Executive Edge
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JUNE-JULY 2017

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Convoluted policies hindering ethical behaviour: EY Fraud Survey

More than nine in ten (93%) respondents to the EY Asia-Pacific (APAC) Fraud Survey 2017 want to work for a compliant organisation but are confused by inconsistent compliance policies that lack clarity and are clouded in legal jargon. In fact, 35% of Australian respondents believe their organisation's current code of conduct has little impact on how employees actually behave.

EY APAC Fraud Survey 2017 titled *'Economic uncertainty/ Unethical conduct: How should over-burdened compliance functions respond?',* surveyed 1,698 employees from large businesses in 14 Asia-Pacific territories. It highlights the calls from employees for corporate policies combating fraud, bribery and corruption to be simplified to ensure they are not only understood but also complied with.

Only 54% of APAC respondents believe their anti-bribery/ anti-corruption (ABAC) policies are relevant and effective. In Australia, 26% of respondents would shorten their existing ABAC policies to ensure key messages don't get lost and 23% would simplify the language so it wasn't overly complicated or composed of legal jargon. The survey highlighted the significant impact ethical conduct has on hiring and retaining employees, with over three quarters (79%) of Australian respondents stating they would look for a new job if their organisation was involved in a major fraud, bribery or corruption case.

Chris Fordham, EY Asia-Pacific Leader, Fraud Investigation & Dispute Services, says: "Employees are demanding absolute clarity and anything short of that impacts morale, hiring, retention and overall business performance. Corporates need to simplify their compliance protocols to ensure employees follow them."

APAC risk of cyber-threats

Nearly half (47%) of the APAC survey respondents say there's no particular company policy controlling how staff use personal devices for work-related activities at their organisations. This creates new vulnerabilities for organisations with almost half (49%) of respondents agreeing that they conduct business using
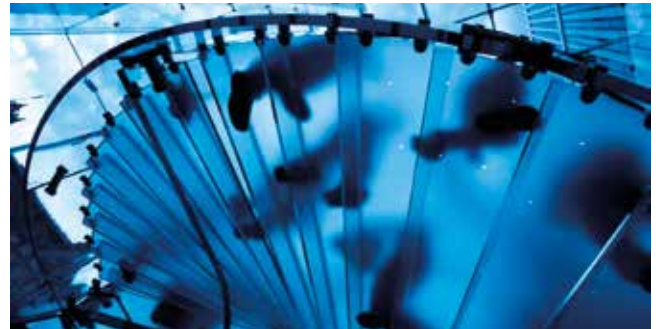
their personal mobile devices, despite they may have been issued with a work mobile device, and 39% recognising that there are risks associated with using personal devices for work.

EY Oceania Managing Partner, Fraud Investigation & Dispute Services, Rob Locke said, "Asia-Pacific can no longer afford to be complacent when it comes to cyber-threats. Whilst companies often think of cyberattacks as external threats, they would be well advised not to ignore the very real threats posed internally.

"Current cyber policies are inadequate in safeguarding against rogue employees and criminals who are intent on stealing data, intellectual property and even cash. Given 40% of Australian survey respondents say they do not have a policy in place for using personal devices at work, companies must design and enforce policies that help mitigate the risk of both external and internal cyber-attacks."

Economic targets trump ethics

Slow economic growth coupled with growing pressure to exceed the business bottom line is taking its toll on Australia's ethical conduct, with close to a third of Australian respondents (32%) believing bribery and corrupt practices have increased because of tough economic conditions and increased competition. Over a quarter of Australian respondents (27%) believe it is common practice in their industry or sector to use bribery to win contracts and 31% believe Australian companies often report financial performance as better than it is. Alarmingly, 23% of Australian respondents believe there are no clear penalties for breaking their ABAC policies.

Sixty-one percent of APAC respondents say they have a whistleblowing hotline within their organisation. But when it comes to reporting unethical acts, employees are reluctant to use the existing internal whistleblower hotlines as they do not trust their organisation will protect their anonymity or follow-up with proper remedial actions. Nearly a third (28%) say they would prefer to use external law-enforcement hotlines and even social media channels to report misconduct instead.

In Australia increased regulatory scrutiny and activity continues to have an impact on employee willingness to use whistle blowing hotlines, with 27% of Australian respondents stating they would be most comfortable reporting misconduct directly to their senior manager. Despite the growing presence of whistleblowing policies, almost one in five (17%) Australian respondents have withheld information or concerns due to internal pressures.

Fordham says: "It's encouraging that more companies in Asia-Pacific now have whistleblower hotlines. But we're concerned that employees still don't have enough faith that their reports will be handled confidentially or that these reporting mechanisms will result in proper follow-up and punishment for the guilty parties".

Kapish named 2017 HPE APJ Channel Partner of the Year

Australian solution provider Kapish has been announced as the 2017 HPE APJ Channel Partner of the Year for Information Management and Governance. Parent company, The Citadel Group, said the award reflects the growing success of Kapish and Citadel in the Information Management and Governance space.

Citadel acquired Kapish in 2016 and since that time the Group has invested heavily in expanding the information management products and services available to its growing customer base.

A key focus has been on delivering the software as-a-service to meet the rapidly growing client demand for fully hosted solutions. Founded over 10 years ago, Kapish has grown from a small start-up to become HPE's first South Pacific Platinum Partner for Information Management and Governance.

With over 180 clients across local and state government agencies, it also has unique IP in content management and software integration. Kapish has developed a variety of commercial HP TRIM/RM add-ons to enhance integration with Microsoft Windows and Office and various enterprise apps.

M-Files adds AI tech from ABBYY

M-Files Corporation has announced a partnership with ABBYY, the global provider of intelligent capture, optical character recognition, language-based and artificial intelligence (AI) technologies.

M-Files is integrating ABBYY technology into its ECM platform to improve the way information assets can be categorised, organised and intelligently linked to other relevant data, content and processes.

ABBYY's AI and natural language processing (NLP) is used to understand text in context. Based on algorithms that analyse the meaning of words and reveal the relationships between them, complex and unstructured documents can be classified accurately.

"Getting the right information to the right person at the right time is key in today's fast-paced world, but the majority of content that businesses rely on is unstructured, which hinders businesses from leveraging machine-based processing and automation," said Sven Diedrich, Director Business Unit Technology Licensing at ABBYY Europe.

"Our partnership with M-Files will help businesses harness this valuable unstructured content with simple automatic classification that establishes context and relevance, making it easy for users to quickly transform data into actionable information."

Lexmark teams up with Nuance

Nuance Communications has announced a new partnership to allow Lexmark to provide Nuance document imaging solutions in Australia and worldwide. Specifically, the relationship includes rights for Lexmark to sell and distribute Nuance AutoStore, Equitrac Office/Express and SafeCom. In addition, Nuance will provide service and support to qualifying customers.

"The primary beneficiaries of today's news are Lexmark's customers who now have access to the industry's pre-eminent MFP capture and print management solutions with AutoStore, Equitrac and SafeCom," said Chris Strammiello vice president of global alliances & strategic marketing, Nuance Document Imaging.

"Utilising Nuance's solutions, Lexmark customers can enhance their document workflows to increase productivity and efficiencies. Simultaneously, organisations gain control of document security to better secure protected information against unauthorized access by individuals in and outside of the organisation."

"Nuance's print management and document workflow solutions are well established in the Asia Pacific marketplace. With a reputation for delivering feature-rich capability and robust security, these solutions will provide Lexmark's Australian customers with greater choice, while allowing us to build a new relationship with a quality distributor," said Nathan Taylor, Vice President Nuance Document Imaging, Asia Pacific.

www.nuance.com

iManage acquires AI pioneer RAVN

iManage says its acquisition of RAVN Systems, UK-based experts in Artificial Intelligence (AI), will lead to a revolution in the way companies find, extract and act on key information from documents and emails.

