fairly low adoption, but that's to be expected as they're both new to the market.

When we broke out the data by company size, we found larger organizations are significantly more likely to use Skype for Business than smaller organizations, perhaps because the large group conferencing and user account management features offered with Skype for Business make more sense as companies grow in size.

On the other hand, small- and medium-sized businesses are slightly more likely to use Google Hangouts than their larger counterparts, which could speak to the quality of Google's free offerings.

Future adoption plans: Microsoft Teams gains momentum

When it comes to future plans, Skype for Business and Microsoft Teams are poised to see the most growth. Although only 3% of organisations use Microsoft Teams today, an additional 17% of organisations plan to adopt it within the next 2 years.

Skype for Business is expected to pick up an additional 11% of organisations within the same timeframe.

The biggest surprise in future adoption plans? If these plans hold true, Microsoft Teams will be the second most commonly used messaging platform in the workplace by the end of 2018, surpassing Slack and Google Hangouts, and coming in behind only Skype for Business.

This bodes well for Microsoft, who owns Skype, and could speak to the fact that Microsoft Teams is free to use for companies that subscribe to Office 365.

Collaborative chat: Slack and Skype for Business earn top honors

When asked to rank chat apps across different attributes including security, reliability, and innovation, IT professionals put Slack and Skype for Business at the top in most areas.

When looking at innovation, Slack was the runaway leader, with 5 times as many IT pros selecting Slack as the category leader over the other providers. Slack also came out on top for being

user friendly and compatible with other apps, although by a much slimmer margin. Google Hangouts is perceived to be the most cost effective and came in a close second for user friendliness.

Also scoring top marks was Skype for Business, which is the perceived leader in terms of security, manageability, and reliability. And considering these three traits are important to businesses, especially at larger companies, this may be why Skype for Business has the highest usage.

You might also infer attributes Skype for Business scored lower in, such as innovation and user-friendliness, play less of a role when IT pros evaluate collaborative chat apps for business purposes.

Chat apps not a huge security concern... for now

In terms of security, the results show less than one third of IT pros are concerned about business chat apps introducing security risks. For example, 32% said messaging apps put corporate data more at risk of being hacked, and 29% said they pose a security risk that is difficult to manage.

However, that doesn't mean caution can be thrown to the wind. Nearly 60% of IT pros believe sensitive files/information should not be shared via group chat apps. In other words, IT pros aren't overly concerned about the security risks as long as their employees use chat services wisely.

As to the value of these tools, the majority of IT pros (51%) said collaborative chat apps are critical to their organization's success. And most IT pros think these tools make the workforce more productive. In fact, only 22% of IT pros believe they distract users from getting their job done.

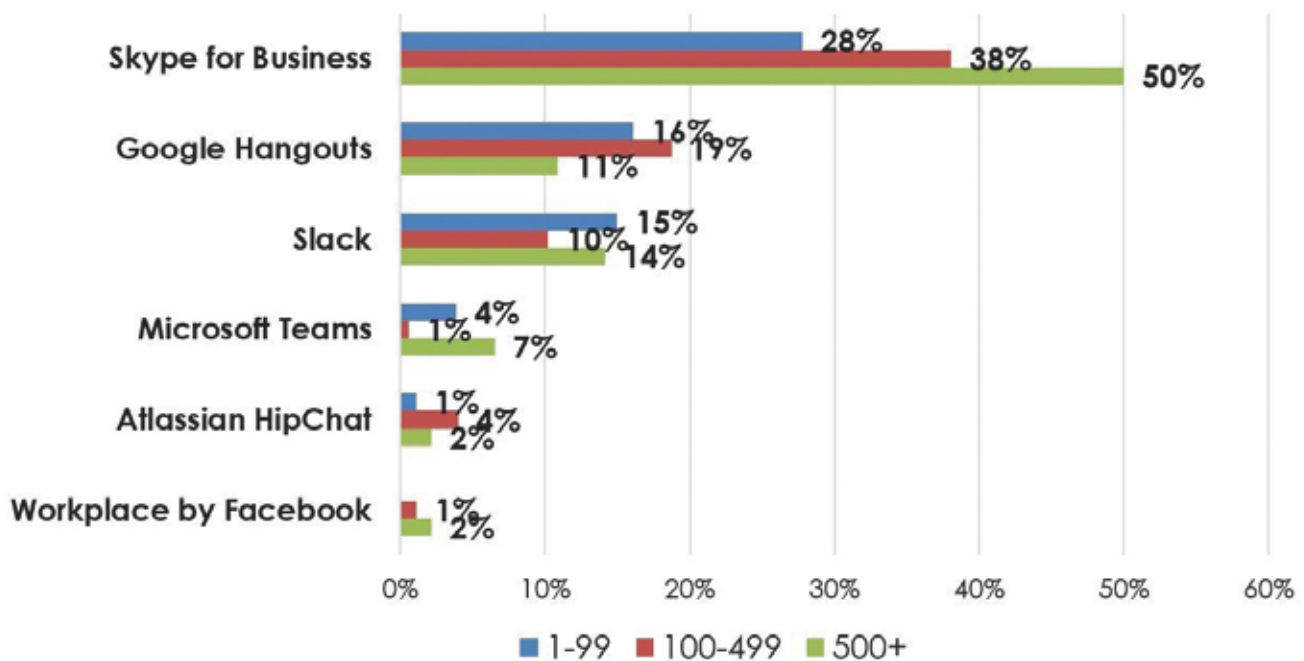
Can collaborative chat apps unseat email?

Now the big question, are the new crop of collaborative chat apps a good substitute for the tried-and-true business email platforms we all know so well?

Apparently not any time soon, it seems. While IT pros generally agree that chat apps require less support and are less expensive

(Continued over)

Current Usage of Collaborative Chat Apps By Company Size



than email, only 25% believe collaborative chat apps will replace email within the next 3-5 years.

Methodology:

The survey was conducted in December 2016 and included 448 respondents from North America and Europe, the Middle East, and Africa (EMEA).

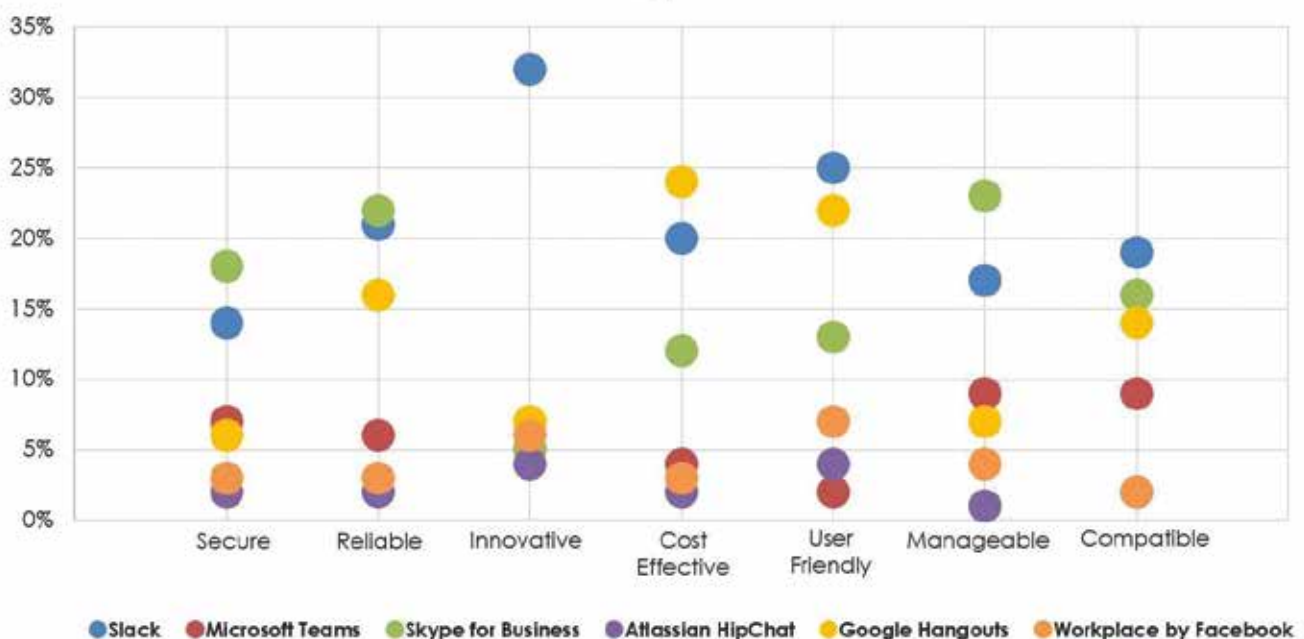
Respondents are among the millions of IT professionals in Spiceworks and represent a variety of company sizes including small-to-medium-sized businesses and enterprises.

Respondents come from a variety of industries including manufacturing, healthcare, nonprofits, education, government, and finance.

Peter Tsai is an IT analyst at Spiceworks. Formerly a systems administrator, programmer, and server engineer who has lived IT from the inside and out, Peter now helps serve up IT articles, reports, infographics, and livecasts that inform and entertain millions of IT pros in Spiceworks.

<https://www.spiceworks.com/about/>

Perceived Collaborative Chat App Leaders Across Various Attributes





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Understanding natural language processing for business

By Daniela Miltner

Classification is an essential step in almost any kind of content management process.

Even before the period of digital transformation, the concept of 'information overload' was a reality. First coined by Professor Bertram Gross over 50 years ago, he defined it as being directly proportional to a reduction in decision quality. Now we are busier and faced with more information than before – in both our personal and professional lives. Text is all around us – in the form of PDFs, office documents, e-mails and much more.

Categories help the human brain to organise the world. Therefore, it makes sense that decision-makers in many organisations recognise that to manage this swell of information, they need to classify and order documents. However, few actually have the right processes and technology to do so.

Research from Gartner predicts that the role of natural-language processing will increase in-line with the growing trend of AI and machine learning. In order to leverage unstructured content and transform dark data into actionable information, a new approach to classification is required: one that harnesses machine learning, linguistic and semantic technologies, allowing us to master the growing amount of unstructured data.

Natural language processing

To action information, or use it effectively, it is helpful to understand the context and logical class of a document. To let information drive business decisions, the right person needs access to all relevant information when needed – starting from the arrival at the organisation up to retrieval of long-term archives.

Classification not only helps businesses manage the tidal wave of data but also generates business value, which should come as a welcome bonus to those weighing up investment in technology against the bottom line. Beneficially, this is true for any industry – from consumer-focused enterprises in retail or banking, to those organisations relying on search and discovery processes like the legal sector.

How does classification work

Manual classification is time-consuming, inaccurate and inconsistent; with quality often deteriorating as volumes increase and time pressures heighten. Rule-based, automated classification already supports enterprises by sorting and routing semi-structured documents. Structured documents, like a loan application form or an invoice, can be recognised by intelligent input management solutions and routed to the enterprise workflow. However, rules can quickly reach their limits when it comes to unstructured content and natural language texts.

Content in unstructured documents is unexpected and follows non-standard patterns. Oftentimes, different people use different terms, expressions and syntax to talk about the same thing, which adds to the level of complexity when it comes to managing and converting these documents. As there is limited metadata accessible at best, the technology is unable to draw meaning or context from the document. It becomes 'dark data', which is unsearchable and doesn't provide any value to an organisation, whether it is business-critical or not.

Accurate classification of unstructured content has remained an exclusive topic of interest for technical experts re-adjusting working parameters. The new approach to classifying unstructured content

uses statistics, linguistics and semantic technologies and combines them with tools that makes the setup of classification models easy to use for employees and processing experts.

By deploying machine learning, the most appropriate classification features can be selected. As with traditional rule-based systems, it is not necessary to specify rule sets or manually 'train' and tune models with huge quantities of document types.

Classification is an essential step in almost any kind of content management process. This includes the following:

- **Content management:** High-performance classification of unstructured content allows organisations to manage large repositories quickly, and enables knowledge workers to efficiently search and locate information critical to their work.
- **Client support:** Support is a crucial element of any customer-oriented business, where satisfaction and retention are key success drivers. Large companies with worldwide operations, a wide range of products and services, and millions of customers need daily feedback about what works, what doesn't and where they could do better. Customer support services are the primary way of receiving that feedback. Fast and accurate classification of incoming complaints and requests is a critical first step towards delivering timely solutions to customers' issues and driving higher levels of customer satisfaction. This is how customer support helps to deliver outstanding experience and increase the customer loyalty.
- **Information governance:** Granular text- and semantic-based classification enables organisations to keep up with security, compliance and records management requirements. This is especially important in Europe given the impending EU General Data Protection Regulation (GDPR) regulation, which

will affect any organisation that processes personal data of individuals living within the EU. By setting up category-based document access rights, routing, archiving and search, organisations will support the aim of GDPR to protect all EU citizens from privacy and data breaches, adapting to the increasingly data-driven world that we live in today.

- **Data migration:** Mergers, reorganisations or even just bringing new IT systems online require fast data migration. This comes with the added challenge of keeping it protected and controlled, and avoiding the pitfalls of dark data, which can be useful for compliance, but storing and securing data typically incurs more expense (and sometimes greater risk) than value. These hurdles can be overcome by setting up flexible content-aware rules to filter content repositories during data migration projects.
- **E-mail management:** Organising e-mails manually is painful, but missing business-critical messages from customers or suppliers is even more so. Metadata (such as 'to', 'from') is rarely good enough. Using both metadata and content, new semantic-based classification automatically distinguishes the wheat from the chaff.

The classification of unstructured information assets is critical in supporting business objectives and driving value to the enterprise. It is this 'intelligent classification' of information that should absolutely be a key consideration for decision-makers. Simply owning big data is secondary to having access to the critical data that will accelerate an individual's time from discovery to decision within their documents.

Daniela Miltner is product marketing manager at ABBYY. She manages the product lifecycle and go-to-market strategy for of ABBYY's Compreno and intelligent data capture technologies and solutions.

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GETTING SORTED

Understanding Record Categories and Types

One of the biggest challenges for new Records Managers is understanding how to properly categorise or classify their enterprise records. More often than not, Records Managers start from scratch and reinvent the wheel.

Or, they define categories in a way that do not clearly align with the names and meanings other Data, Information, and Knowledge Management professionals work with, creating conflicts of understanding in the work place.

If your enterprise doesn't already have an RM program, you can find a list of basic Record Categories (a.k.a. Record Types) in the International Foundation for Information Technology (IF4IT) Taxonomy of Record Types (https://www.if4it.com/synthesized/frameworks/taxonomy/records_taxonomy.html).

The benefits of using such a baseline include...

- You will be able to use each Record Category as a pointer to the full set of individual Record Instances, just like a Library Index,
- You will be using Record Categories that align with those categories used by other companies, and
- You will be using Record Categories that align with the data and information categories used by data, information and knowledge management professionals in your own enterprise.
- The more alignment you have between and across domains (intra-enterprise domains and inter-enterprise domains) the easier and less expensive your own RM work will become.

Collecting information about each category

Once you've established the record Categories that are important to you and your enterprise, you will want to collect key data and information about each category.

The IF4IT Records Management Control Grid (<https://www.if4it.com/records-management-rm-control-grid/>) is a great resource for understanding what attributes you can start with and should move toward, for greater RM maturity.

This downloadable template can also help you with RM Command, Control, and Communications, as it will help you establish who will own records, where they're located, how to access them, etc.

Industry-based customisation of Categories

The IF4IT Taxonomy of Record Types, mentioned above, is not meant to be an exhaustive list of categories, as it does not take into account industry-specific Record Categories. For this reason, you may have to customise the list to include categories that align with your own industry.

For example: Medical Records for the medical industry, Clinical Records for the pharmaceutical industry, Investment Records for the financial investment industry, etc.

The IF4IT believes that starting with a common foundational list and customising is always easier than starting from scratch, for everything.

Subcategories for Electronic Digital Records vs. Physical Records

Once you have all your primary Record Categories, you may want to break each category into at least two sub-categories that represent:

- Electronic Digital Records, and
- Physical Records

Electronic Digital Records are those records that can be stored on digital storage media (e.g. Disk Drives, Magnetic Tapes, etc.). Examples include but are not limited to Data Records in applications and databases, electronic documents, videos, etc.

Physical Records are those records that take up physical space. Examples include but are not limited to entire Disk Drives, Paper Records, and any other physical item that can be considered evidence. It is very important to understand that Electronic Digital Records are stored on devices that may be considered Physical Records. So, if you must treat the storage devices as Records, be sure to account for them in your RM management and governance processes.

NOTE: Depending on your industry and needs, you may need to further classify your Record Types.

Record Categories Should Act As Catalogues and Indices to Record Instances

Once you've established your different Record Categories, you can use them as pointers to relevant sets of Record Instances, just like Catalogues and Indices in libraries.

Catalogues can point to all relevant Indices for that Record Category and Indices can pull up relevant subsets for that category. For example, the category Customer Account Records can act as a Catalogue that leads to all Indices which further allow you to access and retrieve all Sales Account Records in any order or subset that you care about (e.g. Individual Customers by Region, Corporate Customers by Industry, or All Customers Alphabetically).

Prioritisation of Record Types

Not all Record Types will have the same priority for every enterprise. The industry you work in will drive priorities. For example, if you're in the medical industry, Medical Records might take precedence. If you're in the Pharmaceutical industry, Clinical Trial Records may take precedence. If you're in the financial investment industry, Investment Records may take precedence. Work with your Records Management stakeholders to determine priority.