Founded in 2010, RAVN has developed an AI platform that can organise, discover and summarise relevant information from large volumes of documents and unstructured data. Businesses are using RAVN's unique technology to analyse legal documents like contracts and leases, identify information which is privileged or subject to compliance and automate document classification for easier search and governance.

The Serious Fraud Office, a UK-governmental department in charge of prosecuting complex cases of fraud and corruption, recently used RAVN to help a team of investigators sift through 30 million documents. RAVN processed 600,000 documents per day – a target that would be nearly impossible for a human work staff – allowing investigators to save many months of work.

"There are certain technologies that can fundamentally impact the trajectory of industries, such as industrial robots in manufacturing or self-driving cars in transportation," said Neil Araujo, CEO, iManage.

"We are constantly looking for opportunities to drive significant productivity gains for our customers and have looked closely at AI technology. RAVN has bridged the gap between the potential of AI and its application to real-world business problems. Together we will accelerate the adoption of practical AI solutions across the legal and corporate markets."

In addition to continuing to develop RAVN's AI platform and contract analysis solutions, iManage will integrate RAVN's technology into iManage Work Product Management applications enabling organisations to:

• Auto-classify documents so they may be used or protected based on their content

• Extract key information from content, including dates, obligations, amounts and more

• Identify what documents they are holding that are subject to compliance requirements (such as sensitive data for GDPR) to improve risk management

• Find terms and clauses within content for more effective information re-use and enhanced knowledge management.

Hyland partners with FileStream

Hyland has established a reseller partnership with FileStream, a provider of information management solutions to organisations across Australia. FileStream will offer a range of information management solutions from Hyland including OnBase ECM, and ShareBase by Hyland, a cloud-based sharing application. Additionally, FileStream implementation and enablement services across cloud, mobile, data capture and case management technologies.

"Hyland is very committed to our continued growth within the APAC region, and FileStream brings a wealth of experience and proven success to our valued partner channel," said Bob Dunn, Australia Country Manager at Hyland.

The addition of FileStream as a strategic partner provides both vertical and horizontal expertise, as well as an established market presence in providing strategic content management solutions."

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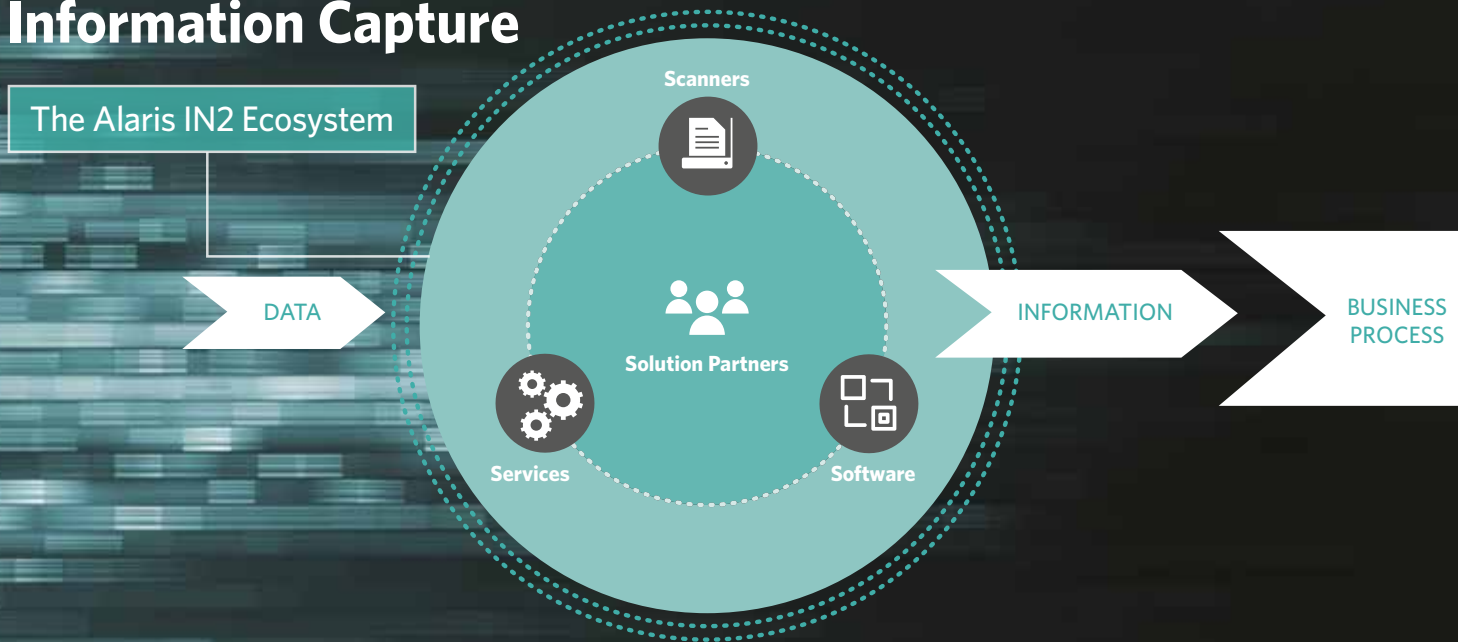
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Parliamentary Committee votes for change to safeguard Aussie elections

A joint Parliamentary Committee has recommended the government provide funding for an upgrade to technology systems at the Australian Electoral Commission to allow scanning and electronic counting of House of Representatives ballot papers. This would need to be accompanied by extensive technical amendments to legislation that governs the way federal elections are managed in Australia.

The Third interim report on the inquiry into the conduct of the 2016 federal election by the Joint Standing Committee on Electoral Matters notes that "Since 1983, the size and scale of federal elections have posed greater complexities and challenges, which the AEC has at times struggled to meet despite the dedication and commitment of their staff."

The AEC's original submission observed that federal elections are 'often described as the largest peace-time logistical events in Australia.'

The AEC characterised the current model for conducting federal elections as being unsustainable: "the current model for the conduct of elections, including the recruitment and training of temporary election officials, is at the end of its useful life.

While the AEC's funding has been sufficient for election delivery within the existing model, there has not been any capacity for significant improvement or replacement of systems."

> ## "Overdue upgrades of the AEC's core information technology systems pose unacceptable risks to the integrity of elections."

With changes to the way preferences were allocated in the Senate before the federal election in 2016, the AEC introduced a semi-automated process to scan Senate ballot papers.

Developed in partnership with Fuji Xerox Document Management Solutions, the solution involved Senate ballot papers being scanned using Kodak i5650 scanning hardware and entered into TIS eFlow imaging software, where OCR technology captured voter preferences, with manual verification by a human operator.

Due to Australia's complex Senate quota system, the counting was already handled electronically.

"The committee supports modernising the conduct of Australian federal elections, particularly through the use of new technology," the report said.

"Introducing new technology has the potential to enhance voter experience, minimise risks related to manual processing, improve efficiency, and uphold the AEC's credibility in the eyes of voters."

Legacy risk

"Overdue upgrades of the AEC's core information technology systems pose unacceptable risks to the integrity of elections."

The AEC submitted that its two main IT systems have been in use since the early 1990s and that they require either an upgrade or replacement.

These include the systems providing operational visibility of election activities.

"The IT systems, which have been built over a long period of time, are not able to be easily integrated with contemporary mobile platforms and in many cases, will not be supported by vendors in future."

The AEC also advised the Committee that its 1990s information technology systems are potentially expensive to maintain and vulnerable to evolving cyber threats.

"Recent cyber security incidents, for example, the incident affecting the 2016 census conducted by the Australian Bureau of Statistics, and ongoing speculation about the recent US Presidential election, demonstrate the potential catastrophic risk of a failure in this domain."

The AEC advised that integration, testing and development of a new election management system into its operation would take an estimated six years.

Budget unspecified

The AEC did not provide the Committee with an estimate of how much this upgrade would cost, although it did note that this would require a robust business case and input from expert advisors over the next 10 years.

The AEC also advised it "does not currently have the capability, expertise or funding to commence this journey. It is critical that funding is made available now to allow the AEC to start this strategic planning in investment in systems, people and processes."

The Committee recommended that the AEC "provide updates to the Committee every six months on priorities and progress towards modernisation for future elections, in order for the Committee to review this activity on an ongoing basis."

The Committee also recommended the AEC extend the deployment of electronic certified lists, an alternative to the traditional paper certified list used to mark off electors as they receive their ballot papers, at the next federal election to ensure all polling places (including all absentee voting points) and mobile teams be equipped with at least one electronic certified list, or as a minimum an electronic roll lookup facility.

During the 2016 federal election, 1,544 ECLs were deployed at polling stations. The AEC's submission commented that while these were beneficial, the number used was 'negligible compared to the total number of polling stations.'

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Governance gap threatens digital preservation payoff

New research from the Information Governance Initiative (IGI) reveals that 83% of organisations aim to realise direct business value from their long-term digital information, across such areas as market analysis, product innovation, and customer service, but only a minority (16%) have a viable approach for proper governance and preservation.

The research, supported by digital preservation specialist Preservica, also highlighted that 95% of organisations surveyed have critical records which need to be preserved for ten years or more.

Business functions that respondents identified as most requiring long-term digital information were Legal Operations, Financial Management and Human Resource Management.

Nine in ten companies confirmed that "legal, statutory and regulatory compliance requirements" drive the need to retain digital records and information long-term, however, the challenge of deriving value from long term digital information is also now rising in importance.

The CEO was the role perceived by IG professionals to be most at risk from failures to successfully preserve digital records, followed by the General Counsel, Head of Records Management, CIO, and Board of Directors.

Mike Quinn, CEO of Preservica, said: "Dropping the ball on governing and preserving long-term digital information not only creates multiple sources of legal, security, and compliance risks, but it also starves the organisation of the information raw materials it needs to understand what happened, so it can intelligently predict what will happen.

"As analysis tools and techniques continue to radically improve our ability to harness our digital information, this failure will only grow as a threat to competitiveness and innovation."

Last year, the IGI 2016 Benchmark Report on The Governance of Long-Term Digital Information exposed the troubling dynamic that while virtually every organisation (98%) needed to keep digital information for longer than ten years, few (16%) had a viable approach for proper governance and preservation.

Since then, some organisations have taken steps to integrate proper systems into the lifecycle of governing their digital information. However, many continue to lag behind - putting their long-term information, business performance and C-Suite at risk.

Other statistics to emerge from the annual survey included 90% of respondents believing that "ensuring readability and usability of information" was a key requirement for governing and preserving long-term digital information.

Meanwhile 79% of respondents said that "proving authenticity and trustworthiness" was also important.

The survey was conducted among information governance practitioners from the US and UK across multiple sectors.

The IGI 2017 Benchmark Highlights can be downloaded here: *http://preservica.com/resource/governance-long-term-digital-information-igi-2017-benchmark-highlights/*

Social SafeGuard 5.0 fixes bad posts

Version 5.0 of the Social SafeGuard Platform adds social profile supervision and monitoring to enhance security and compliance. The Social SafeGuard Platform is also now able to be deployed across any cloud environment, or as an on-premise solution.

In addition to security, compliance and data archival, Social SafeGuard provides a solution to know when account profile changes are unauthorised, and the ability to take automated remediation action.

Users can leverage rollback features to increase overall security of profiles.

Additionally, Social SafeGuard is offers the ability to integrate with existing or planned risk management practices.

Archiving this data is essential for organisations who supervise social usage with the Social SafeGuard Platform, as it will enable administrators to know the exact state of social accounts, account history and legacy data on information found in other feeds.

Supported social platforms: Facebook, LinkedIn, Twitter, Instagram, YouTube and Google+.

www.SocialSafeGuard.com

Adobe gets mobile scanning

Adobe has discovered that people would like the ability to scan and OCR documents from smartphones and mobile devices, launching its own app to accomplish the task and provide functionality that has been available via Google Drive, Dropbox and countless standalone apps for the past few years.

Available on iOS and Android, the Adobe Scan app uses your phone's back camera and page edge detection to emulate the functionality of a normal document scanner.

The app requires a subscription to the Adobe Document Cloud to exploit the OCR functionality, although it is possible to sign up for a limited free account that allows you to save and share the scanned PDF file.

"Documents are the lifeblood of society, communicating information that spans contracts, textbooks, financial statements and everything in between," said Abhay Parasnis, chief technology officer, Adobe.

"The challenge is unlocking the intelligence that lives in those documents, and extracting meaning that can be searched, analysed and incorporated into digital workflows."

Adobe has also updated the capbailities of its esignature offering. Adobe Sign now offers cross-device signature capture. This is designed so if your computer isn't touch-enabled, you can send a text message to your mobile device and sign with your finger or a stylus, then finish the job back on your desktop. One tap adds it to your document automatically.

There are also new customisable email templates for requesting and confirming signatures.

This gives your marketing department full control to use your logo, banner images, custom messages and other visual treatments to create an experience that is unique to your brand.

FileBound adds New Zealand-based cloud hosting

FileBound has announced the availability of New Zealand-based hosting for all of its cloud delivered document management, workflow, capture, forms and reporting products.

All New Zealand hosted services are setup with the same management and monitoring as the Australian services. These services are supported by a dedicated support team that operate 12 hours per day.

FileBound cloud products are hosted in the Vocus Communications data centre out of Auckland and they all include a 2 hour replication back to a Brisbane data centre [Next DC].

"We are excited to continue investing into our New Zealand channel where we are seeing very strong growth" said Lee Bourke, CEO of FileBound Australia.

"Our NZ channel represent some of our most innovative and market-focused partners and we are delighted that we already have multiple live client sites in this infrastructure".

For further information contact sales@filebound.com.au.
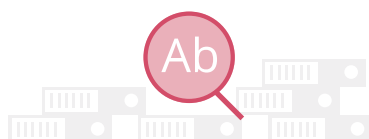
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Document Classification
Automatically identifies various types of documents based on their layout, text or images.

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 related Costs — usually by 50%
- Accelerate Transactions
- Fast ROI — usually 3 to 6 months
- Increase Visibility and Control
- Optimisation of data quality
- Reduce Operational Costs

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The Rise of Machine Authored Content

By Marko Sillanpää

When you think of machine-authored content, do you envision a room full of Arnold Schwarzenegger "authornators" sitting in front of computer screens? According to Gartner's 2016 Magic Quadrant for Enterprise Content Management, "By 2018, 20% of all business content will be authored by machines."

Reaching that 20% won't be hard. Machine-authored content is not a future technology. It's a solution that is being used in many industries today. However, adoption of machine-authored content outside those initial solutions is where the opportunity for growth lies.

In some form, machine-authored content goes back to the 1960s. As banks started adopting computers, bank statements, detailing hundreds of individual transactions, were an obvious choice for machine authoring.

Some early statements even included the use of analytics, leveraging tailored special offers to the account holder.

These early forms of machine-authored content were very structured with rows and columns. Solutions like these still exist today.

Today, machine authoring starts with either compound document assembly or mail merge—not necessarily resulting in a physical document.

The structure of these machine-authored documents is a document template, but they look very different from structured bank statements.

These document templates identify the data needed either to complete key fields or to decide which specific sentences, paragraphs, or pages should be included in the document.

The data passed to these documents can be used individually or as part of a complex logic formula. The same concepts can be used to define templates for document collections as well.

Automated Policy File Generation in Insurance

Machine-authored content has been used in insurance policy file management for the past 15 years.

Many of these solutions are offered by traditional enterprise content management (ECM) or document management system (DMS) vendors.

Typically, these solutions take an applicant's information to generate the cover policy form and select the various documents that need to be included as part of the policy file.