IF4IT is a global industry best practices association that promotes the interests and career development of practitioners, educators, and students who wish to extend their knowledge and understanding of IT operations, management, and leadership. If you'd like more information about or assistance with identifying and establishing process for Record Types, feel free to contact us and we'll do what we can to facilitate. If we don't have the answers, we'll try to connect you with someone knowledgeable who does. <https://www.if4it.com/contact-us/>

Citadel Group delivers ECM as a Service

Australian technology solution provider Citadel Group has launched its first Enterprise Content Management as a Service offering, Citadel Information Exchange (CiX). CiX is a true cloud based solution offering Enterprise Content Management as a fully managed, hosted service, powered by HPE Content Manager.

Citadel CEO Darren Stanley said, "Citadel manages complexity for our clients through its solutions, solving the corporate knowledge crisis that has been a long-term problem for many organisations, which is only intensifying as organisations grow. Most employees are expected to access four or more systems to access the right documents, however Citadel's CiX brings corporate knowledge into a single, easily accessible, completely secure cloud, which can be accessed anywhere, anytime, and from any device."

Stanley said CiX brings an end to costly maintenance of a multitude of document management and storage systems while increasing employee productivity. By bringing existing documents and information into a secure, sensible, easy to access cloud library where you can access your documents quickly anytime, anywhere and from any device, CiX can quickly prove its return on investment.

Cloud Enablement

"CiX provides the flexibility to choose a cloud platform that suits any organisational needs, from Citadel's own cloud platform to a selection of top tier cloud platform providers.

CiX is fully scalable and Citadel will manage the complexity, including the scale, security, server, network and databases," said Stanley.


CiX is completely flexible and configurable to the size of an organisation, from a few users to tens of thousands.

For smaller organisations, CiX provides an affordable per user per month pricing model, multi-tenant architecture and user support. The enterprise platform solution provides flexible enterprise level customisation delivered from Citadel's Cloud to meet specific business needs. It also provides advanced data protection, 24x7 monitoring and support, and customised Service Level Agreements. Lastly, the hybrid solution maximises existing cloud users, providing tailored Enterprise Information Management solutions which meet specific needs.

In December last year, Citadel was named a Hewlett Packard Enterprise (HPE) Platinum Partner, the only HPE Information Management and Governance Platinum Partner in the Asia Pacific Japan Region. The Partner program is designed to acknowledge partners who have not only brought in the most clients, but also those clients who execute services to the highest standards.

Stanley said Citadel's CiX has a pipeline of over 15,000 Content Manager seats and comes at the right time with many large organisations implementing 'cloud first' strategies in response to Government recommendations.

"Organisations will now have to justify the deployment of any on premise applications and infrastructure."



Finding the right
information
when you need it

Anywhere - Anytime - Any Device



By Noel Williams, MacroView

Microsoft has come a long way on its mission to enable working from anywhere on a range of devices. For instance, this morning I'm on the train on my way to the office. Later today have a meeting with a customer to go through a proposal for a potential project.

Looking to get a head start by checking my emails, I can do this using the Mail app on my trusty Android smart phone. There are emails from a number of existing customers – It is nice to know that these emails are all being filed automatically in our Portal, which is powered by a SharePoint on-premises Server.

The automatic filing is done by the MacroView DMF software which is running in my Windows desktop, back in the office. I have defined email filing rules to DMF that cause a copy of each email to be saved in a document library that corresponds to its Sender and Subject.

I use the Mail app on my Android phone to send replies to some of the emails. Thanks to the way the mail app syncs to the Sent Mails folder in my Outlook environment, these outgoing emails are also auto-filed to the relevant library in the on-premises SharePoint server. This auto-filing-as-I-go approach is way better than having to spend Friday afternoons working in Outlook to save emails manually!

As expected, one of the emails is from Jane, the customer that I will be meeting later today. It's about a potential project, which has the cool code-name "Project X".

Jane mentions that she has uploaded a requirements specification document to the site that I have created in Office 365 SharePoint Online to facilitate collaboration between our two organisations on this project. I jump to the OneDrive app on my Android phone and click on the Documents library in that SharePoint Online site. There is the specification document. I click to preview it.

I'm at my desk in the office now, so I jump into Microsoft Outlook. If I had to say which Windows app I spend most time in front of, the answer would be Outlook. I suspect that this would be true for most of us 'knowledge workers'. Whenever I want to see or work with the emails and other documents that are stored in SharePoint, or save new ones, I use the MacroView pane which

is located on the right of my Outlook window. Outlook folders on the left in the Mail Folders pane, SharePoint sites, libraries and folders on the right in the MacroView pane.

I switch the MacroView pane into Favourites mode so I have one-click access to the areas in SharePoint that I use frequently. You can add your own Favourites, but the system automatically creates Favourites for me that correspond to the areas that I am following. By clicking on Favourite locations, I see the emails that got filed automatically when I was using my Android mail app in the train this morning, and also the requirements specification for Project X.

Now here comes a confession: I'm a big fan of mobile devices, but when I need to create a large, complex document, I prefer to do so using Microsoft Word running on a Windows desktop. Which is exactly what I did to create the proposal for Project X.

Another confession – when I am drafting a document I often 'borrow' some content from a previously created document. I mean, why re-invent the wheel? It can be a real challenge to find the right previous document, but that's where the Search mode of MacroView DMF comes in very handy.

MacroView DMF doesn't just surface in Outlook – you can also utilise it while you are working in Word, Excel or PowerPoint – even in Adobe Reader or Acrobat. The Search mode of DMF lets you search for documents based on their content and/or their metadata – without needing to leave Word.

It's much more convenient and intuitive than having to jump out into the SharePoint web browser UI when you need to search for a document. A few keystrokes later I have a previous document that will be providing some great stuff for inclusion in my Project X proposal.

These days, organisations are very conscious of risk. My organisation very much prefers that we use standard, approved content in our proposals, rather than typing up that content from scratch. So, I hit the Insert, Clause button in Word to bring up MacroView ClauseBank, which displays a menu of available re-usable content items. Things like product and service descriptions, policy statements and performance statistics, even logos and other graphics – all nicely categorised and previewable.

A few minutes later I have chosen and inserted the appropriate

content items, confident that they are up-to-date and formatted in line with our corporate style standards.

I love using ClauseBank, because it's easy and it makes me look good! If you do happen to draft some great new prose, you can easily load it to ClauseBank as proposed new content. That way your colleagues get to benefit from your good work.

The Project X proposal document is now drafted, so I use DMF to save it to the SharePoint Online library – where Jane had previously stored the requirements specification. Jane will receive an automatic email to alert her that there is a new document available for her in the library.

Before I leave the office, I save a PDF that contains my Sales Report to the Portal. That should keep the boss and the rest of my team happy.

Later in the day Jane and I meet at her office, so that we can work together to finalise the proposal document. I'm using the Word app on my new iPad Air. When I go to Recent documents, I see all the documents that I have worked on recently that are stored in any SharePoint location – including the SharePoint Online collaboration space for Project X. It's quite uncanny how the Word app knows about and lets you see documents even though you have never previously used them in the Word app.

The next thing that happens makes so much sense that you have to wonder why it's only really been possible for the last couple of years. I'm talking about co-authoring a Word document.

Jane has the proposal document open in Word 2013 on her desktop, I open the same document in the Word app on my iPad Air and then we both edit it at the same time. Every time we click Save we can each see the changes that the other person has made, nicely highlighted in green. This is real-time collaboration and it enables very speedy finalisation of a document.

Home nice and early so I decide to take a quick look at the finalised document. To do this I used the family MacBook in Evolution mode so that I can run MacroView DMF.

One of the great things about DMF is that you can register a SharePoint document store using its https: address – this lets me view and navigate the large number of site collections, sites and libraries in my firm's on-premises SharePoint document store.

In the same DMF tree I can also see the Office 365 SharePoint Online tenancy that we use to create collaboration spaces, such as the one for Project X. I'll be making great use of these features tomorrow when I am telecommuting from my home office.

Ever wanted to know whether anyone has opened a document that you have stored in a SharePoint library? I do this by using the Recents mode of MacroView DMF. The Sales report PDF that I stored in the Portal is right there at the top of the list.

I right-click on the new Sales report and choose the Audit option. This retrieves all the activity in respect of the document from the SharePoint Audit Log and displays it on screen in a grid format that you can copy to the clipboard.

OK I can see that the boss has opened my report. If I didn't have right-click, Audit I guess I would have to get a developer to create some sort of report to run across the Audit Logs – there are so many entries that browsing for activity on a specific file would NOT be feasible.

Looking back on the day it's clear that Microsoft has made great progress on their quest to enable 'from-anywhere' access to documents on a variety of devices, and that MacroView DMF makes things even better, particularly when you are working in Office applications on a Windows desktop.

<http://www.macroview.com.au>



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Technology Assisted review in large dispute case management

By Andrew Stephenson (Partner, Corrs Chambers Westgarth), Lindsay Hogan (Senior Associate) & Jaclyn Smith (Associate)

With the size – and complexity – of large commercial disputes rapidly increasing, using technology to assist in their case management is becoming more and more important.

As noted by the *Arcadis Global Construction Disputes Report 2016*, arbitrations and mega disputes in Australia are on the rise.

Disputes like these, and the factual circumstances underlying them, typically involve vast numbers of documents that are, or may be, relevant to the issues requiring resolution. As such, the use of technology assisted review (TAR) to assist with their case management is becoming increasingly common.

In this article, we take a look at some recent case law developments – both in Australia and internationally – that offer some insight into how the Courts view TAR and may use Special Referees to assist with its implementation in the case management of large disputes.

TAR: THE AUSTRALIAN EXPERIENCE

In *McConnell Dowell Constructors (Aust) Pty Ltd v Santam Ltd & Ors (No 1) [2016] VSC 734* ('McConnell'), the Supreme Court of Victoria confirmed that the Court will enlist a Special Referee to examine the implementation of TAR to assist with the case management of large disputes.

The proceeding concerned claims arising from the design and construction of the QCLNG pipeline in Queensland, and related policies of insurance that McConnell Dowell (one of the parties to a JV who constructed the pipeline) took out with Santam, QBE and Liberty.

The principal procedural concern, from a case management perspective, was the significant volume of potentially relevant documents. A related issue was how they might be managed in a manner consistent with the principles of proportionality, and also section 9 of the *Civil Procedure Act 2010* (Vic) which requires the Court to further the overarching purpose of this act when making orders or giving directions.^[1] Initially, McConnell Dowell had identified some 4 million documents generated by the contract in question and an associated arbitration. It had reduced this number to 1.4 million documents that were relevant to the proceeding. Justice Vickery pointed to the enormous time and cost of potentially reviewing such a volume of documentation according to a traditional discovery process, even after de-duplication and other automated processes had cleaned up the data.^[2]

This appreciation of time and cost resulted in his Honour appointing Mr Anthony Nolan QC as a Special Referee to answer questions, and produce a report, on the appropriate management of the discovery process.^[3]

His Honour observed that the parties had worked together during this review process, which required discussions about the use of TAR and establishing protocols and procedures around this procedure.^[4]



While construction disputes are not the only kind of disputes that can result in large volumes of documentation for review, the increasing use of technology on construction projects means that electronic data is growing exponentially (which may well be exacerbated once BIM becomes standard on construction projects).

In *McConnell*, Vickery J advised that he would make orders for the use of predictive coding to be used in discovery, and made orders concerning the appropriate protocol for this to occur. Given his Honour's reference of the issues to a Special Referee, this case offers a great insight into the way expert assistance might be used to assist the Court to manage large scale discovery processes.

His Honour further foreshadowed the recent issue of a new Practice Note by the Supreme Court of Victoria which provides guidance on the use of TAR.^[5]

This protocol provides that TAR can be ordered for use in discovery, with or without the consent of the parties, and that parties may be directed to agree to a protocol for the TAR process. Among other things, the Practice Note requires the parties to consider:

the system to be implemented, including the learning protocol (including whether it is a continuous active or passive learning protocol);

the method of analysis to be adopted (including the statistical measures implemented for quality assurance purposes); and arrangements for the clawback of privileged and confidential documents.

TAR: THE INTERNATIONAL EXPERIENCE

While still a relatively novel development in Australia, TAR has been utilised in litigation in the UK, US and Ireland.

In *Pyrrho Investments Ltd v MWB Property Ltd* [2016] EWHC 256 (Ch) ('Pyrrho'), the UK High Court endorsed the use of TAR in circumstances where its use was determined to be 'proportionate.'

The dispute in question generated approximately 17.6 million documents. While this was narrowed to 3.1 million after de-duplication, the number of documents requiring review still posed considerable issues to the discovery process. Like the *Civil Procedure Act 2010* (Vic), the English Civil Procedure Rules require parties to make 'a reasonable search for documents,' and for such discovery to be 'proportionate.'^[6]

Reasonableness, in this context, is determined by factors including:

- the number of documents;
- the nature and complexity of the proceedings;
- the cost of disclosing; and
- providing inspection of the documents.

In *Pyrrho*, Matthews explained predictive coding (an expression used interchangeably with TAR) as a software analysis.

The common process identified by the Master can be summarised as follows:^[7]

- the parties agree on a coding protocol;
- the parties define the criteria of inclusion and exclusion;
- the included documents are 'cleaned up' (e.g. by de-duplication);

- a representative sample is manually reviewed by a single senior lawyer (who is best placed to apply the criteria of relevance consistently), so that the software can be 'trained' to review documents a certain way;
- the software processes all of the documents;
- the software's categorisation is tested by further sampling and review (often three or four times);
- the results of this further testing are fed back into the software for continued learning.

Master Matthew explained that this predictive coding process costs considerably less in comparison with manual review.

In *Irish Bank Resolution Corporation Ltd v Quinn* [2015] IEHC 175 ('Quinn'), the documents initially identified as potentially relevant to the proceeding numbered 1.7 million (which was reduced to 680,809 following de-duplication).

There was a dispute between the parties as to whether TAR was sufficiently accurate to ensure that the discovery given was adequate. While noting that there was no express concept of proportionality in Ireland, the Irish 'courts increasingly refer to [proportionality] as a relevant factor in assessing whether the necessity requirement has been satisfied on the facts of a particular case.' [8] His Honour's findings in Quinn regarding the accuracy of predictive coding suggest that it should be adopted in all large cases:

the evidence establishes, that in discovery of large data sets, [TAR] using predictive coding is at least as accurate as, and, probably more accurate than, the manual or linear method in identifying relevant documents.[9]

The use of this process has also become increasingly common in the US. Vickery J referenced a decision of the Southern District of New York in which TAR was accepted as black letter law in the US.[10]

TAR: KEY CONSIDERATIONS

Given the cost savings it promises, the use of TAR in large disputes is likely to increase. However, there will be continuing concerns about the accuracy of such a system.

Like other computer models, TAR relies upon an algorithm, which is proprietary confidential information of the owner of the software, who is unlikely to be willing to disclose that algorithm, making it difficult to establish that it is sufficiently reliable. This could perhaps be overcome if there was an appropriately independent certifying authority which issued certificates as to its capacity.

Similarly, any protocol would require the party receiving documents identified as relevant by TAR to satisfy itself about the accuracy of the manual coding done by the party making discovery. This requires sufficient transparency about what has been done, which may lead to very time consuming arguments about the manner in which the coding is done.

Depending on how those disputes are resolved, much of the value of TAR could be lost.

[1] *Civil Procedure Act 2010* (Vic) ss 7 and 7.

[2] [5].

[3] [8] – [9].

[4] [13].

[5] [30]; *Technology in Civil Litigation Practice Note SC Gen 5*.

[6] *Practice Direction 31B*, specifically provisions 20 and 21, provide for what constitutes a 'reasonable search' for e-discovery.

[7] [17] – [24].

[8] [48].

[9] [66].

[10] [25]; *Rio Tinto v Vale* 14 Civ. 3042 (RMP) (AJP) (2 March 2015).



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IBM Study: Businesses pony up for Ransomware

IBM Security has announced results from a study finding 70 percent of businesses infected with ransomware have paid ransom to regain access to business data and systems.

In comparison, over 50 percent of consumers surveyed said they would not pay to regain access back to personal data or devices aside from financial data. Ransomware is an extortion technique used by cybercriminals where data on computers and other devices is encrypted and held for ransom until a specified amount of money is paid.

The IBM X-Force study, *"Ransomware: How Consumers and Businesses Value Their Data"* surveyed 600 business leaders and more than 1,000 consumers in the US to determine the value placed on different types of data. Some key findings from consumers include: While over half of consumers surveyed initially indicated they would not pay the ransom, when asked about specific data types, 54 percent indicated they would likely pay to get financial data back. Also, more than half (55%) of parents surveyed would be willing to pay for access to digital family photos vs. 39 percent of respondents without children.

Ransomware was one of the leading cybersecurity threats in 2016 with the FBI estimating cybercriminals, in the first three months of this year, making a reported \$US209 million. This would put criminals on track to make nearly \$US1 billion in 2016 from their use of the malware. In fact, according to IBM X-Force research, ransomware made up nearly 40 percent of all spam e-mails sent in 2016, demonstrating a significant increase in the spread of the extortion tool.

Businesses Paying Up

Demonstrating ransomware's success with businesses, nearly one in two business executives surveyed have experienced ransomware attacks in the workplace. The study found 70 percent of these executives said their company has paid to resolve the attack, with half of those paying over \$US10,000 and 20 percent paying over \$US40,000.

As part of the survey, nearly 60 percent of all business executives indicated they would be willing to pay ransom to recover data. The data types they were willing to pay for included financial records, customer records, intellectual property and business plans. Overall, 25 percent of business executives said, depending upon the data type, they would be willing to pay between \$US20,000 and \$US50,000 to get access back to data. Small businesses remain a ripe target for ransomware. Only 29 percent of small businesses surveyed have experience with ransomware attacks compared to 57 percent of medium size businesses. While cybercriminals may not view these businesses as offering a big payday, a lack of training on workplace IT security best practices can make them vulnerable. The study found that only 30 percent of small businesses surveyed offer security training to their employees, compared to 58 percent of larger companies.

Consumers Can be Motivated to Pay

One out of two consumers participating in the survey indicated they would be unwilling to pay a hacker to regain

access to their data. When presented with specific data types their willingness to pay began to increase. For example, 54 percent of participants would be willing to pay for financial data and 43 percent were willing to pay for access back to their mobile device. When asked to put a value on different types of data, 37 percent of consumers said they would pay over \$US100 to get data back. For comparison, IBM X-Force typically sees ransomware demanding approximately \$US500 or higher, depending upon the victim and the time lapse they wait before paying.

Cybercriminals are having their best success leveraging ransomware against parents. In fact, 39 percent of parents surveyed have experience dealing with ransomware while overall 29 percent of non-parents indicated some experience.

IBM's analysis determined that parents are more motivated to pay due to sentimental value and children's happiness. For example, 71 percent of parents surveyed were most concerned about their family digital photos and videos being threatened with only 54 percent of non-parents showing the same concern. Overall, 55 percent of parents would pay for access back to the photos while only 39 percent of non-parents would pay.

Access to gaming devices, likely used by children, were also highly ranked by parents as most concerning to them. In fact, it was second to photos and video with 40 percent of parents reported being worried about losing access to these devices versus 27 percent of non-parents.

"While consumers and businesses have different experiences with ransomware, cybercriminals have no boundaries when it comes to their targets," said Limor Kessem, Executive Security Advisor, IBM Security and the report's author. "The digitization of memories, financial information and trade secrets require a renewed vigilance to protect it from extortion schemes like ransomware."

Preparing for Ransomware

With the financial returns on ransomware growing north of a \$US1 billion for cybercriminals, IBM anticipates it and other extortion schemes will continue to grow. Both businesses and consumers can take some steps to help defend themselves from ransomware. IBM X-Force experts recommends the following tips to protect yourself and your business:

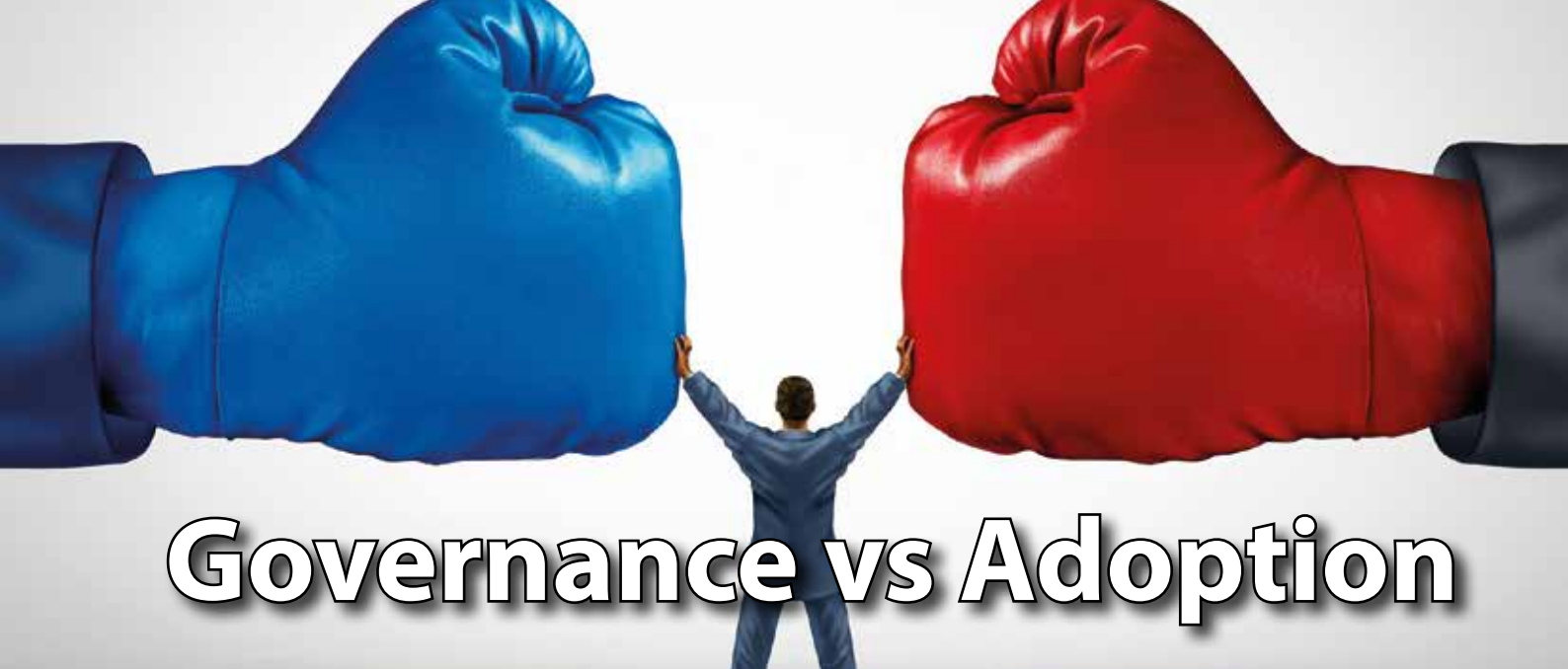
Be Vigilant: If an email looks too good to be true, it probably is. Be cautious when opening attachments and clicking links.

Backup Your Data : Plan and maintain regular backup routines. Ensure that backups are secure, and not constantly connected or mapped to the live network. Test your backups regularly to verify their integrity and usability in case of emergency.

Disable Macros: Document macros have been a common infection vector for ransomware in 2016. Macros from email and documents should be disabled by default to avoid infection.

Patch and Purge : Maintain regular software updates for all devices, including operating systems and apps. Update any software you use often and delete applications you rarely access.

<https://ibm.biz/RansomwareReport>



There's no prize for those who believe they know the winner of this contest, but does it really need to be policy over productivity? In this digital age is there a new perspective that can bring together these seemingly opposing fronts? One that delivers benefits to user, IT and records management.

When it comes to information governance policies, survey data indicates that a mere 15% of organisations have actually established mature policies. Although a majority are on the right path, are they doing this at the expense of everyday users?

Speaking to a number of government regulated organisations it's apparent that their users want to do the 'right' thing, for example know they're accessing the most relevant document or simply adding in relevant metadata when uploading documents. These are examples of bottlenecks to efficiency when faced with pressure to perform and deliver quality services. Let's explore some of the common issues facing these organisations and how they might be overcome;

Issue #1 – Sourcing Information

Many users from executive levels through to knowledge workers will claim that managing information located within their compliance driven information management systems is simply too difficult. It's no wonder why ALLM's research has uncovered that the average user adoption is only hovering around 21%.

Let's assume for a moment that as individuals we use productivity applications, such as Microsoft Office to uniquely tailored software solutions such as a property and rating system to do our daily tasks. From an everyday user's perspective, the information that is contained within our document management system is there to underpin the productivity application. This means that uploading, retrieving and managing content should be as 'seamless' as possible, with limited interaction to the content repository in order to achieve our primary goal of productivity.

Modern ECMs have been merging the world of content and application for years and the next generation solutions are now embedding the document management context directly within applications such as Microsoft Word and Outlook.

Even SharePoint is getting a rework from 3rd party applications that makes it more intuitive, providing access directly to relevant folders within the business classification scheme.

Issue #2 – Access where it's required

As we move into an activity based workforce, everyday users of business productivity applications are more mobile than ever. IDC predictions claim that mobile workers will account for nearly three quarters (72.3%) of the total U.S. workforce. Where this

becomes a concern for regulated organisations is ensuring that mobile access to relevant content is made available, but not at the expense of governance policies.

A social worker, for example, requires supporting information about a specific case when onsite to make informed decisions, particularly where there are lives impacted. As information starts to move outside the domain of the governance platforms it's imperative that it's easily accessible without placing the organisation at risk. Modern ECMs are developing mobile access to their productivity applications and in turn the document management repository that underpins them. The goal is to make information governance as seamless as if the user was within the corporate domain. Locking down remote access to specific folders, redacting sensitive information and comprehensive audibility are key to ensuring that remote workers and their clients are protected.

Issue #3 – Defined business processes

Lack of clearly defined, manual or poorly governed business processes (workflows) with inadequate access to the document management repository. Government regulated organisations rely on a series of business processes to drive daily operations and deliver services to constituents and citizens.

These processes should be managed by a framework set out by the organisation that is aligned with the governance policies. When there's inefficiencies, the impact ripples across the entire organisation affecting organisational results, impacting efficiency gains and opening up the organisation to the risks associated with shadow IT. The fact that Forrester Research discovered that only 33% of government services were meeting citizen expectations is alarming. Mission critical processes require a secure, robust solution, built on government best practice principles if they are to be successfully adopted. In addition this requires easy access to supporting documents throughout the various decision points to ensure the most appropriate decisions are made. This might also involve secure inter & intra-agency sharing of information. Providing business users with a secure workspace that respects the information governance and enables content to be accessible in the cloud by other agencies to facilitate collaboration is one step to increasing efficiency without impacting governance policies.

In a perfect world organisations would build all their information based policies with the goal to support future initiatives. This is not always practical, although many modern ECM solutions are adapting to respond the changing needs of the digital ecosystem alongside the need for good governance. Other options include adopting process governance frameworks or collaborate platforms that extend the capabilities of the existing information governance platforms to increase efficiency without impacting governance policies.

12 Ways AI Will Change Content Management

By Boris Kraft

Many have speculated if the advent of artificial intelligence (AI) signals the beginning of the end of content management as we know it. But AI can give your web CMS new life and make it much richer. After all, the best ideas often come from our darkest dreams.

2017 could well be the year of AI, with intelligent machines invading our lives on a daily basis. Think Amazon's Echo speakers and Alexa assistant, Google's Allo messenger or IBM's Watson supercomputer.

You already know this brave new world of self-driving cars, self-flying drones, virtual butlers running households and sensors to monitor hospital patients.

Yet content management systems, a logical area for AI, have yet to tap its potential. Early inroads are being made.

AI is being used in content management to analyse past and current consumer behaviour, to help determine priorities, to predict which customers are likely to buy particular products or services and the best way to reach and engage them.

AI Is Already Changing Interactions

1. Searching - Google directs a large part of its millions of search queries to RankBrain, an AI system that interprets and processes the search terms or questions. RankBrain's mission is to learn more about the semantics of your search and to teach itself how to better give you the answers it thinks you want.

2. Generating Content - The Associated Press (AP) uses the Wordsmith platform from Automated Insights for most of its corporate earnings reports. Short stories are now produced in less time than it takes reporters. The number of stories increased from 300 human-created to over 4,400 automatically generated each quarter. Gartner estimates that 20 percent of business content will be authored by machines by 2018.

3. Designing Websites - Imagine an AI assistant that asks you a few questions about your business and the kind of website you want. Et voilà — you get a fully functional website, without any coding or project management. Platforms like The Grid or Wix already have algorithms and rules in place for creating websites.

4. Promoting and Propagating Content - Twitter bots can make this process faster and more streamlined, enabling marketers to publish and push content automatically across the platforms they want. Automated tweets can even be set to match user moods and emoticons.

5. Predicting Choices - EasyJet uses AI to predict customer choices from anything like flight destinations to food and drink items served on flights. The North Face and 1-800-Flowers.com use AI tools as shopping assistants: to quickly answer product questions and to make spot-on recommendations.

6. Moving Conversions - Airbnb uses an in-house AI tool that lets Airbnb hosts see how they should set their property prices each day to make it most likely to be rented. If a host has priced it right, those dates show up green on the calendar. If the price is too high, the dates show up red. The host can adjust the price on a slider and hit that sweet spot to cover costs and not lose customers. A lot of AI seems to be directed at automating tasks in the content management chain, such as content creation, posting, tweeting and advertising. But is this AI? Is it "artificial" and "intelligent"?

AI Can Transform Content Management

1. Spotting Tasks - An AI tool that identifies gaps in content and generates tasks such as "create new tree," "populate sub-page" or "rename file resources" could potentially drive any on-the-ball

web editor wild.

2. Giving Feedback on Site Health - The AI site doctor identifies dead pages that don't bring in traffic, flags up broken links and sends alerts when images and videos don't display correctly.

3. Supporting Governance and Good Practice - These are currently rule-based. True AI would be bold enough to give recommendations such as "Your image and video sizes are not optimised for mobile devices" or "Your page doesn't convert on Galaxy 5."

4. Speeding up A/B Testing - AI tools can get faster results than conventional A/B testing. Imagine if you could simultaneously test different permutations of page and component variants. Instead of running one test at a time, monitoring the traffic and doing the analysis, you could mix several tests at once and let AI get the results for you.

5. Chatting and Messaging - AI-powered chatbots abound across sectors to provide customer support or get specific tasks done. Why shouldn't there be one for your CMS? So you could say, "Hey Webcrawler, I could resize this image in that content app, but why can't I do it in this field?" And the all-knowing Webcrawler would find the answer for you, or even generate a ticket to your IT or devops support team.

6. Talking to Other AIs - Right now, AIs tend to be set up within relatively closed environments. What if they could talk to one another? "I'm trying to pull a feed from your website, but the format is not compatible and it's not working. Can you fix on your end?" Could we be seeing the next escalation of spyware and business intelligence?

Still a Way to Go with AI

AI is based on predictable behaviours. But human behaviours are not always predictable or rational, and the subtleties vary across cultures. One of the basics of content management is a consistent user interface or author experience. AI cannot create that. It cannot convey personal experiences or spin engaging stories. However, once the tone is set, it could possibly mimic and replicate.

And talking to robots can be frustrating. My recent encounter with a chat service saw me going in rounds because the mechanised responses just couldn't understand my human impatience to solve the problem out of the box, out of the rules that they have learnt.

I've always been an advocate of the best-of-breed approach in selecting a CMS for your enterprise. So it's no surprise that I believe the ideal solution lies in the combination of human and artificial intelligence.

Let science and technology be the backbone of making your content and engagement robust. Robots can reduce or take over repeated tasks that stretch over lots of data, tasks that can be automated or follow a logical roadmap, recurring tasks that are activated by specific actions and are time-consuming.

But let the emotional storytelling and social insights come from humans with all their complexities and imperfections. A marketer cannot plough through millions of blog posts daily. Use AI tools to track good keywords and popular topics. Then use the human touch to spin the tale. AI won't kill content management, at least, not in the foreseeable future. But it will challenge content management to become better at its core competence: asking the right questions of developers, authors and marketers, building compelling user stories, connecting AI applications, and knowing how to dock onto the raw data to create a strategy that resonates.

Boris Kraft has been creating and selling software since the age of 16. He is the co-founder and Chief Visionary Officer of Magnolia International, a Swiss-based open source CMS vendor.

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Seven Deadly Sins of Changing Organisational Culture

By Kevin Dwyer

1. Sorcery - Leaders attempt to change culture with a single magical approach. Whether it is “Lean manufacturing”, “Results based decision making”, “Customer focus” or “Process re-engineering”, leaders attempt to find the silver bullet of changing their culture.

Whilst methods of improving quality or focusing on customers or improving efficiency help to give a focus to why we want to change culture, they in themselves, do not change culture.

When a single focus approach is used, a short term improvement in culture is quickly overtaken by a return to the normal way of working.

2. Inadequacy - Leaders do not use enough levers to affect change, seeking to make change happen with a minimalist approach.

A recent tender I saw to change the safety culture of an organisation made it clear that their preferred approach was series of cascading workshops. The workshops began with leaders of the organisation coming to the realisation of what it took to provide leadership on safety and ending with field staff workshops on how they needed to “act safely”.

The proposed content of the workshops was good. However, even without being able to assess and evaluate the current culture and working environment, there were at least two levers they should have been using that they seemed perfectly willing to ignore.

One was communication. By communication, I don't mean a collection of emails exhorting the need for improved safety and toolbox meetings aimed at getting field staff involvement in auditing their workplace. I mean a comprehensive plan that aims to target specific stakeholders with specific messages through specific channels at a frequency that ensures a critical mass of the stakeholders at first feel, then think and then do what it is we want them to.

Such a plan may include, but certainly is not limited to, the development of an internal safety brand, use of the intranet, video, toolbox meetings, emails, magazines, inclusion as mandatory items in meeting agendas or workshops.

A comprehensive, internally and externally consistent communication plan, which is measured for its effectiveness and continuously improved, is a must to change something like a safety culture where ingrained values and behaviours exist at all levels of an organisation.

The other element which was missing was performance management. Without there being a consequence for not adhering to the safety culture other than infrequent injury or death; behaviours are unlikely to change.

Attempting to change organisational culture by utilising only one or two levers which can impact human behaviour is unlikely to be successful.

3. Haste - Leaders attempt to change culture in a very short period of time.

Changing culture takes time. It takes time for people to assimilate the messages about the new culture and understand what the change is about and to form an opinion about it. It takes even longer to be able to ensure that their opinion is a positive one. It takes time for people to understand that the new set of values and acceptable behaviours is the norm for all employees and that following that norm is a good thing to do. It

also takes time to ensure that employees have the competence and the authority to act in the way that supports the behaviours we seek consistent with our new culture.