These systems use this information to decide if insurance coverage will be provided and to generate costs associated with the policy.

The individual forms are then machine authored to document this decision and provide signature lines for the application.

These solutions also automatically select the appropriate policy documents to provide with the policy file.

Often, these policy documents are also machine authored to include specific clauses that are appropriate to the individual policy holder.

For example, a policy document on safe driver discounts may include specific state rules for verification based on where the policy was purchased.

Automated Drafting in Contract Management

In contract life cycle management (CLM), the top 20 vendors have some form of automated contract drafting. Most solutions use forms-driven contract templates where a request is completed manually with some pre-populated data from customer relationship management (CRM) solutions.

Other solutions offer one-button requests from inside the CRM solution to automatically generate contracts.

The machine authoring, or drafting, of these contracts starts by selecting the appropriate contract template based on information the system received and completes the standard information needed, such as contacts, price, quantity, and dates.

The machine authoring also ensures that appropriate clauses are included in these contracts.

For example, a contract with a purchaser in Sydney may have different requirements than with a purchaser in Singapore.

Machine authoring would include the appropriate state clauses for each contract. Clauses may also vary based on organization size, products, or individual relationships.

These solutions remove the need for corporate legal to be involved in the drafting of every contract.

The role of the human author does not go away with machine authoring.

In some cases, these systems include pre-approved alternate clauses that allow for quick re-drafting of contracts.

This reduces the amount of time corporate legal may need to be involved during negotiations.

This machine-authored contract also supports the management of those contracts as well.

Certain clauses may have obligations attached to them, like volume discounts.

When these clauses are drafted, the author will indicate that an obligation should be created for monitoring.

Just the Beginning

The examples in policy file generation and contracts are also being used in areas like mortgage applications and human resources.

Machine authoring is also being used in large challenges, like industry equipment manuals, and common ones, like overdue payment notices from business.

Machine authoring is not coming; it's here.

The role of the human author does not go away with machine authoring. As machine authoring solutions move from dynamically authoring paragraphs to sentences, new document authoring concepts will need to be developed.

Authors will need to develop new skills to create dynamic sentences with proper grammar while maintaining the flexibility to include external data.

The lack of this skill can be witnessed in much of the poorly generated junk mail we see today.

Future vision

In the future, real text analytics, along with computational linguistics, will fully automate the generation of sentences and paragraphs.

Text analytics will be used to assess meaning, while computational linguistics will bring the ability to generate properly formatted sentences.

Even then, the human element will not be eliminated from authoring. After all, documents are a human form of communication, not a computer one.

Marko Sillanpää is the founder of BMO Consulting. An organisation that helps vendors and users navigate the ECM landscape. Marko has been working in the content management space for over 18 years. This article was originally published on DOCUMENT Strategy Media.

Sensitive Information in Unstructured Data: A Corporate Blind Spot?

By Jennifer Knox

Consider this scenario described in a recent Forbes blog post: "Every quarter, a PR department receives the final quarterly financial numbers via email ahead of the earnings announcement in order to prepare a press release. The PR draft will be shared via email by a select group within the company before being approved and ready to be distributed out on the news wires. When pulling that financial information from the ERP system — a system that usually lives behind the corporate firewall with strong security and identity controls in place and with business owners who govern access to the systems and data within — we've instantly taken that formerly safe data and shared it freely by email as an Excel file."

Sound familiar? It probably does, as similar scenarios play out every day in most corporate enterprises. These data "de-structuring" events often reflect perfectly acceptable business practices—or simply the operational realities of how work gets done.

Despite the commonality, these events create enormous risk for the enterprise, due to the relative vulnerability of email and files stored locally on laptops as compared to a critical enterprise system of record.

Help! I think my data have been de-structured! What do I do now?

First, find and analyse your data. Are the de-structured data in email, on laptops, or on other networked file locations? Next, identify who can access the de-structured data and who is accessing the data.

Are the (typically stringent) security controls for the source information system replicated on file shares or personal devices?

Risk increases when the data contains sensitive information like personally identifiable information (PII), protected health information (PHI), trade secrets, financial or medical account numbers, or material non-public information (MNPI), so you'll need to analyse both data context and content.

Too many technology-based approaches to locating and remediating sensitive data yield incomplete or inaccurate results, because the available tools focus too narrowly on structured data, and on data context, such as file age, location, access dates, and other metadata.

If your approach doesn't consider data content, you're missing potentially critical information. (Although, in some circumstances context is more important than content.)

Next, categorise and remediate the data. Create appropriate document categories and/or work with Information Governance to utilise those already in place.

Data categorised as ROT or non-critical business can be queued for deletion. Depending on the types of elements located, sensitive data can be quarantined, redacted, tokenised, or otherwise masked.

Additionally, you'll want to assign a data owner to the unstructured data. Enterprise systems typically have clearly defined data owners or managers.

Extending the Forbes example, the ERP system may be managed by IT and utilised by various business units during reporting cycles, but the information would likely be owned by a member of the CFO organisation.

> **"Too many technology-based approaches to locating and remediating sensitive data yield incomplete or inaccurate results."**

Does that ownership extend to de-structured data that was emailed to the PR team? If yes, how can your enterprise use the results of the analysis to provide these data owners with enough information to make informed decisions?

Many software solutions being sold on the market today promise to find your sensitive data. In our experience, however, these tools generate results that are both over-inclusive - pulling in false results that send you on a wild goose chase - and under-inclusive - giving you a false sense of security that you've found all sensitive data, when in fact you've missed a lot.

Aggregating and analysing both data content and context allows corporations to more effectively manage and remediate their enterprise data.

Understanding what is contained in your unstructured data can drive informed Information Security and Governance policy and action .

Jennifer Knox is Director, Enterprise Data Analytics at DiscoverReady, a US firm specialising in e-discovery and compliance Solutions. https://discoverready.com/

Why Document Management Solutions Fail

By Eric Parsons, CIO, Associated Asset Management (AAM)

My customers trust Associated Asset Management (AAM) with the creation, management, disposition and seamless access to their documents and official records. We take this role of the custodian of their documents very seriously as mismanaging them can lead to legal exposure for our clients.

When it came time for AAM to replace our document management system, I became very interested in what makes Document Management implementations fail and what can be done to prevent it. Having successfully navigated our implementation, I wanted to share some of my findings.

This isn't a ground-breaking discovery but the reason that so many Document Management Solutions fail is because the user circumvents the protocols in favour of familiar or easier solutions.

The inconsistency that these tactics create leads to document incompleteness that becomes a tremendous liability to the organisation both in term of lost productivity and legal exposure.

Exploring the reasons why users typically bypass Document Management protocols can be informative, and how you respond to mitigate or eliminate such behaviour will determine if you end up with a successful project.

Typically, organisations attempt to solve this challenge by enforcing strict policies around the use of the system. Approaches like this, however, are much more effective when dealing with an ERP or accounting packages, as failures such as service non-delivery and/or customer non-billing become immediately apparent.

Often organisations may not realise that they are missing documents until months or years later, when a contract dispute requires a document to be produced that is not in the document management system.

At this point, organisations are left hoping they can find the document somewhere in their email archives as an attachment.

Even when organisations are reaching near 100 percent compliance by policing, the policing process itself tends to be effort intensive and fraught with negative interactions between IT and the users it is serving.

At AAM, we took a different approach when we developed our Document Management System. Our goal was to identify the functionality that users liked about other systems that could lead to them to circumvent our process and then include it in our design.

Some responses that we received included:

 • "I love Dropbox, I can access my documents anywhere".
 • "I like the Shared Drive because it is so fast and I'm used to it"
 • "I'm used to my records management solution"
 • "I have a custom macro that parses documents"
 • "I like My Documents because it makes sense to me and I can find things fast"

We also took a lot of time to understand how, when, and where users consumed documents in our current solution and where they would like to.