Quick fixes in changing culture rarely, if ever, work. It takes time and means that leaders have to be consistent, persistent and insistent over 3-4 years to embed a cultural change.

4. Incoherence - Leaders send different signals to their people about what the desired culture looks like.

For example, a leader micromanages the formation of what is supposed to be a culture of empowered staff taking accountability for their goals and responsibility for their tasks.

Or a leader drives towards a culture which is about delivering service excellence to customers but does not give any authority for frontline staff to resolve customer complaints. Or perhaps a leader intent on creating a culture of innovation does not accept failure as a means of learning.

5. Oppression - Leaders drive mercilessly towards their goal, creating a bullying culture with low levels of empowerment as they do so.

Quite often, a goal of a cultural transformation is empowerment. Unfortunately, it is also evident that many leaders see driving the culture as their reason for being and expect people to be for them or against them.

Their conversations are peppered with phrases such as “Get on the bus or get left behind” or “Get transformed or be transferred”. These leaders confuse being insistent on a set of values and behaviours with bullying. Bullying degrades people's belief in themselves and creates the antitheses of empowerment.

Leaders like this create cultures of top down bullying and bottom up obsequiousness, a recipe for lack of thinking and lack of accountability.

6. Myopia - Leaders lack the vision to bring their people with them.

Changing culture begins with a vision for the future. Leaders must be able to articulate what people will be doing, how they will be behaving and what the results will be for the organisation, its customers its employees and other stakeholders.

Leaders must be able to communicate that vision with passion and using imagery to create pictures in people's minds and facts to back up both the reason for the change and the rationale for the method being utilised during the change.

7. Apathy - Leaders do not passionately believe in the change.

Leaders who – in that age old worn out truism – talk the talk, but do not walk the walk, will never engender true cultural change.

If leaders do not believe in a change they have been directed to create, they are better served to state their disbelief and move on. It serves no purpose for themselves or for the employees that report to them or to those to who they report, for leaders who do not believe to stay on in their role.

At the very least, if they stay, their tone and pace of voice and body language will betray them; being incongruent with their words. If the leaders appears ambiguous, people will not follow. When leaders do not believe in a change, the probability of failure of the change rises dramatically.

Kevin Dwyer specialises in change management programs that transform organisations through the behaviour of its people. He is Managing Director, Change Factory

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What is blockchain and why should records management professionals care?

Widely known as the technology underpinning the digital currency bitcoin, blockchain has acquired a new identity in the enterprise. Today, more than 40 top financial institutions and a growing number of companies across industries are experimenting with distributed ledger technology.

You may have heard of bitcoin, a digital currency that is shaking up the financial world by making it possible for parties in a transaction to exchange money without the need for intermediaries like banks or credit card processors. However, it's less likely you've heard of blockchain, the technology that underlies bitcoin. Blockchain is an important technology for records management professionals to understand because it has broad implications for securing and authenticating intellectual property at lower cost and higher efficiency. Here's what you need to know.

There are many ways to verify the authenticity of paper documents, including watermarks, signatures and embossed seals. But digital assets present a problem. Documents in digital form can be modified and copied with no one being the wiser. That makes them difficult to trust. There are many products and services that provide secure and verified document management, but they can be expensive and often require the involvement of a third party.

Blockchain is a digital mechanism that enables people who don't know each other to engage in trusted transactions with full confidence in the integrity of the assets being exchanged.

It does this by embedding authentication into the document itself and using a closed loop tracking system to protect against



tampering or modification. If you've ever used a synchronised file-sharing system like DropBox or Microsoft OneDrive, you know basically how the process works. Those services enable people to share files and retail local copies by synchronising the files between everyone who shares them. If one person changes a document, the new version is automatically copied to everyone else's local folder.

Blockchain works the same way, but it adds a layer of code called a block to the process. A block is just a sequence of unique letters and numbers protected by a highly secure form of encryption called public key. The use of public key encryption is important because it enables the owner of the information to

Blockchain rules: regulating a game-changing new technology

Blockchain - the technology powering Bitcoin and other cryptocurrencies - is poised to transform the way we buy things, do business, and many other areas of everyday life. As banks and governments around the world grapple with how to harness this rising disruptive force, a team of legal and banking experts is taking the first step toward developing a framework for regulating them in New Zealand and Australia.

At the moment, cryptocurrencies are highly volatile and speculative, mostly operating on the economy's fringe. But rapid technological developments mean they are set to go mainstream. Their disruptive power arises partly from the way they allow people and businesses to transact value directly from payer to payee, either locally or across the globe, bypassing banks and other traditional third parties.

"We're on the cusp of radical and disruptive change, and this poses challenges for lawmakers and regulators around the world," says Associate Professor Alex Sims from the University of Auckland, who is leading the team tasked with developing the Trans-Tasman framework thanks to an \$NZ50,000 Law Foundation grant.

"With major companies such as Microsoft now accepting virtual currency payments, it's feasible that blockchain technology will become ubiquitous within the next decade.

"Currently, there is no law regulating cryptocurrencies in New Zealand, however people have had their bank accounts

closed because their bank suspected them of dealing in cryptocurrencies," she says.

A core element of these digital currencies - called "cryptocurrencies" because they rely on extremely strong cryptography - is the blockchain. Invented in 2008 with the birth of Bitcoin, a blockchain is a list or digital ledger that records transactions and stores them in secure "blocks". Each block is then "chained" to the next with a cryptographic signature. The names of parties who make the transactions never appear on the blockchain, instead public keys are used, allowing for confidentiality.

Copies of blockchains are stored across thousands of computers within a network. This makes them more secure than conventional bank accounts, as a hacker would have to hack into thousands of computers at the same time to change more than 50 percent of the copies, and anomalous transactions not replicated throughout the majority of the network would be ignored or effectively rejected. The blockchain also allows for "smart contracts", which could be game-changing in many areas of life.

Associate Professor Sims, who is head of Commercial Law at the University of Business School, says banks and credit card companies realise their role as gate-keepers and middle-people in financial transactions is under threat.

"If cryptocurrencies become widespread, it could slash banks' profits. Banks are trying to use the new technology between

control it without giving up personal information like names or Social Security numbers.

Every party in a blockchain network gets a "golden copy" of the document containing the embedded block. If the document changes, a new block is added and the revised file is synchronised throughout the network, a process that usually takes just seconds. As more changes are made, new blocks are added, forming a chain. That blockchain is both an audit trail and a version tracking system. Each block represents an earlier version of the document, enabling anyone to backtrack to see what was changed.

Blockchain also uses a distributed record-keeping system called a ledger that keeps track of changes to assets within the chain. Unlike a bank or financial accounting system, the ledger isn't centralised, but is distributed to all the computers in the chain. As long as all documents have the same blockchain signature, everything is fine. However, if a version of a document is introduced that doesn't match the blockchain signatures of the others (which are tracked in the ledger), it's rejected. This ensures against fraud or manipulation.

Advantages of blockchain

Blockchain has several unique advantages. One is anonymity. Parties who come to a blockchain can engage in trusted exchanges without revealing their identities, which cuts down on time. Another is blockchain's distributed structure. Any two or more people can create a blockchain without going through the process of registering with a central authority. They can even create private blockchains that have different custom security definitions that limit what participants in the chain can do. In all cases, the parties to the blockchain decide what the rules are.

It's important to note that blockchain doesn't apply just to documents. It can be used with any kind of digital asset, such as images, video files and email backups.

Blockchain is becoming particularly popular in intellectual property businesses. For example, professional photographers can use it to manage licensing rights to their creations and even to enable royalty payments.

Why it matters

Here are some reasons records management professionals should become familiar with blockchain:

- **Cost savings** - This is the most obvious benefit. Because blockchain transactions don't require intermediaries, processes can be made more efficient and less expensive. There's no need for auditors or legal professionals to validate the authenticity of information, so those costs come out of the process.
- **Efficiency** - Fewer people means faster turnaround. Transactions that might take days waiting for multiple sign-offs can be concluded in seconds.
- **Security** - The fewer participants there are in a transaction, less risk there is that something could go wrong. Handoff points are a prime vulnerability, and blockchain effectively eliminates them.
- **Flexibility** - Any digital asset can use blockchain, including difficult-to-protect items like multimedia and email records.
- **Competitive advantage** - Companies in the intellectual property space - such as law firms and stock photo agencies - can consider using blockchain to offer new services that benefit both buyers and content creators.

Blockchain is likely to get a boost from the recent move by a group of more than 70 of the world's largest financial institutions to make their co-developed blockchain platform freely available under an open source license. The banks hope the move will unleash a gusher of innovation around new products and services based upon this technology.

themselves because the benefits are massive, but they are going to try to limit how others use it. There is a real danger that if the banks get their way, the benefits of cryptocurrencies may be reduced or even lost," she says.

"There are, though, risks associated with cryptocurrencies, some not yet known, which is why this work is important. Currently, cryptocurrency transactions cannot be reversed and most new transaction technology relates to small sums. What happens when a consumer's life savings are sent to the wrong person by accident or a person's private key is compromised? Then there are issues of privacy. How are a person's financial details kept private when the information is accessible by those that have access to a particular blockchain?"

Associate Professor Sims and her co-researchers, Professor of Banking and Finance David Mayes from the Business School, and Dr Kanchana Kariyawasam of Australia's Griffith University Business School, are focussed on striking the best balance between the interests of blockchain stakeholders - consumers, businesses, other parties - and the interests of regulators.

"The danger is if you regulate too much, you won't get the full benefits, but if you regulate too lightly, you could see problems such as money laundering," says Professor Sims.

The grant for the project is the first from a new \$2M Information Law and Policy Project (ILAPP) that the New Zealand Law Foundation established to develop law and policy around IT, data, information, artificial intelligence and cyber-security.

Law Foundation Executive Director, Lynda Hagen, says, "Digital currencies are likely to revolutionise the finance world and beyond, creating significant challenges for law and regulation. This important new research is the first work approved under our Information Law and Policy Project that will better prepare New Zealand for the challenges ahead and help build New Zealand's future digital competence."

Associate Professor Sims: "This is a critical first step towards streamlining the regulatory framework in the Asia-Pacific region, as well as globally."

Over the next year, the researchers will investigate:

- how blockchain technology emerged, and the issues, risks and opportunities it brings
- how much blockchain technology falls within existing regulation and how outmoded law will be reformed to benefit this promising technology sector
- Examples from other countries such as the United States, the United Kingdom and Estonia, who are further down the track in exploring new policy models for the blockchain age



Cryptocurrency researcher, Associate Professor Alex Sims from the University of Auckland



Victorian records stuck in the '70s

In the year Victoria's Public Records Act (1973) was enacted, flared pants, flower-power shirts with massive wing collars and monster sideburns were the order of the day. However the average public sector worker's desktop would have housed only a few unsexy peripherals perhaps not much more than an in-tray, a pen and notepad and an ashtray

A major review of the Management of Public Sector Records in the state completed by the Victorian Auditor-General has found that record-keeping practice has not kept pace with the vast change in the information management landscape since those times.

"Victoria's information management environment is highly fragmented and disconnected - with multiple sets of policies and standards that can sometimes contradict each other," it notes.

"These weaknesses - particularly the absence of system-wide compliance monitoring and reporting and outdated legislation - heighten the risk of key government records being lost, inaccessible, inappropriately accessed, unlawfully altered or destroyed."

Some of the seeds of the IT revolution were sown in the same year as the outdated 44-year old Act. In 1973 Robert Metcalfe created Ethernet networking and Vint Cerf and Bob Kahn developed gateway routing computers to negotiate between the various national networks, the first internetworking.

"Victoria's information management landscape has changed significantly since the Act was first established. Today's business environment is now vastly different," the report concludes.

"The volume of records created and held by agencies and third-party providers has also increased significantly.

"At the same time, new business practices and advances in

technology have increased the risks relating to information integrity, accessibility, security and preservation."

In addition to its review of the Public Record Office Victoria (PROV), the Auditor-General's report also examined the records management practices of two individual state agencies in detail: the Department of Education and Training (DET) with more than 58,000 staff and the Department of Health and Human Services (DHHS) with a staff of 10,000+.

Neither agency was found to be fully compliant with legislative requirements.

"Consequently, neither agency sufficiently understands the records it owns and holds, and cannot be assured that their records are being effectively managed and maintained. Encouragingly, both agencies acknowledge these issues, and have started to address them.

"People who create and manage records - which, in today's digital age is all public sector staff, as well as its contractors, consultants and volunteers - must have enough records management training to enable them to apply PROV's standards. However, neither agency provides or has access to education and training that is adequate for the needs of those who deal with public records.

Both agencies are responsible for large numbers of highly sensitive records that are not all subject to adequate controls. The key control weaknesses we identified in the records management programs of each agency were largely similar:

- insufficient authority given to, or applied by, the central records management unit
- inadequate training for staff, contractors and consultants on their records management responsibilities
- little or no assurance by agencies that where third-party providers are being used, they are lawfully managing records of the services they are delivering on the government's behalf

Records management authorities—oversight powers and functions

	UK	NZ	Tas	Qld	NSW	NT	WA	Vic
Records authority^(a)								
Approves agency records management plans and programs	x	x	x	x	x	✓	✓	x
Has the power to inspect entities with public records to ensure they are being lawfully managed	✓	✓	✓	x	✓	x	✓	✓ ^(b)
Monitors and reports on agency compliance	✓	✓	✓	✓	✓	✓	✓	x
Public offices and agencies covered by relevant legislation								
Reports to the records authority or publicly on the implementation of their records management plan or program and compliance with records management requirements	✓	✓	x	✓	✓	✓	✓	x

(a) 'Records authority' may also include a related authority, such as Western Australia's Information Commission or the UK's Information Commissioner's Office.

(b) Authority not applied.

The Victorian Auditor General found that "Victoria's oversight of public records management is significantly behind other jurisdictions, particularly those that have adopted the use of audits or assessments to ensure that agencies implement better-practice records management."

The current penalty for destroying records without an authority in Victoria is five penalty units (approximately \$A777.30). In comparison, maximum penalties for records management offences in other jurisdictions range from fines of \$A3,600 at the Commonwealth level, to \$A30,800 in NT. Offences in NT and SA can also incur prison terms of up to one year and two years respectively.

- compliance monitoring is absent or insufficient and reporting is not coordinated through the records management unit to the secretaries, limiting their visibility of weaknesses and hindering their ability to make informed improvement decisions
- non-compliance with the Capture specification, which requires agencies to have records that are authentic, reliable and usable, and have integrity—these requirements provide assurance that a record can be trusted.

DHHS & TRIM

"Some DHHS staff use TRIM, an electronic document and records management system, for managing some records. DHHS has approximately seven million documents in TRIM. Outside of TRIM, DHHS has approximately 100 million electronic documents across its network of drives and shadow systems (records repositories that are additional to the organisation's records management system). This number does not include the documents in DHHS's email systems.

"DHHS was unable to determine how many electronic documents were stored in staff email inboxes, and could only determine the number of emails sent and received across the agency over the last year. Of the combined total of 39.3 million emails, they were unable to determine how many had included records. A core reason for so many documents not being captured within DHHS's endorsed records management system, when appropriate, may be because the system has only been deployed to 2,130 staff (20 per cent of the workforce).

"DHHS's position descriptions and records management policy make it very clear that all staff are responsible for ensuring their own compliance with the Act - and DHHS's records management unit is able to ensure the lawful management of records that staff capture in TRIM.

"However, where staff are choosing to manage their records outside of TRIM, in breach of the Capture specification, the records management unit does not have the authority to compel them to lawfully manage their records.

"DHHS's central records management unit has worked hard to establish a system that supports effective records management. However, with so many documents sitting outside of TRIM, this work is not being used effectively throughout the agency. As a result, DHHS is not fully realising the potential benefits of its

records management system or managing its risks

"We learned that an estimated 16 800 files are recorded in TRIM as 'missing'. These include, but are not limited to, files for:

- hospitals, disability services and palliative care services
- human resources
- youth justice
- housing and homelessness
- protective services
- child protection.

"Of the 16 800 files marked as missing in TRIM, 622 are child protection files (0.2 per cent of the child protection files in DHHS's corporate records system), with some marked as missing since 2004 and 2005.

Known Unknowns at DET

"DHHS operates in one of the more mature records management environments. Because of this, DHHS was able to provide us with a large amount of information on the state of its records management. In contrast, DET's broad non-compliance with PROV's standards means that the agency knows very little about its entire records holdings.

"Across the agency, more than 50 different locations are being used for records storage, but the records management unit has no control of them or access to them. There is also a large but unknown number of storage units, storerooms, filing cabinets and other storage repositories spread across the agency in undocumented locations—containing potentially many thousands of boxes of records. DET could not provide information on missing files, or files in transit, and is largely unaware of the extent of the risks related to its records management.

"Like DHHS, DET was also unable to determine the number of records held in email inboxes, or the number of sent or received emails that contained records. They could determine the number of sent and received emails over the last six-month period - approximately 196 million. Unlike DHHS, DET was only able to determine the number of files in one of its eight shared drive areas - approximately 3.8 million files. Because there is no assurance of the uniformity of the eight areas, any extrapolation of file numbers from this single area would only be speculative. As with DHHS, DET is unable to determine how many of those files are agency records."

The report highlights previous inquiries in 1996 and 2008 which both found that "Victoria's records management legislation was outdated and unfit for purpose."

"PROV has achieved positive change since our 2008 audit, overcoming a past lack of support from DPC for initiatives to improve records management. In particular, PROV's release of improved records management standards and agency tools has strengthened the public sector's ability to effectively manage the government's information.

"However, further reform is needed, as longstanding weaknesses in Victoria's regulatory framework remain."

In June 2016, the Victorian state government announced it will undertake a full review of the Public Records Act 1973. The Auditor-General's report notes that a similar commitment made in 2008 only made it as far as the commissioning of an "options paper" (When this audit was completed in March 2017, the review had not begun.)

The full report is available at <http://www.audit.vic.gov.au>.

ANZ's first CDO to support digital transformation strategy

ANZ has appointed Emma Gray as Chief Data Officer (CDO) reporting to Group Executive Digital Banking, Maile Carnegie.

Mrs Gray was previously Chief Loyalty and Data Officer at Woolworths reporting to the CEO. Prior to Woolworths she was a partner at Bain & Company, having worked across the United States, Europe and Australia for 15 years. As Chief Data Officer, Mrs Gray will have responsibility for the bank's data strategy, including how data is defined, gathered, managed and protected.

Commenting on the appointment, Mrs Carnegie said: "As our Chief Data Officer, Emma will play a crucial role in ANZ's digital transformation. How we strategically manage and use our data is fundamental to how we can deliver the best experiences for our customers and build a world class digital bank.

"Emma will lead the creation a business intelligence capability for the bank in collaboration with other teams across ANZ to identify the biggest opportunities for us to make better decisions for the bank and our customers," Mrs Carnegie said.

In addition to her commercial experience, Mrs Gray has an MBA from Harvard Business School and is on the Board of the Melbourne Business School Centre for Data Analytics.

\$US7.5M AI deal boosts University of Auckland spinoff

Intelligent computers that look, think and react like humans are the latest technology being developed at the University of Auckland to become a commercial venture.

Artificial Intelligence company Soul Machines attracted \$US7.5 million in its initial financing round from Hong Kong-based venture capital firm Horizons Ventures, making it the University's biggest Series A fund raising deal to date.

The company is developing a completely new user interface between humans and their machines, based on technology created by Dr Mark Sagar and his team at the Auckland Bioengineering Institute (ABI) at the University of Auckland.

Dr Sagar won two academy awards for his work on the Avatar blockbuster. He becomes the CEO of Soul Machines. He also heads the Bioengineering Institute's Lab for Animate Technologies.

"Our engineering team will focus on bringing human life to technology that is intelligent, emotive and adaptive. Our goal is to define the user experience for Artificial Intelligence systems and platforms," Dr Sagar says.

Nuix 7.2 streamlines workflows for ediscovery and investigation

Australian technology company Nuix has released version 7.2 of its patented processing engine, adding streamlined optical character recognition, more granular document imaging control, powerful time and location analytics, and direct access to more cloud and mobile data sources.

The company has also optimised its support of Elasticsearch for Nuix case files, promising extremely fast search results across very large volumes of data. Features of this latest release include streamlined discovery and investigation workflows. This release increases flexibility for document production with an extensive range of imaging controls and a new Production tab. It removes bottlenecks for optical character recognition and processing password-protected documents.

Nuix has optimised the performance of indexing, search, and batch operations when using Elasticsearch as a back end for Nuix case files. Investigators and discovery professionals can join current and past matters into multi-terabyte case files - linking intelligence items across multiple cases and sources.

Pacesetter Services & Information Proficiency Team up for Local Govt

Pacesetter Services has partnered with solution provider Information Proficiency to offer a range of services and solutions for Local Government. Pacesetter Services are experts in the Authority Enterprise Suite and Information Proficiency are specialists in Information Management and EDRMS.

Richard Love, Managing Director of Pacesetter Services declares "We know from experience that it is quite common for councils to have problems with integration and workflow between Authority and TRIM. We also know it is often a challenge to get problems resolved when having to deal with multiple providers. As a result we looked for a partner that had complimentary skills and services to address this."

Lisa Read White, Managing Director of Information Proficiency added, "Pacesetter are experts with the Authority suite and Information Proficiency has the specialist knowledge to wrap around that capability to design and implement good Information Management. We have been working with Pacesetter to upgrade systems, improve and optimise existing installations, migrate unmanaged Authority data and refine processes for Local Governments across Australia."

The Pacesetter and IP team will offer a range of services including:

Implementing and Optimising HPE TRIM, Records Manager, Content Manager, Control Point and other products.

- HPE TRIM and RM upgrades
- Extension solutions such as picture add-ins, document templates, and more
- Corporate System Integration & MS SharePoint Integration
- EDRMS Health Checks
- EDRMS Training
- Data Cleansing & NAR Cleansing
- Migration of Unmanaged Authority Data
- Process Automation
- Reporting

Contact details for both organisations are:

• Lisa Read White, Managing Director, Information Proficiency
08 6230 2213 info@infoproficiency.com.au
www.infoproficiency.com.au

• Richard Love, Managing Director, Pacesetter Services,
0466 786 856 rlove@pacesetterservices.com.au
www.pacesetterservices.com.au

LDiscovery acquires Kroll Ontrack

US firm LDiscovery, a provider of eDiscovery, data recovery and information governance solutions, has closed the acquisition of Kroll Ontrack, LLC. Serving 12,000 clients worldwide.

"The closing of this transaction marks a significant milestone in our industry," said Chris Weiler, Chief Executive Officer of LDiscovery.

"As one company we have created a global leader with the ability to serve global clients through strong international reach and local eDiscovery and data recovery expertise.

"Our combined strengths in developing innovative technology and delivering outstanding client service enable us to help our clients solve their greatest eDiscovery, data recovery and information governance challenges."

LDiscovery provides data collection and forensic investigation, early case assessment, electronic discovery and data processing, application software and data hosting for web-based document reviews, and managed legal review services.

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10 steps to delivering a killer digital workplace

By Jim Wade

Information is one your firm's greatest asset, however, according the leading analysts – Gartner, Forrester and IDC – 80 percent of your information is not structured, i.e., it cannot be accessed in a timely manner. This information is buried in paper files, in email folders and shared drives often several folders deep.

This information enters your processes via delivery services, email, facsimiles and internal sources. This information cannot be accessed by your Line-of-business or ERP software. If fact, you are probably entering information from these documents into those applications.

A digital workplace provides streamlined processes that can be completed in a fraction of the time of a manual process, while monitoring the completion of each task, improve information access and sharing with authorised users and partners, improve data accuracy, and at the same time, advance regulatory and business information compliance.

This improved functionality results in improved customer service, reduced operation cost, increased revenue, higher productivity, and improve information governance.

Below are ten (10) steps to define a strategy for implementing a digital workplace.

Step 1: Identify the business objective

This is a key component that is often overlooked. The business objective not only must be identified, the project sponsor must agree that this is the problem that he/she wants it to be rectified.

Step 2: Form the team

It is extremely important to have key members of the process

to participate in the rectifying the business problem. The most important member of the team is the end-user, without their participation in the analysis and design the possibility of failure is greatly increased.

This does not minimise the need for technical advisors to be on the team as well, e.g., analyst, development, project manager, infrastructure, etc. Once the team is selected they must be educated on the project approach, the methodology that will be used and the capabilities of a digital workplace so they can participate in the analysis

Step 3: Document existing process(es)

One of the key objectives of the digital workplace is to deliver the correct information to the proper people at the correct time.

You may be saying "that takes technology" and you would be correct. However, throwing technology at a business objective without a thorough understanding of how that entire process operates can easily result in improving a task or two while decreasing the efficiency of the entire process.

Implementing a digital strategy in not a program or an application, a digital solution does not come out-of-the-box. Digital workplaces have multiple components that need to be configured. What is the best way to ingest the information?

How do we architect the information to deliver the correct information in a timely manner? Who has the authority to access the information? Is the information a record? What are the retention policies to meet legal requirements and provide business information? Most processes are not accurately documented, due to the fact, that changes occur to a task to meet a new requirement. Seldom is the entire process evaluated when these changes are implemented, especially, if the process goes across multiple departments or organisations. These changes to a task often effect how other tasks are performed

which changes how another task is performed, etc., etc. The result is the process that has become inefficient over time.

Documenting the existing process provides an accurate description of the existing process, i.e., an accurate starting point.

Step 4: Verify the process

The process must be reviewed by the end-users to verify each task and exception is documented. This accomplishes two things: 1) it assures that the process is documented accurately and 2) it involves the end-users in the analysis.

Step 5: Analyse the process

Analyse the process for apparent improvements and tasks that do not providing value. This could be a loop in the process that routes information through a redundant task, excessive photocopying of information to provide access to it, sorting documents in a specific order to process them, scanning documents at the end of a process rather than as the information enters the process, manually moving documents from department to department based on their access requirements, etc.

Step 6: Create a Strategy Document

It will be beneficial to create a Strategy Document at this point. This step is rarely implemented; however, it will become the most useful document that your organisation will have to evaluate and implement a digital strategy for information management.

It is suggested that the functionality in the Strategy Document be broken in to three (3) categories, i.e., 1) information capture, 2) information delivery and 3) lifecycle management.

It is beneficial to have a member of your team have a thorough understanding of digital transformation technologies, e.g., document management, document capture, information governance, etc., to assist in creating this document.

The Strategy Document is not a recommendation, but, a list of possible alternatives that should be explored.

Information Capture identifies how the information enters the processes and possible ways it may be captured. This includes capturing an image of the content and the information contained in the content that will be used to deliver the content – workflow, search and browsing – and assist in the lifecycle management of the content. It also explores how the information within the content is used to populate other systems.

Information Delivery defines how the document will be searched, browsed, routed through a process, permissions to access the content, audit trails, etc.

Lifecycle Management defines how the document will be archived, records management rules, storage requirements, document conversion requirements, etc.

All the categories are interdependent upon one another.

It is suggested that the Strategy Document have a section for the current process and a section on the possible impact it will have on the process.

The strategy document is a living document it defines the current system and areas where implementing a digital solution may provide benefits and in the next phase defining the functional requirements the digital solution can provide possible impact on the processes.

Step 6B: Is this a viable project?

Decide based on the analysis of the process if going forward with the project appears to be a good investment, i.e., move to the next step or abandon the project.

At this point an experienced information analyst will only have a few days invested in the project. Regardless of the status of the project your firm will have accurate documentation of process and a thorough understanding of the strengths and weaknesses of the processes.

Step 7: Design the new and improved processes

Your firm has decided to take the next step, this step will look at improving the process by eliminating task that do not provide value and exploring the possibility of how a digital strategy "could" add value.

To perform this task, it will be beneficial to engage a person on the team that understands the functionality of a digital workplace. This person should understand all aspects of the capabilities used to ingest, route, access, and govern digital information. In addition, this person should understand the various ways it can be implemented and the pricing models to achieve this.

It is important to note that in this phase we are designing a strategy, not a solution, multiple alternatives should be considered. To accomplish this the new process, models should be in a format that can be easily modified. Once the new processes are created they should be presented to the Subject Matter Experts for review and their input. This is where it is important to be able to change the process maps.

Step 8: Define a Document Detail document and finalise the process design.

Use the process map to identify all the unstructured information, paper and digital, that is used in the process. It may also be beneficial to review your archives to confirm all the documents have been identified.

Create a Document/Content Detail Form that documents all the aspects of each document. This should include the purpose of the document, the channel(s) the document is received, the format(s) the document is received, who owns the document, is the document annotated, where is the document filed/archived, what metadata will be required to searched for the document, is the document a record - what are the record management rules, what will the taxonomy be to browse for the document, who has the permission to access the document - what permission do they have, etc.

Meet with the SME and end-users to both confirm and complete the information, e.g., the document may be accessed in multiple ways and require additional metadata or synonyms applied to it.

Step 9: Select vendor(s) to implement or upgrade your digital workplace.

We now have three key documents, 1) a process map defining the new process, 2) a strategy document for each process that is being considered, 3) a document/content detail form for each document in the process.

This information will define the requirements to evaluate the vendor options to achieve a successful document workplace. This could be selecting a new vendor or changing the process of how your current system operates.

Step 10: Change Management

The job is almost complete, define a change management plan to assure successful implementation. The plan will include implementation, testing, training, conversions, etc.

Jim Wade is a consultant with US firm Performance Improvement and has been in the document management and business process management field for over 25 years. Jim can be reached at jim-wade@performanceimprovementcorp.com

Powercor Australia powers up with e-forms

Top Image Systems (TIS) has announced a cloud-based forms processing project integrated with a Salesforce workflow has entered production at Powercor Australia, a leading Australian electricity distributor which delivers power to some 1.1 million homes and businesses in Victoria.

During a project to optimise internal processes, Powercor Australia sought to replace the manual data entry of handwritten application and service requests forms from various sources such as scanners, photos, fax and mobile processed through their Salesforce workflow.

It needed an automated forms processing solution that would offer on-demand OCR recognition of some 30,000 structured documents per annum. To meet this need, Powercor Australia has purchased a cloud-based document management solution from TIS that integrates with their Salesforce platform.

Documents from external parties are sent to the Powercor Australia Salesforce system which sends them to the TIS eFLOW Cloud solution to be captured on-demand, recognised just-in-time and to get data delivered back to Salesforce within an SLA of 15 seconds. The TIS eFLOW Cloud Solution streamlines Powercor Australia's business processes, reducing turnover time and costs. Following the successful POC executed in late 2015, the deployment was made "cloud-ready" at the TIS data centre in February and the overall project within Powercor Australia entered production in Q3 2016.

<http://www.TopImageSystems.com>

Bottler of a contract for developer IQX

Sydney based IQX Business Solutions, a specialist provider of SAP-integrated Web Apps, SAP Fiori Apps, Mobile Apps and Microsoft Office Apps, has been awarded a contract to deliver a comprehensive Capital Investment Management solution for Coca Cola HBC (CCHBC).

CCHBC is one of the world's largest bottlers for the Coca Cola Company. Based in Switzerland it operates in 28 countries from Ireland in the west, to the Pacific coast of Russia in the east and from the Arctic Circle in the north, to the tropics of Nigeria in the south.

CCH identified IQX as a specialist provider of SAP-integrated process solutions and invited IQX to participate in a RFP process for a Capital Investment Management Solution. The required solution stipulated the following attributes:

- On-Premise Cloud hosted
- Excel upload of multi-year Budgets
- Web Application for Capital Expenditure requests
- Workflow for approval of Budget and Capital Expenditure requests (up to 20 levels of approval based on Chart of Authority matrix)
- SAP HR integration of Organisational Structure for workflow management
- Mobile Devices - enabled executive task approval
- SAP ERP integration for budgeting and cost control purposes
- Monitoring of the Capital spending against approved projects

"The solution we've proposed for CCH incorporates many of our core products and areas of expertise including SAP-integrated web apps, OneList Approvals, Excel and document integration and SAP Capex management. The significant deal represents a great start to our 2016/17 financial year and has already resulted in the expansion of the IQX team," said Commercial Director for IQX, Dave Cole.

The project has already kicked-off with design workshops completed in Sofia, Bulgaria with a go-live planned for July 2017.

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



Law firm tackles speech recognition

Solutions provider VIQ Dataworx has been awarded a speech recognition integration upgrade with Bazzani Scully Priddle Lawyers ("BSP") of Melbourne.

"Seamless integration of speech recognition technology in our secure digital capture, management and transcription workflow sets VIQ Dataworx apart from our competitors. It is a key part of our growth plan," said Sebastian Pare, President and CEO of parent company VIQ Solutions Inc.

"Our sophisticated workflow includes a flexible range of capture options, secure automated workflow and integrated speech recognition. It is highly regarded as a complete solution for legal, medical and law enforcement customers."

The VIQ Dataworx workflow enables BSP lawyers to capture client notes and other key dictation using the MobileMic smartphone app or digital handheld devices for secure anytime, anywhere capture.

The voice files are automatically routed through the secure VIQ Dataworx workflow to the fully integrated Nuance speech recognition engine for automated transcription. The speech recognition technology integration enables BSP to speed document turnaround, reduce transcription costs and increase efficiency.

www.viqsolutions.com

iManage Announces MD A/NZ

IT professional Gianni Giust has assumed the role of iManage Managing Director for Australia and New Zealand. In his new position, based in Brisbane, Australia, Giust will be responsible for working closely with the existing iManage partner community.

"The Australian and New Zealand market has always been an important market for us -- we count the largest law firms and financial institutions in the region as customers, and we have a strong partner community that has served us and our customers well," said Neil Araujo, iManage CEO.

"Having local representation with Giust further solidifies our commitment to this market, provides increased support for our partners, and ensures we have a compelling local presence for our customers."

Giust has spent a number of years working for a key iManage partner organisation in Australia, focused on growing the adoption of the iManage solutions across the professional services market in New South Wales. Additionally, Giust brings broad experience in the enterprise content management space, including time as Associate Director -- Enterprise Content Management at Optus.

"This is an exciting time of change in the professional services industry as our customers strive to leverage modern and smart technologies to manage information in order to improve business agility, lower costs and improve information security," said Giust.

SA Health tackles service delivery

SA Health has extended its use of Objective across the Department for Health and Ageing, to digitally transform service delivery, responsiveness and information management practices in compliance with the government's Digital by Default policy. The implementation will be rolled out to the entire Department consisting of approximately 2000 users.

Objective ECM 10, Objective Perform and Objective Ministerial Correspondence were selected as part of SA Health's transformational program aimed at improving responsiveness of communications with stakeholders.

SA Health began the relationship with Objective in 2008, when it implemented Objective ECM and subsequently upgraded to Objective 8.2 to underpin its key business processes and assist with legislative compliance.