From this analysis, we realised that if we wanted to have the adoption we desired, we needed to choose a solution that was web-based, mobile friendly, could directly integrate with capture devices (copiers, scanners, etc), and gave us the flexibility to control the end user interface.

The flexibility to control, tailor, and design the end user experience ended up paramount in the success of the system.

While taking this approach and investing so much time and effort into the end-user interface delayed our projected timeline and pushed us over budget, it resulted in an incredible adoption and satisfaction rate with the end users.

While a high adoption rate was one of our main goals, we also wanted to concentrate on the back-end processes. We built in robust reporting to track current and expected usage and now the system issues positive messages about our compliance rather than negative violation notices.

In order to implement this strategy, we needed to choose an appropriate solution and set of tools. The core of the solution is the Microsoft SharePoint 2013 platform.

Global content types and meticulous mapping and standardised metadata allowed us to deploy an extremely robust search feature that delivered an end user experience that exceeded expectations.

The search interface development was an iterative process where we learned what and how people were searching for and adjusted the interface and search refiners accordingly.

The size of our content databases required the use of over half a dozen content libraries so we choose to age documents through these libraries according to their age and retention policies.

This strategy accomplished the goal of having a manageable database size to restore the most recent documents in case of a recovery event.

We focused just as much on the ways in which we would ingest documents into the system.

We created a configurable system, where document naming conventions could be created and would result into metadata accurately mapped and the document routed to the correct library. This system allowed us to support current integrations and be well suited for future ones.

On top of this system sits a custom JavaScript interface where end users can drag and drop documents; if metadata can be implied, it is and presented to the user for verification; if metadata cannot be implied, end users can easily and quickly assign metadata in bulk to documents.

The reception for the interface was universally positive and was so intuitive that very limited training was necessary. We are currently in the process of extending the integrations to capture devices such as copiers using the Nuance eCopy product. To secure the solution, we leveraged Citrix NetScalers. They serve as a reverse proxy and authentication gateway to the public Internet and have Global Load Balancing functionality that allows to easily and securely scale as needed.

The extra money and time it took to deliver a consumer-friendly solution was well spent. The solution ultimately helped flip a paradigm from one that required heavy training, messaging and enforcement of use to ensure use of the system to one where users actively and aggressively embrace the solution.

Eric Parsons is CIO at Associated Asset Management, one of America's most-respected Homeowner Association (HOA) management companies.

Security of confidential docs a significant problem: report

There is a widespread and growing need to improve security practices surrounding confidential documents in most organisations today, according to a new study by the Business Performance Innovation (BPI) Network.

In a global survey of managers and information workers, 6 out of every 10 respondents said they or someone they know have accidently sent out a document they shouldn't have.

Some 89% of survey takers believe document security risks are growing in their organisation due to increased connectivity and the proliferation of mobile devices. The accidental sharing of confidential documents with a wrong party is by far their biggest concern.

Survey findings included:
• 95% of respondents express concerns about the security of documents in their organisation.
• 75% say their organizations create confidential documents on at least a weekly basis.
• Less than one-third said their company has security solutions that are being effectively used in protecting document security.
• Some 43% report that their company does not have widely understood policies for document security of which they are aware.
• Only 16% say their organisation is "very effective" in stopping the loss or accidental distribution of confidential digital documents.

"Most companies are clearly not doing enough when it comes to protecting the security of high-value information contained in documents," said Dave Murray, head of thought leadership for the BPI Network.

"Our study indicates that a wide range of information that could compromise businesses is vulnerable to inadvertent leaks, as well as intentional theft. Organisations need to do more to set explicit document security policies and educate employees on available tools and best practices in securing the confidential information they handle."

Accidently sending a confidential document to the wrong party was by far the biggest area of perceived risk, identified by 61% of respondents. Other top concerns were cyber breaches of critical documents (37%), intentional leaks by employees (33%), and sensitive documents shared without permission by outside partners (31%).

Confidential documents are created in a wide range of departments within an enterprise, resulting in numerous types of high-value, at-risk information, according to the report. Survey participants ranked their concern for a wide variety of confidential, at-risk information.

Top concerns in ranked order included:
• Financial data
• Employee records
• Legal documents
• Business contracts and agreements
• Trade secrets and intellectual property
• Business, marketing and sales plans
Download the complimentary report at http://www.bpinetwork.org/document-security-study

Benchmark survey analyses blockchain in supply chain

Chain Business Insights, a US research firm focused on the application of blockchain in supply chain management and trade finance, has released its first benchmark survey on blockchain in supply chain.

"Blockchain in supply chain and trade finance is definitely in a nascent stage," says Sherree DeCovny, co-founder and research principal at Chain Business Insights.

"*Blockchain in Supply Chain: Edging Toward Higher Visibility* provides a benchmark on the current state of play, and allows us to effectively monitor change going forward."

The firm said awareness was relatively high among its survey sample. One-third of respondents are already implementing blockchain, about one-quarter of respondents indicated they are knowledgeable about the technology, and the remainder are at the beginning of the learning curve.

In Chain Business Insights' opinion, the latter group are more representative of the industry as a whole.

Survey respondents indicated that the primary use case for blockchain is improving supply chain transparency and traceability.

When asked about the most important advantages, they cited: improves supply chain visibility/transparency, reduces transaction costs and enhances trust between supply chain partners.

"Blockchain's ability to maintain a tamper-proof, timely record of product movements and related transactions is of huge interest to supply chain practitioners," says Ken Cottrill, co-founder and research principal at Chain Business Insights.

"It comes at a time when the industry is under intense pressure to deliver improvements in these areas."

The acid test of any innovative technology is the number of players that are actively engaged in implementing it. This is especially important in the supply chain community, which in the past, has experienced its fair share of false starts and new ideas that did not reach their promised potential. Just over 40% of respondents reported that they plan to implement blockchain within the next year, and one-fifth intend to implement the technology within two years.

This result is compatible with the relative high awareness of the survey sample. Still, 30% of respondents have no idea when blockchain might be implemented, reflecting the uncertainty that still surrounds the technology.

Lack of understanding/awareness and lack of standards and interoperability were noted as the top obstacles to adopting blockchain.

Finally, Chain Business Insights asked survey participants which other technologies will likely have an impact on supply chain management. As expected, big data/analytics, IoT, cloud computing, and RFID came out on top.

"The first development projects in the supply chain domain are emerging – but as our survey underlines, there is still a long way to go before the technology gains widespread acceptance," said Peter Harris, co-founder and research principal and Chain Business Insights.

To download a report of the survey results, visit www.chainbusinessinsights.com.

Worried about GDPR? There's an app for that!

In May 2018, the European Union's General Data Protection Regulation (GDPR), will be in place, meaning virtually any organisation with data in or passing through the EU will have a host of new compliance requirements. And though warnings and reminders continue to surface, there remains concern that organisations haven't started the road toward compliance.

On May 25, a date chosen to line up exactly a year before GDPR goes into effect, multinational law firm Hogan Lovells released its GDPRnow app. Available for download at the iTunes store, the mobile application provides companies with assistance to identify practical steps to comply with the new framework.

Conceived entirely in-house by the firm's Privacy and Cybersecurity team, GDPR now is the first app ever aimed at generating a GDPR compliance action plan specific to an individual business's activities.

Businesses and organisations seeking to ensure compliance before the deadline for GDPR implementation in twelve months' time will be able to download a bespoke report with practical actions and priorities automatically generated on the basis of answers to a series of questions about their data activ-

ities. The app, free to download to iOS and Android devices, also contains a wealth of information and practical guidance on the GDPR.

Eduardo Ustaran, European lead of the Privacy and Cybersecurity practice at Hogan Lovells, said:

"The GDPR clock is ticking and affects all businesses. If you have not started preparing for it, the time to get going is now. Our new app, GDPRnow, will help identify what matters the most and what compliance steps should be prioritised.