The new contract further extends Objective to be utilised as the single information repository across the entire Department, managing every piece of information and all processes according to sound governance principles and policy.

Don Frater, Deputy Chief Executive of SA Health said, "We are striving to comply with the SA Government's Digital by Default policy by implementing a digital environment that will deliver better correspondence efficiencies and management capabilities. This will provide improved visibility across all processes and the new browser experience will enable our increasingly mobile workforce to manage stakeholder communications on the go.

"The evolution of the Objective portfolio is timely to SA Health and we look forward to it becoming an integral part of our business operations as we embrace a new way of managing the flow of information."

Tony Walls, CEO of Objective Corporation said, "SA Health has been a valued member of the Objective community for a number of years and we are extremely proud of our long term customer relationships. We are pleased to support SA Health in the next phase of their information management journey as they move towards a model of transformed service delivery and a completely automated digital environment."

E- signatures to speed up SMSF advice

Fintech start-up A.S.A.P. has launched a digital financial advice platform with an integrated e-signature solution provided by VASCO Data Security's eSignLive.

The first service of its kind in Australia, A.S.A.P. provides accountants and their clients with a digital, highly-efficient and cost-effective way to meet new financial services regulations. A.S.A.P. (which stands for 'Accountants Scaled Advice Platform') was established in June 2016 in response to changes introduced by Australia's corporate regulator ASIC.

A.S.A.P. services the fastest-growing segment of the superannuation sector, the self-managed super fund (SMSF). There are a range of documents throughout the onboarding process that require the client's signature, which in a traditional paper-based process would take a number of weeks to complete.

To ensure an end-to-end, efficient digital process, eSignLive e-signature technology has been embedded throughout, including fee and service agreements and letters of authority. With eSignLive, the entire process to onboard a client can be completed in under a day.

"eSignLive ensures that the whole client onboarding process with A.S.A.P. is as streamlined and effortless as possible – for both accountants and their clients. At the same time, this is a highly regulated and paperwork-heavy industry, and eSignLive provides us with the necessary levels of authentication, security, legality and auditability we need for compliance," said A.S.A.P.'s CEO Jim Hennington.

<http://www.esignlive.com>

DocuSign delivers for HR company

Australia's Randstad is helping job seekers and employees save time and money by digitising its traditionally paper-based processes together with DocuSign.

In the past, the industry standard was to expect a candidate to visit a branch, to review and sign up to a 60-page candidate pack that could take anywhere between one to four hours to complete depending on the job specialisation. With DocuSign, candidates are now able to register with Randstad online, and review and complete the candidate pack. As a result, the company claims to have saved more than \$A1 million in costs, and has reduced employee time on administrative tasks by four weeks each year.

The solution pilot began in November 2015 and has since been rolled out across Randstad Australia and in other markets – including New Zealand, Singapore, Hong Kong and Malaysia. More than 1,000 employees across the region now use DocuSign to manage candidate registrations digitally – including those from around 20 percent of candidates that are using mobile devices to sign registration forms.

Digitising paper processes such as candidate registration is part of a broader Randstad Australia commitment to create engaging, efficient and valuable interactions with clients and employees.

"With time being such a precious commodity, we wanted to find a way to reduce basic administrative tasks and focus on providing more valuable and efficient customer service," said Frank Ribuot, CEO at Randstad Australia. "Digitising our traditional paper based processes with DocuSign is one of the most perfect ways to do that."

The new solution removed one million pieces of paper each year from the Australian business.

Council Procurement team

The procurement team at Manningham City Council in Melbourne is leading the local authority towards digital signatures with an implementation of the Secured Signing platform. Continuing to work with paper contracts, conflict of interest declarations and evaluation reports was identified by Manningham City Council as a waste of effort and a barrier to being more agile and responsive. Even just the process of printing and collating the paper documents for significant tenders took many hours of work without even considering the time taken to move these through the building and remind people to sign and return them.

Signed paper documents needed to be manually scanned into the corporate records system. A process constrained to paper provided zero process visibility. It wasn't possible to see who had signed, who hadn't and where the bottleneck might be in a signature workflow that included multiple people.

Collating documents on screen, sending them for signing online, seeing documents returned within minutes rather than days and a simple dashboard providing complete visibility of process, has completely transformed the procurement process.

Other work teams across Council have since identified ways in which eSignatures could improve their process, reduce effort and save money. Requisitions for non-procurement payments like the return of bonds are now an online form that is approved with Secured Signing.

Councillor expense reimbursements are more timely as a result of not having to walk a paper forms through multiple signatories across the building. The automation capabilities of Secured signing were leveraged to have all staff sign to acknowledge a recently refreshed IT acceptable use policy with more than 700 individuals invited to sign with just a few clicks. Not that the procurement team are standing still. They are looking at other ways to use Secure Signing online forms.

What can businesses learn about financial documents from sending a birthday present?

By Richard Ransom – Bottomline Technologies

When sending an important parcel through a courier, you wouldn't want it to get lost or end-up with the wrong individual. Think about the last time you've sent a birthday present through a courier. You've personalised the package, labelled it up with the right name and address details before handing it over to the delivery company, ensuring it's fully traceable. Now imagine if you're able to find out not only when it's been delivered but the exact moment when they have opened their birthday present.

Delivering electronic financial documents, whether it's an invoice, purchase order or a legal contract is no different. In business, documents are much more than just a worthless printed matter or electronic pieces of paper. Each document possess value. It has a place of origin, content, receiver and destination.

Of course, in the business world, each document can pass through many stakeholders, so having visibility of the audit history saves time and reduces disputes.

Ultimately a document forms part of a process. They're either a 'Request for Action', such as requesting payment; 'For your Information', such as a remittance; or an 'Instruction', such as a job card to the shop floor on how or when to produce something. If the document does not get delivered or seen, the process stops.

Evidence indicates that whilst 80% of credit notes delivered will be opened and read, 33% of invoices aren't acted on. When the value of the latter is high or inertia extensive, the impact to the supplier can be significant, causing payment delays, relationship issues, manual inefficiency and increased cost.

Optimising working capital

Being able to view the delivery and action taken on an email or document is already available to businesses. In fact, marketing departments have been tracing emails for years, so applying this same level of visibility and insight to financial documents, is arguably even more important and should be common sense.

Document traceability offers the next logical step from the paper to automation switch. It provides insight into processes outside of a business' own four walls, providing a clear audit trail into the delivery journey and the action taken once it arrives.

In particular, the ability to trace the values of documents, helps finance departments to prioritise high value, un-actioned transactions. After all, a birthday card with a \$500 voucher would attract a different level of care and attention compared to a \$5 novelty tie. This insight enables finance departments to mitigate cash at risk, encourage quicker payments from customers and more importantly, helps optimise working capital – the lifeblood for every business.

Customer retention

Without this visibility, essential financial documents and instructions that need to be actioned may lead to payment delays and issues of all sorts.

We also often forget that an efficient accounts operation helps reinforce good customer relationships. If an invoice isn't delivered to the right individual and the customer has unwittingly not paid, the supplier may cut off access to their service. And of course, this works vice versa with a company's own suppliers.

Although we have explored document

visibility as a

business-to-business

invoice-based issue, it is equally relevant across all industries and for all document types.

Such documents include sales

returns, price increase letters, and renewal notification letters. As we have seen from consumer online forums, the non-delivery of this information could lead to customer dissatisfaction, non-payment and attrition.

The good news is that today, many businesses use Enterprise Resource Planning systems to process and manage the flow of digital information into,

within and out of the organisation. This automation provides the foundation on which to build and integrate traceable financial documents functionality throughout the supply chain.

So the next time you send a birthday present to a loved one, take a moment to think about the steps taken to ensure that this invaluable parcel is delivered on time, to the right place, and opened by the right person. And consider how this principle can be applied to the way your organisation handles its financial documents.

Richard Ransom is Solutions Lead at Bottomline Technologies



How Machine Learning is Changing the Way the Back Office Does Business

Eric Bussy, Worldwide Corporate Marketing and Product Management Director at Esker, discusses the importance of machine learning for enabling back office processes.

Many businesses have yet to understand the full potential of machine learning and cognitive computing for back office processes. The benefits range far beyond simply increased productivity and faster supply chains. Today's advanced algorithms have the computational power and speed to gather, analyse and manage vast repositories of data.

As the Internet of Things (IoT) transitions from theoretical to practical application, information harvested at every touch point in business operations will provide opportunities for insights into areas no traditional analysis has yet explored. The amount of data is too vast for humans to adequately mine and leverage.

The key to gaining those insights - and keeping pace with competitors - is machine learning. Where once we associated automation with standard manufacturing processes, it's knowledge workers who stand the most to gain from advances in machine learning. From finance to healthcare to retail, automation will soon be critical to document-heavy industries.

A recent McKinsey report said predictable manual processes, especially data processing, are among the activities that most lend themselves to automation. The potential to streamline the collection and processing of data is nearly unlimited. And it starts with back office document management.

For the purposes of discussing document processing automation, it's more appropriate to refer to machine learning as auto-learning. Like almost all emerging tech, it's cloud technology that enables the practical use of advances in auto-learning.

Prior to the cloud, document processing automation took a very basic approach. Systems would build an ever-growing knowledge database around users' habits. Over time, this rudimentary automation could make changes that the user would have made automatically, similar to autocorrect systems in word processing programs. But this static data extraction method has limits. OCR is highly dependent on document quality and the use of specific fonts; handwriting is nearly impossible for it to

convert. It recognises characters falsely, sometimes failing to extract them at all. These limitations require manual correction, which puts strict boundaries on the amount of increased efficiency for office processes such as sales order processing.

Auto-learning takes this compute intelligence to the next level by completing tasks the user once did manually rather than just correcting data that was entered by hand.

Like the first generation of automation, these cognitive processes take time to learn from data that users input repeatedly, such as customer orders.

The system detects recurring patterns to make sense of data that didn't make sense to it before, making note of specific keywords commonly associated with each field. The system automatically recognises the keywords and searches for the appropriate related data to fill the field.

Unlike previous iterations of document process automation, the goal of auto-learning systems is to extract certain data elements without any user intervention. It is flexible data extraction rather than static, and the system becomes more "intelligent" and efficient over time.

In essence, it learns from its mistakes just like humans. Unlike humans, however, once that mistake is corrected, it doesn't make it again. As the system learns, it more accurately extrapolates document content from each modification.

For example, if a customer service representative (CSR) corrects the value of an inferred field, an auto-learning system refines the header data according to the data in a set of areas in the document, or from the data source itself. With every correction, the system learns more and becomes more accurate. As computational algorithms become more advanced, the system learns quicker and provides deeper operational insights.

In its 2016 Hype Cycle for Emerging Technologies, analyst firm Gartner placed machine learning at the pinnacle of its expectation peak, and predicts that within two to five years it will have reached widespread mainstream adoption. In fact, smart machine technologies are predicted to give rise to the most disruptive class of technologies over the next decade.

Organisations will be able to adapt faster and predict trends more accurately. The speed of business is going to increase to a point where those who fail to implement machine learning early enough will undoubtedly be left behind.

Kofax unveils AP Invoice Approval 2.0

Kofax has announced the availability of Kofax Perceptive AP Invoice Approval 2.0, an invoice approval solution designed to better automate end-to-end accounts payable processes. The solution streamlines the invoice approval process via a mobile-optimised interface usable on any device via responsive web design. With this release, the AP Invoice Approval app now includes GL (general ledger) coding which enables users to easily allocate and validate costs outside the ERP and accelerate approval routing.

AP Invoice Approval features a zero-footprint HTML5 interface that adapts to any mobile or desktop device with equivalent functionality and integrates seamlessly with Perceptive AP Automation.

The addition of GL coding allows users to select or edit GL codes and receive realtime validation and feedback to ensure fewer workflow errors. It also reduces approval times, enhances cost tracking, and preserves an audit trail.

Additional features include Single Sign On (SSO) to simplify the authentication process, Secure Sockets Layer (SSL) for providing a secure connection for end users outside the network, and integration of "Out of Office" status updates to reroute requests for alternative approval and decreased processing times.

"Perceptive AP Invoice Approval 2.0 demonstrates our continued commitment to automating end-to-end accounts payable operations. With AP Invoice Approval, we are transforming the standard, yet often frustrating, act of approving invoices into an effortless experience," said Reynolds C. Bish, Chief Executive Officer of Kofax.

ABBYY

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ABBYY is a leading global provider of technologies and solutions that help businesses to action information. The company sets the standard in content capture and innovative language-based technologies that integrate across the information lifecycle. ABBYY solutions are relied on to optimize business processes, mitigate risk, accelerate decision making and drive revenue.

Thousands of companies process more than 9.3 billion pages of documents and forms annually using ABBYY technologies. ABBYY solutions and products are used by many of the largest international enterprises and government organizations, as well as SMBs and individuals. ABBYY technologies are licensed by world-leading hardware and software vendors to provide Image Pre-Processing, OCR, Data Capture and Format conversion capabilities for their products. ABBYY technologies and products, available on a number of platforms (mobile, desktop and server) and a variety of operating systems (Windows, Linux, Mac, iOS, Android, etc.), include FineReader, PDF Transformer, FlexiCapture, Recognition Server, Mobile Imaging SDK, Lingvo, and ABBYY Compeno-based Semantic technologies. .



DocsCorp

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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.

Information Proficiency/Sigma Data

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Information Proficiency and Sigma Data specialises in Information Management Solutions, Technology and Services. Our focus is on implementing efficient processes critical to enhancing productivity, improving transactional speed, reducing costs and achieving regulatory compliance for your organisation. We supply and support Records and Content Management software and solutions that improve business processes, as well as our range of leading productivity and connectivity tools. We work hard to understand our client requirements and implement solutions to match. Our team is made up of experienced and diverse industry certified professionals. We strive to build lasting relationships with our clients, providing continuous improvement and mature solutions which significantly improve your end-to-end business processes and outcomes.



Objective

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Designed for regulated industries, Objective's solutions extend governance across the spectrum of the modern digital workplace; underpinning information, processes and collaborative workspaces. Solutions vary from information, records and drawings management to business process automation; from collaborative authoring through to secure collaboration with external parties.

These solutions turn the burden of compliance, accountability and governance into business opportunities by maximising the value of content to deliver operational efficiency that translates into improved services, increased productivity and reduced risk and cost.

Objective solutions have been designed to remove the friction associated with traditional information management, delivering quick and easy access to accurate information across a variety of digital devices and business applications for a diverse range of customers ranging in size and complexity, from large government bodies to local councils and any other regulated organisation.

EzeScan

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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.



Brother

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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.

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

Kodak alaris

Kapish

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As a Tier 1 HPE Software Gold Business Partner, Kapish aims to provide its 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) & HPE Content Manager (HPE CM). We help our customers overcome the everyday challenges associated with information governance and document/records management through software and services that improve the user experience and maximise return on investment. Focused exclusively on HPE RM / CM, our extensive range of software solutions are designed to easily integrate into existing systems or be implemented as new solutions, enable projects to be delivered faster, more effectively and with a higher degree of success. We work with our customers to improve their everyday use and experience with the system. Designed to bridge the gap between users and technology, our software solutions are easily integrated into existing systems or implemented as new solutions. Quite simply, our products for HPE RM/CM make record-keeping a breeze. Kapish is a member of The Citadel Group. Citadel solve complex problems and lower risk to our clients through our tailored advisory, implementation and managed services capabilities.



Epson

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Epson is a global innovation leader dedicated to exceeding expectations with solutions for markets as diverse as the office, home, commerce and industry. Epson's advances in scanning technology deliver the perfect balance of speed and reliability for image reproduction of unbeatable quality. From compact mobile scanners to A3 flatbed scanners that operate at speeds up to 70ppm, the range is designed for a variety of demanding organisations where fast and easy document management is required. Combine that with high productivity software that allows networking and 'scan to' options including the cloud, its versatile functions dramatically expand data usability and on-line document workflow. A high quality scanner is a powerful tool. For unbeatable reproduction of photographs, documents and graphics, you can't do better than the Epson scanner range - outstanding results, simple operation and value for money.

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Fujitsu Australia

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Fujitsu, as one of the world's leading document scanner companies for both Desktop and Workgroup scanners, offers compatibility with over 200 different document imaging applications. The result is state of the art image solutions from innovative portable units all the way to large centralized production environments. Fujitsu document scanners are renowned for their performance, remarkable image quality, fail-safe paper handling and Fujitsu's legendary reliability. New innovations include:

- Overhead contactless scanning of fragile documents, thick books and oversized items;
- Ability to input and sort multiple small documents, business cards, etc., just by laying them on the desktop;
- Ultra-sonic and patented ISOP paper sensing technology that prevents batched document damage; and
- Mixed batch scanning & automatic paper skew correction.

FUJITSU

ELO Digital Office

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ELO Digital is a truly global ECM company with Australian expertise! 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. T

he 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 Iron Mountain and 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
Digital Office

OPEX

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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.

OPEX

FineReader 14 compares documents and simplifies workflows

ABBYY has announced the availability of FineReader 14, the next version of its flagship desktop software that combines optical character recognition (OCR) with advanced capabilities for working with PDFs and document comparison. The new version incorporates all of the functions necessary to accomplish document editing, conversion, commenting and comparison. FineReader 14 comes with the main functionality required to work with any paper-based document or PDFs, whether scanned or digitally created.

Key areas of functionality and notable improvements include:

- **Highly accurate conversion of PDFs and scans into actionable formats:** Ongoing improvements to ABBYY's OCR technology ensures that it continues to deliver exceptional results for converting scans and PDFs to editable and searchable formats such as Word, Excel, PowerPoint and PDF, while retaining all the original features that FineReader is renowned for, such as extended OCR capabilities and automated conversion.
- **PDF editing and collaboration:** FineReader 14 is an all-in-one solution for working with PDFs and scans, with built-in advanced editing and collaboration tools for managing pages, content editing, reviewing, commenting, searching, filling forms, signing and protecting files.
- **Cross-format document comparison:** An all-new "compare documents" feature detects and highlights any relevant textual changes between two versions of the same document, regardless of whether their format is PDF, Word, JPG, etc.
- **Deep OCR integration into PDF tools:** FineReader 14 is designed for those who work with scans and paper-based PDFs on a daily basis due to its ability to automatically apply OCR to PDFs when required.
- **Over 190 OCR languages:** The new version supports text recognition in more than 190 languages, including some difficult-to-digitise languages such as Korean, Chinese, Japanese and Arabic. It also comes with support for simple math formulas and English phonetic transcriptions.

<http://www.abbyy.com/finerreader>.

DocsCorp updates compareDocs

More streamlined workflows for NetDocuments and iManage Work systems are facilitated with the release of compareDocs 4.2 from DocsCorp. This software application compares two versions of a document, clearly displaying the differences so users avoid missing important changes in legal contracts and other documents.

In addition to numerous enhancements to speed and stability, compareDocs helps increase productivity with:

- new workflows for selecting and loading documents from NetDocuments/ndOffice into compareDocs with fewer clicks;
- new workflows for saving documents back into NetDocuments/ndOffice as a new version/attachment;
- new Microsoft Word Compare configuration settings at the Rendering Set level, rather than at the application level, gives users more control over how these changes are marked up in the Comparison Report; and
- new right-click workflow for iManage Work that lets users compare the selected document version to the previous version in a single click.

compareDocs is a Windows-based application and is available in Standard (no DMS integration) and Pro (DMS integration) versions. DocsCorp has just released compareDocs cloud for Office 365 and Windows 10 users.

<http://www.docscorp.com>

RecordPoint tackles cross-platform RM

RecordPoint has announced a new cloud-based SaaS offering for records management across multiple platforms including Microsoft SharePoint, Office 365, social media, and internal file shares, Records365 vNext.

Records365 vNext, is designed to deliver organisation-wide compliance by providing a single platform to create, manage, and automate the records lifecycle in a uniform manner across all content platforms.

"Records365 vNext will be the first records management platform of its kind designed to seamlessly unify and control content across multiple platforms," said Anthony Woodward, RecordPoint's Chief Technology Officer.

"No matter where their content lives, our customers will be able to manage their records lifecycle from one centralized dashboard with ease."

Businesses are increasingly using cloud repositories that don't adhere to internal and external compliance and governance rules. This is a considerable risk for highly regulated enterprises, as it greatly increases the amount of non-compliant data within the organisation.

Records365 vNext enables turnkey, whole-enterprise compliance by helping customers navigate the ever-changing compliance landscape while providing them with the tools necessary to scale out file plans across multiple platforms.

"We believe that Records365 vNext will redefine the records management industry by enabling organisations to manage their records and compliance across multiple content sources with a level of ease and affordability that isn't available today" said Elon Aizenstros, RecordPoint CEO.

Records365 vNext capabilities include:

- a cloud-first unified data governance platform;
- turnkey compliance for all industry and global standards;
- centralised management of data from any source;
- platform/ content agnostic; and
- scalable

<http://www.recordpoint.com/vNext>

Kapish RIM Word and Excel Add-Ins

Australian developer and solution provider Kapish has announced new updates to its Microsoft Office add-ins allowing increased integration with HPE Content Manager/Records Manager. New features in Version 4 include shared workbooks in Microsoft Excel and enhanced Mail Merge capabilities in Microsoft Word

Version 4.0 of the Kapish Word Add-In and Kapish Excel Add-In sees a complete redesign of the look and feel of both applications.

Major work was undertaken to ensure Version 4.0 is compatible with all the latest software applications, which now includes HPE Records Manager 8.3 & Content Manager 9.0; Microsoft Office 2016 and Windows 10. To facilitate this the Kapish Office Add-Ins upgraded the .Net Framework to 4.5.2 to allow the full use of the latest technology.

The Kapish Word Add-In Mail Merge functionality received a complete overhaul in version 4.0 and was transformed into an intuitive step-by-step wizard to walk users through the merge to HPE CM process. The Mail Merge Wizard improves usability and has widened the functionality.

Version 4.0 allows for mapping of CM Locations (either by URI or ID Number) and other fields, such as Container, can be referenced with either the Record Number or URI.

This allows other systems (e.g. Pathway) to be used as the data source of the mail merge and then have the final letter saved directly to HPE CM.

Document capture with advanced machine learning

Parascript has introduced a data location, extraction and verification software solution that deploys template-less, neural network-based document extraction.

Parascript says it has 'productised' its machine learning platform to support custom-developed recognition projects with much quicker turnaround than traditional rules-based approaches. The result is significantly faster production with more reliable and refined results.

Traditional recognition and capture solutions often successfully use business rules to process information. These rules place parameters around how information should be entered, increasing the accuracy of data recognised by software and reducing the amount of manual data entry that has been required.

Unfortunately, rules are only valid when they are comprehensive, and these rules can only be comprehensive when the document types and their variability are well understood.

<https://www.parascript.com/checkplus-international/>

OnePlaceMail hits the Office Store

OnePlaceMail for SharePoint Online, a new application from OnePlace Solutions available from the Microsoft Office Store, solves the problem of ensuring important corporate information can be easily stored and retrieved from SharePoint instead of being trapped inside personal inboxes.

Created by Australian developers OnePlace Solutions, OnePlaceMail for SharePoint Online, takes advantage of Microsoft's Office UI fabric so that the solution looks and feels like Microsoft Outlook, allowing users to remain productive with their regular workflow.

The aim is to bring SharePoint to where people work. i.e. in Outlook.

Information that is stored in SharePoint is made accessible from Outlook and able to be shared quickly and easily. The Outlook add-in offers a fast load time, of under a second, so users aren't kept waiting.

OnePlaceMail for SharePoint Online works with native Outlook clients running on Windows and macOS as well through the Outlook Web App. The add-in will also work using the Outlook for iOS app (subject to Microsoft approval). It is both an Outlook Add-in and an Office 365 app.

A single click or tap within Outlook allows users to send an email, or any attachments to SharePoint. Choosing where to save the information within SharePoint is easier than saving a file on a shared network folder.

The information that is sent to SharePoint can be categorised with all the metadata retained.

Content stored in SharePoint can be easily found and shared from within Outlook. As OnePlaceMail for SharePoint Online is multi-platform, users can work from home using the Outlook client on their preferred device, from their smartphone, or through the Outlook Web App.

When they get to the office, they can continue working within Outlook on the device of their choice, accessing the same information without having to change how they work.

OnePlaceMail can be downloaded from the Microsoft Office Store.

Learn more on the OnePlace Solutions website about connecting Microsoft Outlook with SharePoint from different mobile devices and platforms such as macOS, Windows, OWA, iOS iPhone and iPad

For more information or if you'd like to speak with James Fox, the CEO of OnePlace Solutions, please email info@oneplacesolutions.com or call +61 2 9977 1312.

Epson adds new business scanners



Epson has launched two new compact, sheet-fed WorkForce document scanners, the WorkForce DS-570W and DS-530, geared towards simple integration into an organisation's workflow. new scanners can scan at up to 35 ppm/70 ipm and offer a wide range of media handling options that enable users to rapidly capture, index store and share business-critical documents.

These scanners incorporate DSC (Dynamic Skew Correction) and a sophisticated multi-roller paper feed design. The ultrasonic sensor allows Double Feed Detection to help avoid misfeeds, and Auto Document Size Detection makes it easy to scan multiple sizes in a single stack. Automatic Feeding Mode makes it easy to scan originals of different sizes, in any order, into one PDF, while Double Feed Detection Skip enables scanning to resume after a feeding error occurs.

An optional flatbed conversion kit enables a wide range of media to be scanned effectively, such as postage stamps, passports, books and more. This option is available for both models when using USB 3.0 connectivity.

There's also wireless connectivity on the WorkForce DS-570W so documents can easily be scanned to mobile, tablet and Wi-Fi-enabled work stations. The WorkForce DS-570W and DS-530 are available now selected Epson resellers and retailers priced at \$599 and \$549 RRP including GST respectively.

www.epson.com.au

Ephesoft Insight 3.0 document analysis

Ephesoft Inc., developers of the Smart Capture software that extracts information from unstructured content, has announced the release of its new document analytics platform, Ephesoft Insight 3.0. Insight leverages Ephesoft's patented machine learning algorithms to extract meaningful and actionable information from an often untapped resource: unstructured data on documents and images in content management systems.

Ephesoft Insight leverages patented machine learning technology to extract meaningful data from pdf and TIFF document images. Once relevant data fields have been identified the software employs algorithms to identify linkage across multiple documents.

The technology has been deployed within the U.S. Intelligence Community, and several successful pilot programs have been initiated with strategic healthcare and financial service customers. Ephesoft Insight is now available from Ephesoft directly as well as select integration partners.

<http://www.ephesoft.com>

SecurityIQ 5.0 is your data safeguard

SailPoint has announced the latest version of its data access governance solution, SecurityIQ 5.0, designed to protect organisations against breaches through intelligent and actionable management of sensitive files residing within a network or in the cloud. SecurityIQ allows enterprises to discover and govern access to sensitive data, enabling them to better address the growing security threat to unstructured data stored in files.

Most organisations today have a blind spot when it comes to knowing what sensitive data exists and where it is stored, putting a big target on unstructured data by attackers.

SecurityIQ gives enterprises the ability to discover where sensitive data is stored in files and folders, eliminate overexposed permissions, and apply centralised management and access controls over unstructured data residing in systems running on-premises or in the cloud.

New capabilities in SecurityIQ 5.0 include:

- New and updated connectors for Windows Server 2016, NetApp OnTap 8.3, Microsoft SharePoint, Exchange, OneDrive, Google Drive, Box, and Dropbox provide intelligent discovery and management of sensitive data residing on-premises and cloud.
- Real-time analytics displayed across actionable dashboards enables data owners to quickly track critical KPIs, helping them to better understand and address current risk levels due to stale data and permissions, overexposure of sensitive data, and over-permissioned resources.
- A new and extensive library of over 100 ready-made reports provide visibility regarding activities, permissions, policy changes and more; providing IT departments greater insight and compliance departments the ability to demonstrate proof-of-compliance.

<https://www.sailpoint.com/>

Digital Workflow with e-Signatures for regulated industries

eSignLive and Nintex are collaborating to enable organisations in regulated industries to complete an entire digital workflow without having to fall back to paper. The new partnership will drive operational efficiencies and improve the overall customer experience. Available out-of-the-box, the eSignLive connector for Nintex SharePoint 2013 Workflow, provides seamless integration of e-signatures, allowing users to create, send, sign and check the status of any transaction, while pushing the completed and digitally signed document back into SharePoint.

Future integration plans include adding eSignLive to the Nintex Workflow Cloud to easily extend workflow automation and e-signatures in the cloud. As organisations and government agencies execute digital and mobile-first initiatives, their focus lies not only on digitising internal processes, but also on improving external-facing transactions. An e-signature enabled workflow ensures the process remains 100 percent digital, eliminating manual steps, which can lead to human error.

"eSignLive's integration with Nintex helps commercial and government organisations, as well as their customers and citizens, realise the immediate business impact of a seamless digital workflow that connects the right people, with the right content, at the right time," said eSignLive President, Tommy Petrogiannis.

"Nintex is delivering the world's leading workflow and content automation solutions to improve the way we all work," said Nintex's VP of Channels and Product Marketing Josh Waldo.

"eSignLive, as a Nintex Premier Technology partner, plays an important role in helping organizations in regulated industries realize the immediate benefits of becoming a digital business."

AvePoint ups SharePoint Management

AvePoint has announced the general availability of DocAve 6 Service Pack (SP) 8, an update to the the SharePoint management platform allowing for additional hybrid management and SharePoint 2016 management.

New features include:

- **Safe Customisation Deployment:** DocAve Deployment Manager now features full integration with Rencore's SharePoint Code Analysis Framework (SPCAF) Farm Protection. Developers and administrators can easily scan each SharePoint customisation before deployment or migration to any Office 365 environment or on-premises farm to detect potential issues and risks to the environment, operational processes, and data.
- **Backup and Restore NetApp Systems:** DocAve Backup and Restore and High Availability expand to be able to restore from NetApp Snapshots to provide fast SharePoint backup and recovery solutions. In addition, DocAve now supports data restoration using snapshots through an integration with NetApp Data ONTAP data management software to provide faster speed, data replication capabilities, disaster recovery, farm cloning, and storage optimisation. This provides continued support for customers affected by the discontinuation of NetApp SnapManager for Microsoft SharePoint.
- **Additional Support for SharePoint Hybrid Management:** In order to provide a better hybrid experience for both end users and administrators, DocAve Replicator allows organisations to perform one-way, real-time replications of SharePoint content and Nintex Workflows from on-premises SharePoint to Office 365 – SharePoint Online. Administrators can also use DocAve Replicator to configure business rules that allow end users to publish content to sites, libraries, and lists across different SharePoint versions. With DocAve Administrator, administrators can now also reduce business disruption and improve end user experience by combing site collections, sites, and subsites for broken links across hybrid deployments.

<http://www.avepoint.com/au/>

Esker enhances Oracle E-Business

Esfer is now offering a sales order processing solution integration with Oracle E-Business Suite. Esker customers can now receive orders directly in the Oracle E-Business Suite ERP application, enabling greater process efficiency and productivity across every phase of order processing operations.

Esfer provides a single solution for sales order processing to automate, streamline and track orders. Order processing automation can help businesses process orders up to 80 percent faster, increase order accuracy rates by up to 99 percent and increase staff productivity as much as 65 percent.

The integration capabilities of Esker's order processing solution are built on proven Oracle technology and application program interfaces (APIs), providing customers with a reliable, seamless ERP integration and offering IT departments the peace of mind they require during rollouts of new technologies. Oracle E-Business Suite customers can leverage the value they have invested in their ERP system while taking advantage of specific features and benefits, including:

- Automated master data synchronisation
- Order creation and confirmation
- Order archive link directly available in Oracle E-Business Suite
- Reliable and seamless integration
- Minimal IT involvement leading to faster go-live
- Continuous maintenance and updates

www.esker.com

cleanDocs removes metadata from documents uploaded to HighQ

DocsCorp has announced that its metadata management software, cleanDocs, now integrates with HighQ (www.highq.com), a leader in secure cloud collaboration and content management solutions, to ensure the highest degree of security and compliance when sharing information and collaborating in the cloud.

HighQ customers with the iManage Work connector will be the first to benefit from the integration. Documents uploaded to HighQ from iManage Work using the HighQ integration appliance will now be able to be cleaned of metadata as a seamless part of the upload process.

Documents are routed by the connector to a server on the client's premises where the documents are cleaned before they are uploaded to HighQ.

cleanDocs cleans documents at sub-second speeds. It achieves this through binary level and multi-thread processing.

cleanDocs does not need to open the authoring application. In fact, the user does not need to have the application installed. Instead, cleanDocs analyses and cleans the documents at the binary or direct file level.

cleanDocs also takes full advantage of multi-thread processing, supporting all available cores. For example, on an 8-core CPU it can process up to 8 documents at a time to make light work of large batch cleaning operations. cleanDocs supports 4, 8, 16 and 32 CPU cores.

<http://www.docscorp.com>

Project management for AEC industry

Deltek has launched new enterprise information management solution – Deltek Project Information Management (PIM), for project-based businesses to manage projects through the entire project lifecycle. This new solution builds on Deltek's July 2016 acquisition of Union Square, a provider of project information and collaboration software for the Architecture, Engineering and Construction (AEC) industry. Many project-based businesses struggle to organise huge volumes of files across all aspects of the organisation and often use siloed systems. This causes key information to get replicated in multiple locations making it difficult to work off of a single version of the truth. Deltek's new Enterprise Information Management solution helps AEC firms to capture, store and access critical firm-wide and project information from one central location.

This includes emails, drawings, contracts and photos. It also manages other firm-wide information beyond the project for functions such as HR, marketing, accounting, legal and QA/QC.

Features of Deltek PIM include:

- Organise project files to improve efficiency and save time – With a central hub users can store, manage, retrieve and share documents and drawings with ease.
- Manage project emails and collaborate more – Take control of project communication, keeping your team informed and on track.
- Quickly find critical data – Keep track of RFIs and other key project documentation so you can accelerate project bidding and delivery and monitor project progress any time.
- Protect your firm – Reduce risk with greater visibility into project data to mitigate risk and resolve disputes faster.
- Stay connected – Enable true on-the-go field work, with mobile tools to take photos, view drawings, observe project progress and collaborate with the project team.
- Integrate with Deltek ERP – Keep every critical piece of project data in one location to manage schedules, budgets, resources and files for every project with Deltek.

Forensic Triage in the field

ADF Solutions has released Triage-Investigator, the latest evolution of its digital forensic triage tool designed for field deployment. Triage-Investigator has a proven track record of providing investigators with easy, quick access to court-defendable evidence to process criminal cases.

Designed to work either as a stand-alone solution or with Digital Evidence Investigator, ADF's flagship digital forensic tool, Triage-Investigator provides a forensic ecosystem where forensic labs can leverage investigators to process and triage computers and digital devices.