"GDPRnow is the result of our experience working with companies across all industry sectors that are looking for a clear roadmap for compliance."

The GDPR introduces new accountability obligations, stronger rights and ongoing restrictions on international data flows.

Businesses operating in Europe or targeting European customers will be subject to the new regime from 25 May 2018 and data protection authorities have been granted wide enforcement powers which will become effective on that date.

To download the app, search GDPR now in the iOS App Store.

Yellowfin swims on rising tide of data

Does Business Intelligence (BI) have a future outside of traditional transactional reporting? And just how much is artificial intelligence (AI) going to change the way BI is typically deployed? To learn more about the future of BI, IDM spoke with Glen Rabie, CEO and founder of Yellowfin, an Australian Business Intelligence (BI) vendor with a global footprint, currently boasting more than 2 million users in more than 70 countries. Founded in 2003 in response to the complexity and costs associated with implementing and using traditional BI tools, Yellowfin is a 100 percent Web-based reporting and analytics solution.

IDM: The term 'predictive analytics' is one that's causing a lot of discussion and change in the legal fraternity particularly with ediscovery. You have introduced predictive analytics with the Yellowfin 7.2 release, how do you understand that term?

GR: Predictive analytics forms part of this next wave of BI. Today, if you're a business user and you want an answer, either the answer is pre-baked for you, so someone else has built it, or you have to use an analytic tool to try and get that answer yourself.

Now natural language processing, which could be voice or text based, would simply be me asking that question in a way that makes sense for me to ask it, for instance how many contracts did we close last year?

The analytic engines need to be smart enough and to have that semantic layer that sits behind it to understand, firstly, what you're asking and secondly, what data is out there that supports that question. It also must be able to marry the two together so that you as a user don't have to use a GUI that seems complicated to a business user.

Instead of being exposed to lots of buttons and lots of fields, you can just simply ask the question.

The fundamental challenge is how do you automate some of the tasks that data analysis does today. So a business user can get to their insights faster without the need for an intermediary to build content and to do that discovery for them.

I think that's it's something you'll see more of; I don't know if it'll happen this year but I think that's certainly the trend you're starting to see in industry.

IDM: Yellowfin offers Virtualised Integrated Data Preparation Model, which promises to provide structure to your data; is this where you're utilising a lot of those tools and how is this providing structure?

GR: At the core of enabling people to ask questions is an analytics engine that understands what people are saying which gets down to the semantic layer. When you're building these models, you need to be very clear about what things mean.

For instance if I ask about the profitability of my business, there has to

be a defined calculation somewhere and a rule set for what profitability is. That's what that data preparation does, it basically enables those rule sets to be defined for end users to not need to think about them.

One of the big questions in banking was, well what defines a customer? Is a customer someone who's got an open account with you? Is it a customer that has transacted with you? Is it a customer with a certain level of loans accounts?

If you think about BI and analytics as fundamentally as content engines, then you can see a whole lot of use cases where AI machine learning would be applied to that content and deliver a kind of content syndication engine which is able to deliver curated and personalised content to a particular user.

I think that that makes a whole lot of sense in BI, if I am a salesperson I'd really want to see sales content delivered to me, I don't want to see necessarily product content, and the same for my analytics: I'd want to see analytics that was really targeted to me, who my customers are, those we should be targeting, all that kind of stuff, and I think that really is the next evolution of analytics.

IDM: As the application of BI technology is broadening are you finding that you're having conversations with different people, whereas in the past it was just finding people reporting on financial or transactional or operations, are there now people who are looking at governance and risk and other aspects?

GR: Very much so. When I started in BI 20-odd years ago but it was a

"There has been a broadening of what constitutes a data source that an organisation's interested in." - Glen Rabie, CEO and founder of Yellowfin.

finance function, so if you sold product you sold it to finance.

These days, corporate risk is a huge part of the buy of analytic technologies. There is more focus on the unstructured data as well.

Organisations need a fundamental understanding of all the documentation they have and must be able to categorise, functionalise and then report off it as well.

For a form-driven business like banking, you need to extract as much value out of those documents as humanly possible. You also want to identify risk from emails as possible.

We've partnered with a number of people, specifically in the document space, around providing document analytics,

There has been a broadening of what constitutes a data source that an organisation's interested in. In the past finance owned BI because they were the keepers of the financial metrics and that was the most obvious are to get reporting on.

That problem's been largely solved, I don't think anyone's too excited by doing just analytics on financials. Now, as an organisation matures it starts to ask where are these other pockets of data that could, if I understood it, could have a huge impact on my business?

IDM: BI is traditionally used to report on transactional data, the stuff that lives in as tables or columns and rows in a standard database, whereas 85% of corporate data that's unstructured and lives in file shares, EDRMS, email or paper; how can Yellowfin help here and where does it play in that space?

GR: That's a really good question. The answer is that all unstructured data can become structured data and there are now plenty of toolsets out there that can accomplish. At Yellowfin we partner with a number of the vendors of these tools to undertake tasks ranging from simple structuring of content up to full text mining.

One of our customers is a large bank which employs these techniques to go through emails, go through contracts and to actually identify risk within those and to structure those risk metrics so that they can be reported on and monitored and taken action against.

These tools will allow organisations to deal with the propensity for employees to talk to competitors, for instance. One of the partners we have been working with locally is solutions provider Birnam Wood using the Worldwide Applications Smart Data Platform.

Sentiment analysis is an interesting challenge, as depending on the audience, sentiment and what drives sentiment can be really vastly different. If you've got quite a sarcastic audience then it's very difficult to pick up whether the person's statements are positive or negative based, unless you are able to contextualise.

Finance Leads the Way in Process Automation : AIIM

Research shows that when it comes to process improvement and automation, 81% of finance departments report having a process owner according to new research by information management analysts at the US Association for Information and Image Management (AIIM). Twenty-eight percent of responding organisations positioned themselves as trailblazers – being above average and ahead of their peers – when it comes to the automated invoice processing and billing.

The study, "*Business Process Automation in 2017: Designing an Intelligent Workplace*" asked respondents to assess their process improvement, automation, and BPM implementation status against several factors including which processes are key targets for automation, how BI and Analytics are providing insight into business operations, the impact process automation is having on workplace productivity, and how businesses are enhancing Case Management and improving customer engagement with process automation.

"Our research also shows that 45% of respondents feel BPM is significant and 34% feel it is imperative for the success of their business with greater than half focusing their projects on the customer experience; the indication being that while internally, AP/AR are delivering benefit, there is also recognised benefit to be gained in improving customer interactions through automation," said Bob Larrivee, Chief Analyst for AIIM.

"Think about your own personal experiences where you interact with an online service, bank, or retail outlet. Based on your profile, you are presented with options that the system predicts you will like and possibly be interested in purchasing or at least reviewing. In this sense, your customer experience has been personalized, and enhanced to make it pleasurable and memorable. In this way, analytics and BPM help to enhance and drive customer engagement and customer experience," said Larrivee.

The report also made these findings in regard to BPM, process improvement, and automation: 56% cite their greatest value from process improvement and automation as being the ability to process critical activities faster with forty-seven percent reporting a reduction in errors and exceptions; and 57% indicate the mandates for process improvement and automation come from their corporate executives.

A copy of the report can be found at http://info.aiim.org/business-process-automation-in-2017.

FileBound Australia

Workflow from the Cloud

Improve Business Efficiency

Securely Manage Records

Work Wherever and Whenever

Paper & digital forms signed and completed in one go with new Wacom Clipboard

Wacom has announced the PHU-111 Wacom Clipboard, a smartpad that lets users complete and sign documents using standard paper forms with ink and converts the documents to a digital version in realtime.

As part of Wacom's family of signature solutions, biometric handwritten signatures can also be captured and attached. The digital documents can then be saved to local PCs, or uploaded immediately to servers or the cloud for easy document management.

For businesses like service, healthcare, insurance industries and public sectors that still want or need to use paper forms but want to archive digitally, the Wacom Clipboard provides a secure and easy way to instantaneously digitise and save these paper documents without changing current paper-based workflows.

The electronic clipboard pairs with a host PC or a mobile device via Bluetooth – an option for USB connectivity is available in PC environments.

When a user places a document onto the Wacom Clipboard, the integrated barcode reader automatically identifies the document and communicates to the PC or mobile device so that the corresponding digital document can be called up.

Using the included inking pen, the user can fill out the paper form as they normally would. All the strokes made by the pen on the smartpad are captured and streamed in realtime to the host device and immediately applied to the digital document.

The key to the Wacom Clipboard is Wacom's EMR (Electro-Magnetic Resonance) technology, which produces high quality digital handwriting performance and biometric electronic signatures that are attached to the digital document.

"With the introduction of the Wacom Clipboard, businesses can maintain their customer-facing processes – having their customers still fill out familiar paper forms, either A4 or letter size. However, they can easily gain efficiencies of digital document management without scanning," says Peter Sommer , Senior Vice President of Wacom Business Solutions.

"Additionally, as a global leader in eSignature solutions, we support the capture and inclusion of secure handwritten electronic signatures into the final digital document."

Turn paper documents to digital in real-time.

To support this workflow, Wacom offers simple applications that will let users get up and running quickly and SDKs that allow developers flexibility when working with the Wacom Clipboard and associated documents.

CLB Create is an authoring tool used at the front end of the process. It makes it easy to lay out forms to be used with the smartpad – both the paper and digital versions.

CLB Paper is the client application that captures, processes and saves in digital format everything written on the Wacom Clipboard. CLB Paper can also apply handwriting recognition to convert handwriting to text and capture secure, biometric Wacom eSignatures.

Wacom's WILL SDK family allows developers to build customised applications for interfacing with the Wacom Clipboard and collecting data from it.

"The Wacom Clipboard and supporting applications and tools help bridge the gap between the analogue and digital worlds," adds Sommer.

"We see this as an important step in allowing businesses to increase their productivity and focus more energy on their core business."

The Wacom Clipboard will ship at the end of July.
http://signature.wacom.eu/en-us/products/smartpad/

Proprietary ICR Solution

US document management vendor GRM has developed a proprietary intelligent character recognition (ICR) solution designed to help more efficiently transition physical and unstructured data to highly-leveragable, structured digital data.

GRM says it is acutely aware of the fact that an overwhelming percentage of most businesses' information remains in physical and unstructured formats. Remaining in those formats, the data is of limited value; as it is not easily accessed, shared, combined with other information or efficiently analysed.

GRM CEO, Avner Schneur, says, "The GRM ICR solution supercharges efficiency on two fronts. One, the technology automates the previously manual process of turning unstructured data into structured data. And two, the resulting structured data is more easily shared, analysed and acted upon."

The GRM ICR Solution consists of three primary components. First, a Receiver Engine that recognises, captures and converts to digital. Second, the ICR Engine that extracts data and auto classifies it based upon previously defined parameters. And finally, the Content Management portion of the GRM platform that archives the resulting data and feeds it into the workflow automation components of the solution. Beyond the core conversion and extraction processes, the GRM technology validates data in real time; identifying errors, inconsistencies and omissions and subsequently flagging them for attention rather than feeding them into the workflow process where they would be identified later, creating delays and incremental costs.

http://www.grmdocumentmanagement.com

See what you're missing

Save 240 hours looking for missing documents

REQUEST FREE AUDIT

30% of the documents in your content repositories will be TIF, BMP, JPG and image-based PDFs. These document types are invisible to your search technology because there is no text on the page to search. This represents a serious risk to your business:

- Time wasted looking for documents
- Ill-informed decision-making
- Erosion of confidence in your systems
- Compliance risks
- Reputational risks

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Request a contentCrawler audit of your content repository to see what documents have been missing from your search.

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Is erasable printing technology set to go mainstream?

Despite the long-heralded prospect of the 'paperless office' most offices continue to print documents. Toshiba is hoping the launch of its 2nd Generation erasable printing system will herald a new way to cut down the paper consumption that is driven by the everyday functioning of business and government.

With the new release Toshiba has addressed some limitations of the e–STUDIO306LP/RD30, its first MFP with erasable toner launched in 2012.

That MFP introduced a special erasable toner, but the toner could only be erased using a separate de-inking station that added considerably to the MFP's footprint. It was also limited to printing the erasable toner only, so you needed at least two MFPs to cater for both erasable and permanent documents.

This has been addressed with two new MFPs that print black prints as well as erasable blue prints within one device.

The new "eco-conscious" MFPs essentially enable users to use the same paper multiple times when printing with Toshiba's proprietary Erasable Blue Toner (EBT), which is erased using heat generated by the MFP, or erased by an optional paper erasing unit, the e-STUDIO RD301.

The new e-STUDIO3508LP (35ppm in black) and e-STU-DIO4508LP (45ppm in black) both print at 35ppm speeds in erasable.

There is a slight premium on the erasable toner which costs about 10% more than standard black toner, but Toshiba claims that businesses can reduce paper usage by up to 80% per year, assuming the same piece of paper is used 5 times instead of once, with a huge reduction in paper costs.

Each time a piece of paper is erased, the Toshiba system prints a tiny dot that is invisible to the human eye and allows the system to keep a record of how many times it has been erased. Toshiba recommends that paper can generally be erased up to five times, although the system keeps track up to 10x and can operate to this metric.

Toshiba's proprietary Erasable Blue Toner (EBT).

The Toshiba e-STUDIO4508LP offers combined print, scan, copy, fax and erasable print functions and a dual scan document feed that holds 300 sheets while processing documents at a speed of up to 240 images per minute.

The new MFPs come with a large customisable tablet-like user interface, which gives easy access to the print, scan, copy, fax and erase functions as well as access to document workflow.

Centralised administration functions can enforce "eco-friendly" printing practices. The rule-based printing feature allows administrators to define multiple rules for automatically selecting the toner mode (blue or black) by application.

So, an administrator could determine that printing from Outlook is always routed to erasable, as printing of email is generally for review only and the paper can afterwards be fed back into the printer where the toner will be removed, allowing the blank paper to be reused again. Ditto for "Draft" documents and internal memos.

You can even introduce erasable paper for documents or forms that require wet signatures or handwritten notes via Pilot's Frixion pens and highlighters. These pens use ink that is usually erased by the heat generated from a hard rubber eraser on the tip of the pen, although the Toshiba system will also wipe it clean.

Toshiba cites industry research that shows 89% of documents are used within 1 week, after which they are discarded.

For users paranoid about retaining printouts of emails or draft documents, the optional e-STUDIO RD301 erasing station now includes a scanner.

This can be used to scan and route erasable documents to a document repository for review or retention before erasing text and images printed on them.

The RD301 also automatically sorts paper into resusable erased documents, and non-reusable documents – the latter of which may contain black ink marks, for instance, that can't be erased. It erases paper at up to 30 ppm.

http://www.toshiba-business.com.au

Cyberespionage and ransomware attacks are on the increase

Cyberespionage is now the most common type of attack seen in manufacturing, the public sector and now education, warns the Verizon 2017 Data Breach Investigations Report. Much of this is due to the high proliferation of propriety research, prototypes and confidential personal data, which are hot-ticket items for cybercriminals.

Nearly 2000 breaches were analysed in this year's report and more than 300 were espionage-related many of which started life as phishing emails. In addition, organised criminal groups escalated their use of ransomware to extort money from victims: this year's report sees a 50 percent increase in ransomware attacks compared to last year.

Despite this increase and the related media coverage surrounding the use of ransomware, many organisations still rely on out-of-date security solutions and aren't investing in security precautions. In essence, they're opting to pay a ransom demand rather than to invest in security services that could mitigate against a cyberattack.