Key Triage-Investigator capabilities include:

- Extreme ease of use and forensically sound, with minimum training required.
- Easy, quick generation of prosecution-ready reports.
- Seamless integration with ADF's DEI to access customised Search Profiles and large hash sets of known suspect files (tested with over 30 million), including Project VIC and CAID.
- Powerful booting (including UEFI secure boot and Macs), providing access to internal storage that cannot be easily removed from computers.
- Powerful out-of-the-box, pre-configured Search Profiles.
- Full control over investigator workflow, minimising risk and maintaining forensic integrity.

Accusoft PrizmDoc v12.0 adds file management features

Accusoft has announced a new version of its document viewing and imaging product, PrizmDoc v12.0.

The three newest features offered through PrizmDoc v12.0 include:

- Form Field Detection: This new add-on streamlines document processing by recognising a form and automatically creating fillable form fields. Through form field detection, organisations can reduce manual form creation and quickly embed fillable forms on their websites.
- Microsoft Office Conversion: The capabilities for Microsoft Office conversion enables customers to have compliant native rendering for all Microsoft Office documents in PrizmDoc's HTML5 viewer.
- Large document viewer and server-side search: PrizmDoc v12.0's large document viewer and server-side search tool supports conversions for large documents of more than 1,000 pages, minimises viewer load-time and optimises view and search capabilities for large documents.

All three new features are included with the PrizmDoc cloud-hosted option. For self-hosted PrizmDoc deployments, large document viewing and server-side search are included in the new version, while form field detection and Microsoft Office conversion are available as add-ons.

<http://www.accusoft.com>

Triage-G2 for portable 2-step forensics

ADF Solutions, a provider of digital forensic and media exploitation tools, has released Triage-G2, which employs a simple two-step process to rapidly scan, extract, and analyse critical intelligence from computers and digital devices.

The tool can be deployed on existing computing devices and on a small portable USB key that does not require dedicated computer hardware. The collected data can then be easily distributed via portable reports or ingested into data repositories, which include Processing, Exploitation and Dissemination Systems (PED).

<http://shop.adfsolutions.com/Triage-G2-TG2.htm>

ShareFile streamlines DM workflows

Citrix has updated ShareFile, its file sync-and-sharing solution, to offer a more streamlined way to view and take concise action on files of all types, including getting feedback and approvals on documents, sharing DICOM medical images, viewing 3D architectural renderings, and even requesting and tracking audit lists.

Users can now get feedback, request approvals and e-signatures – all within ShareFile's web interface. They can track feedback and approvals in real time with the ability to set due dates and view status at any time. It also eliminates the need to send documents via email and track for version control.

ShareFile has new, web-based dashboard and interface where recently opened files are easily accessible and there is access to tutorials to guide users step-by-step.

A new content viewer can handle 60+ file types without the need to wait for downloads and leave the web browser.

www.citrix.com

Nuance PDF Converter for Mac

Nuance Communications has announced PDF Converter for Mac version 6, allowing Apple users in Australia to easily convert, edit and securely collaborate with industry-standard PDF files.

Specifically, users can assemble PDF documents from a variety of sources, convert PDFs into editable formats for repurposing, create searchable files from scanned documents, and create and fill out PDF forms. Further, the streamlined user interface running on OS X Yosemite or El Capitan enables users to work more efficiently and effectively.

Included among the new features in PDF Converter for Mac are:

- View and correct OCR results – User can now view and proofread the recognised text of a scanned or image-based PDF file and easily correct any word errors. The new auto-deskew feature helps achieve optimal OCR results when performing text recognition on scanned documents.
- Improved user interface – The user experience has been improved with a modernised user interface that adopts the new styles introduced in OS X Yosemite. The toolbar now includes the Share button to easily send a document or share it across devices. Users can edit documents faster with the new context-sensitive control-click or right-click menus.

Nuance PDF Converter for Mac is \$A124.95.

<http://www.nuance.com/products/pdf-converter-mac>

AI-Powered Content Discovery Engine

Swifttype has launched a new AI-powered Enterprise Search Platform, the company's formal expansion into cloud-based content discovery and search for the modern enterprise.

As businesses utilise a growing number of cloud-based tools across multiple platforms like Salesforce, Office 365, Dropbox, Google G Suite, Zendesk, and others, the basic task of finding content becomes increasingly difficult and frustrating. Swifttype's Enterprise Search integrates artificial intelligence with its search technology to solve the discovery problems hindering the productivity of modern workforces.

Swifttype's AI-powered Enterprise Search Platform allows employees to seamlessly access the data they need, from any device, across the many applications their jobs require. With just one search, a user can find everything relevant to the task at hand: accounts in Salesforce, files on Dropbox, documents in Google G Suite or Office 365, information from internal databases, conversation threads on Gmail, and more.

Swifttype also integrates directly into apps like Salesforce, Confluence, and others to allow users to search and find content across all of these services without disturbing their existing workflows.

The new platform introduces a host of complementary technologies that address a broad range of use cases. These include:

- Swifttype AI-powered search applications built natively for mobile, desktop, and web browsers. Additional workflow integrations allow users to search all their data from the applications they already use.
- A Connector Framework that seamlessly and securely connects a wide range of cloud-based platforms within minutes. Integrated platforms available immediately include Google, Microsoft, Salesforce, Atlassian, Zendesk, and more.
- The Enterprise Knowledge Graph, Swifttype's artificial intelligence platform analyses the content and relationships inherent to corporate data. This allows Swifttype to understand queries the same way humans do, making the end-user search experience both intuitive and incredibly powerful. AI capabilities also proactively display relevant content based on calendar events, emails, and user behaviour.

<https://swifttype.com>

pdfDocs enhances DMS integration and PDF form management

DocsCorp has announced the release of pdfDocs 4.4, a major update to its PDF management software.

pdfDocs 4.4 offers improvements to DMS integration, dynamic XFA PDF forms handling, and streamlined interaction with Microsoft's Outlook, Excel and PowerPoint.

This version brings substantial improvements for users of iManage, NetDocuments, SharePoint, and OpenText Content Server. UK customers will appreciate the new built-in support for Laserform documents.

In pdfDocs 4.4, the handling of dynamic XFA PDF forms has been completely re-engineered. Users can now open, work with and save these files. PDF Editing Abilities: Significant improvements have also been made in the editing of PDFs including the ability to flatten PDFs and copy to/from clipboard.

Users will enjoy a better and more streamlined interaction with Outlook thanks to a new right-click on attachment workflow that opens attachments directly in pdfDocs.

pdfDocs now also retains hyperlinks and bookmarks from Excel and PowerPoint, preserving formatting and saving users time adding them in retroactively.

www.docscorp.com

ABBYY automates contract migration with Machine Learning

US Quote-to-Cash solution provider Apttus has announced the availability of Apttus Intelligent Import. This solution uses technology from ABBYY that automatically scans, loads, and analyses contracts, both physical and digital, to an Apttus Contract Management repository.

This has traditionally been a manual operation that prevents many organisations from gaining visibility into their legal and commercial obligations, hiding potential risks and revenue leakage from company leadership. Now, organisations can benefit from the many advantages of bringing their most critical contractual data into a centralised Quote-to-Cash operation.

Apttus Intelligent Import makes legacy contracts more accessible, accurate, and relevant than ever before by means of:

- OCR: Converts documents in a broad array of formats into machine-encoded text, which can then be analysed.
- Classification: Identifies the type of contract or legal document.
- Segmentation: Breaks each document down into its component parts, particularly clauses and business terms.

- **Extraction:** Pulls specific components, facts and attributes from a contract or document.
- **Validation:** Confirms correct segmentation and extraction of contract contents. Includes a state-of-the-art interface for conflict resolution and required legal review.
- **Export:** Transfers the data into a structure easily loaded into Apttus Contract Management .

<http://www.apttus.com>

Hyland cloud document management

AirBase is a new cloud-based document management application launched by the ECM vendor, Hyland. It is designed to get businesses up and running quickly with simple document management capabilities.

AirBase enables organisations to:

- Leverage person-to-person document routing, reducing bottlenecks
- Create, grow and maintain solutions using an intuitive, tile-based interface
- Accelerate user adoption with minimal end-user training requirements
- Implement custom integrations through publicly available REST APIs

Ensure critical information is safe in the private Hyland Cloud with individual encryption and no commingling of data

Easily purchase with a user-based subscription licensing model

AirBase joins Hyland's existing product suite that includes OnBase ECM; ShareBase, an enterprise file sync and share product; and LawLogix, which provides cloud-based solutions for HR professionals and immigration practitioners.

<https://airbase.hyland.com>

PhotoScan makes digitising photos a snap

A new app launched by Google for Android and iOS could be just the answer if you are looking to digitise your old print photos. Google Photoscan integrates with cloud storage in Google Photos, and utilises smart technology for automatic edge detection, perspective correction, smart rotation, and glare reduction.

Anybody who has tried to take a quick snap of a print photo on their smartphone knows how difficult it is to get a good result. Photoscan provides a game-like interface to improve results.

Firstly, position the print photo within the smartphone camera frame. Once you capture the image four small white circles appear over the photo. You then move your phone over each of the dots and hold it until the circle is filled in. Once you've covered all four dots, the photo is scanned and automatically cropped, rotated, and colour corrected.

The app automatically takes the image with the flash on, and then uses the scanning data and algorithms to eliminate any glare. It works by taking five shots of each photo and stitching them all together to give you the best representation of the old photo you can get.

<https://www.google.com/photos/scan/>

Yellowfin BI Data Preparation Module

Business Intelligence (BI) and analytics software vendor, Yellowfin, has launched what it claims is the industry's first integrated and virtualised Data Preparation Module for analytics. Data preparation describes the process of transforming data into consistent formats suitable for exploration, analysis and report building.

The new Data Preparation Module offers users a way to model, profile, clean, shape, enrich, secure and publish all data desired for reporting and analytics in a single BI environment.

The Data Preparation Module will be included as part of a standard Yellowfin license at no additional cost.

Yellowfin's Data Preparation Module has been designed to overcome common challenges encountered when preparing data for analytics in three ways, by:

- Integrating data preparation processes directly into a single analytics environment
- Offering comprehensive data profiling capabilities
- Providing automated best practice metadata modelling functionality

Yellowfin's data profiling capabilities enable data analysts to quickly assess the shape and quality of their data.

The data profiling functionality visually displays the number and distribution of data profiled, providing statistics on the values within each column (such as minimum, maximum, median, average, empty and distinct values or outliers).

Types of transformations available via Yellowfin's data profiling functionality include the ability to perform numeric and date grouping; apply filters, formatting, case statements and calculated fields; append, standardize or remove incomplete or inaccurate values; translate values held in the data source into business-friendly terminology (Organization Reference Codes); and assess a data set for attributes (such as zip or post code data) that would enable users to enrich data by adding a Yellowfin GeoPack.

www.yellowfinbi.com

PDF Conversion and Collaboration Tools with PhantomPDF 8.2

Foxit Software has announced the availability of PhantomPDF 8.2, a PDF solution offering new collaboration, sharing and self-help tools. PhantomPDF also comes with ConnectedPDF technology, providing a range of cloud-delivered capabilities to improve document security, tracking, synchronisation, and more.

New features include:

- A new web conversion feature that allows users to easily convert selected web pages or an entire website into a PDF document, saving valuable time for anyone looking to archive, add mark-ups, generate reports, or take snapshots of website information and content
- A solution to convert from access control protected secure enterprise or personal web content to PDF.
- A new linearised conversion feature that provides an option to create or convert documents as linearised PDFs so that large PDF files stored or hosted online can be opened for viewing immediately, before the entire document is downloaded

The new version also marks the launch of context-sensitive self-help tools that include a 'Tell Me More' link that can connect users to a help centre and search feature within the document.

Improved features in PhantomPDF 8.2 include:

- Improved Action Wizard with save as options
- The ability to create linearised PDFs that can be reviewed as it downloads
- Generate PDFs directly from CAD files using the file's right click menu
- Enhancements around creating a PDF from multiple source files
- The ability to select specific sections of Word, Excel, and PowerPoint files when creating a PDF

<https://www.foxitsoftware.com/pdf-editor/>

SharePoint and the ever-changing ECM market

By Dan Anderson, CEO and Co-Founder, SeeUnity Inc.

When my firm SeeUnity began in 2005, we knew Microsoft SharePoint was going to be a large player in the Enterprise Content Management (ECM) market. What gave us insight to this was the ever-changing landscape of the ECM market.

In the years leading up to SharePoint's emergence in the market, we saw a trend happening where players were consuming their competition. This has continued on in the past decade, and we have seen players with large market share get lost in the mix, never to be seen again. What I want to talk about here is the history of the market I have spent my adult life involved in and some of my predictions about its future.

I started with PC DOCS, one of the first true ECM solutions involved in file management and scanning of documents, in the late 90s. In 1999, PC DOCS was purchased by Canadian software company Hummingbird.

Hummingbird was, in comparison to PC DOCS, a large company and therefore it lacked the ability to focus on one product. Hummingbird also lacked the ability to innovate and improve PC DOCS to keep them competitive in the market.

In my opinion, Hummingbird ignored the capabilities of PC DOCS for a few years, and by then it was too late.

Subsequently, Hummingbird was acquired by OpenText in 2006, shortly after I co-founded SeeUnity. Acquisitions of this nature had the ultimate goal of increasing the amount of market share a certain company held in a market or industry, and this wasn't the last acquisition to do so.

iManage, another highly focused and innovative document management player had come into the picture in 1998, and almost overnight took 50% of the market share. Similarly to PC DOCS, iManage also went through a series of mergers and

acquisitions by other companies that wanted to absorb that market share. The first of which was a merger in 2003 with Interwoven.

Then Interwoven was acquired by Autonomy in 2009, which was then acquired by HP in 2011, when they decided they wanted to play in the software market. Throughout all of this, iManage's innovation was stalled.

During the initial turmoil of ECMs like iManage and PC DOCS, SharePoint emerged. Although it was never meant to be a full-blown ECM system, people who had seen their ECM system get acquired and ignored had an appetite for something that was new and modern. That's when they turned to SharePoint.

Unfortunately, SharePoint didn't anticipate what was going to come next. SharePoint was heralded as the solution to all of a company's document management problems and huge influxes of people left their systems, like PC DOCS and iManage, to adopt SharePoint as their ECM.

As a matter of fact, SharePoint became one of Microsoft's fastest growing application, next to the Xbox. Because SharePoint wasn't intended to solve all of a company's document management problems this caused a lot of confusion and failures in the beginning.

So, after the mass exodus to SharePoint, we saw many disgruntled companies as they came to realise they might still need a full-blown ECM. Since then, Microsoft has worked towards providing a more complete picture of document management, and organisations have realized that often SharePoint works best in conjunction with an official ECM or 3rd party add-ons for Records Management.

Where all of this leads to is what we are experiencing today, a shift back towards the ECM. At least an ECM that supports that back-end document management goals of a company.

Some of the ECM companies are even taking back their power. Most infamously, iManage has since become independent again. This is a perfect example of the "revolt against consolidation" that we see happening now. Since the buyout from HP, iManage has gained momentum in the ECM industry again, and is well on their way to leading in market share again.

However, we are seeing major complications in the business world as more and more organisations need to share content externally, and globally, and as many firms and businesses move towards the cloud, they are turning towards solutions like Box. This tendency is driving the next round of acquisition fever: external share and collaboration capabilities.

Most frequently now, we are seeing ECM vendors add capabilities like workflow and collaboration to their suites of solutions through acquisitions and mergers. That is resulting in a market that has everything cobbled together in an all in one solution that most closely resembles conglomerate rock.

What we see now is a mature market and companies are looking for that next generation ECM system. More people are taking the leap to cloud and hybrid solutions rather than on-premise. Technology is forcing the market to grow, and as we continue to see next generation platforms emerge, the market will become competitive again.

SeeUnity is a Microsoft Gold Certified ISV Partner, specialising in integration of ECM system, and serving customers of all sizes across the globe with heavy influence in North America, Australia, and Europe. <http://seeunity.com/>

Timeline:

- 1991-98: OpenText starts as a full text indexing and string-search technology. Then becomes a search engine. They make a number of acquisitions that pull them into the ECM market.
- 1998: iManage is born
- 1999: PC DOCS purchased by Hummingbird
- 2001: Microsoft SharePoint emerges into the market
- 2003: iManage merges with Interwoven
- 2003-06: Makes a number of different ECM acquisitions, and expands the scope of what they do.
- 2005: Enter SeeUnity
- 2006: OpenText acquires Hummingbird
- 2006: IBM Acquires FileNet
- 2009: Interwoven (iManage) gets acquired by Autonomy
- 2009: OpenText acquires Vignette
- 2011: Autonomy (iManage) acquired by HP
- 2015: iManage buyout from HP to become their own independent company again
- 2016: OpenText announces intent to acquire Documentum

LEAPFROG YOUR COMPETITORS WITH MOBILITY SOLUTIONS



Read the whitepaper at www.brother.com.au/mobilitywhitepaper
and find all the answers you need to achieve your business goals

Fast & Efficient Document Management

EPSON
EXCEED YOUR VISION

EPSON WorkForce Business Scanners

The professional's choice for easy, fast and reliable document scanning.

- Advanced paper handling
- Superior image processing
- Ultra-fast and efficient
- Includes Document Capture Pro to scan directly to the cloud

Learn more visit

www.epson.com.au/scanners



EPSON WorkForce DS-70000



EPSON WorkForce DS-7500



EPSON WorkForce DS-570W