"Insights provided in the DBIR are levelling the cybersecurity playing field," said George Fischer, president of Verizon Enterprise Solutions.

"Our data is giving governments and organisations the information they need to anticipate cyberattacks and more effectively mitigate cyber-risk.

"By analysing data from our own security team and that of other leading security practitioners from around the world, we're able to offer valuable intelligence that can be used to transform an organisation's risk profile".

Major findings include:

 • **Malware is big business:** Fifty-one (51) percent of data breaches analysed involved malware. Ransomware rose to the fifth most common specific malware variety. Ransomware – using technology to extort money from victims – saw a 50 percent increase from last year's report, and a huge jump from the 2014 DBIR where it ranked 22 in the types of malware used.

 • **Phishing is still a go-to technique:** In the 2016 DBIR, Verizon flagged the growing use of phishing techniques linked to software installation on a user's device. In this year's report, 95 percent of phishing attacks follow this process. Forty-three percent of data breaches utilised phishing, and the method is used in both cyber-espionage and financially motivated attacks.

 • **Pretexting is on the rise:** Pretexting is another tactic on the increase, and the 2017 DBIR showed that it is predominantly targeted at financial department employees – the ones who hold the keys to money transfers. Email was the top communication vector, accounting for 88 percent of financial pretexting incidents, with phone communications in second place with just under 10 percent.

 • **Smaller organisations are also a target:** Sixty-one (61) percent of victims analysed were businesses with fewer than 1,000 employees.

"Cyber-attacks targeting the human factor are still a major issue," says Bryan Sartin, executive director, Global Security Services, Verizon Enterprise Solutions.

"Cybercriminals concentrate on four key drivers of human behaviour to encourage individuals to disclose information: eagerness, distraction, curiosity and uncertainty. And as our report shows, it is working, with a significant increase in both phishing and pretexting this year."

This year's report reveals specific challenges faced by different verticals, i,e.

 • The top three industries for data breaches are financial services (24 percent); healthcare (15 percent) and the public sector (12 percent).

 • Companies in the manufacturing industry are the most common targets for email-based malware.

 • Sixty-eight (68) percent of healthcare threat actors are internal to the organisation.

"The cybercrime data for each industry varies dramatically," comments Sartin.

"It is only by understanding the fundamental workings of each vertical that you can appreciate the cybersecurity challenges they face and recommend appropriate actions."

Now in its tenth year, the "V*erizon 2017 Data Breach Investigations Report*" leverages the collective data from 65 organisations across the world. This year's report includes analysis on 42,068 incidents and 1,935 breaches from 84 countries.

Get the basics in place

With 81 percent of hacking-related breaches leveraging either stolen passwords and/or weak or guessable passwords, getting the basics right is as important as ever before.

Some recommendations for organisations and individuals alike include:

 • Stay vigilant – log files and change management systems can give you early warning of a breach.

 • Make people your first line of defence – train staff to spot the warning signs.

 • Keep data on a "need to know" basis – only employees that need access to systems to do their jobs should have it.

 • Patch promptly – this could guard against many attacks.

 • Encrypt sensitive data – make your data next to useless if it is stolen.

 • Use two-factor authentication – this can limit the damage that can be done with lost or stolen credentials.

 • Don't forget physical security – not all data theft happens online.

"Our report demonstrates that there is no such thing as an impenetrable system, but doing the basics well makes a real difference. Often, even a basic defence will deter cybercriminals who will move on to look for an easier target," concludes Sartin.
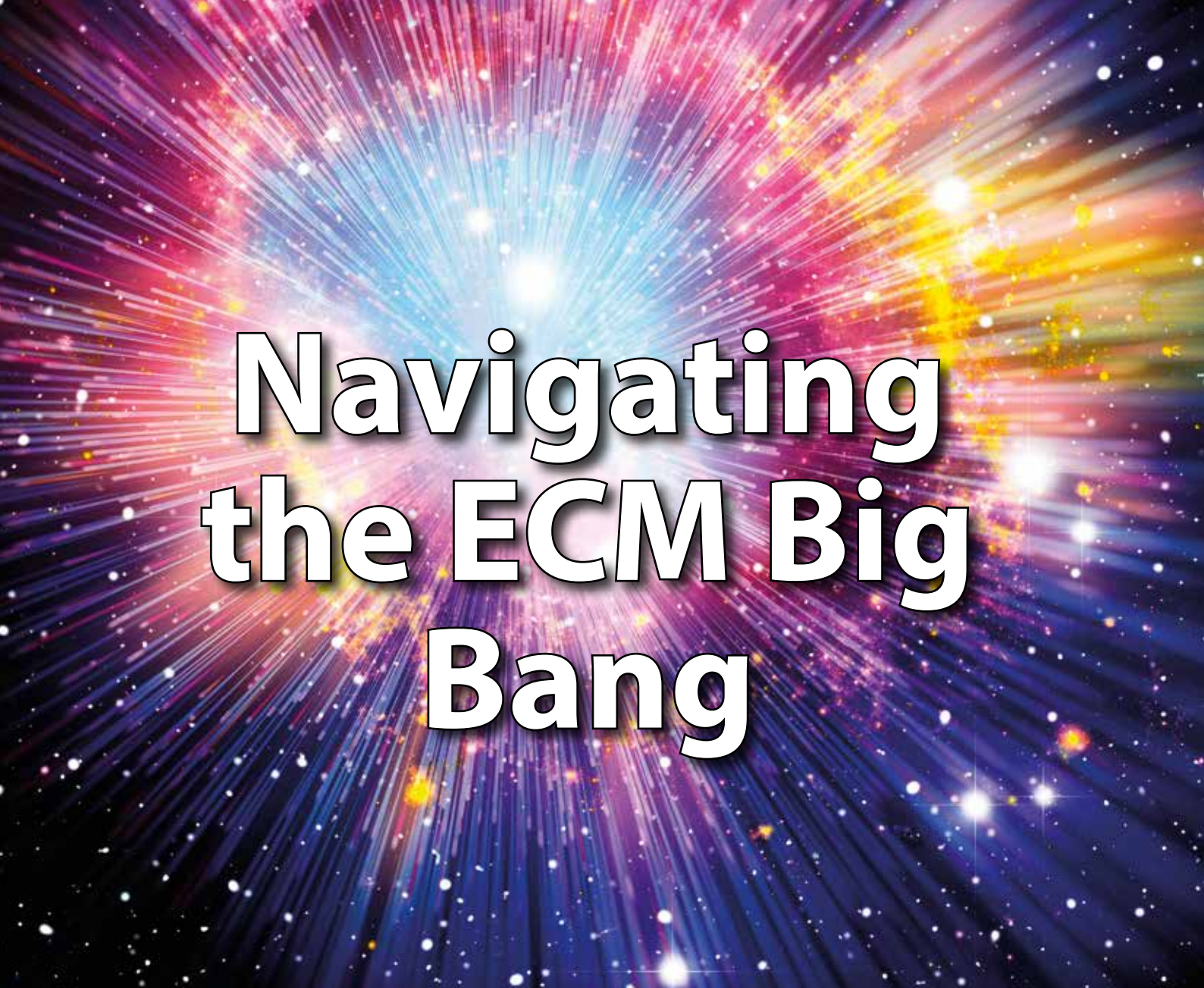
DIGITISE
The Easy Way

The digitalisation of business can be a daunting task for most enterprises, but with the advent of Big Data and analytics, it's a critical step for facilitating proper record keeping, increasing security, and organising and accessing information. An enterprise with the right tools and workflows can perform Electronic Content Management more efficiently, saving both time and resources for more essential everyday tasks.

Learn how Brother Scanning Solutions can assist your business and visit brother.com.au/scannerwhitepaper

Navigating the ECM Big Bang

Just as it's well-nigh impossible to bake a nice cake without cracking a few eggs, introducing "meaningful change" into any large organisation will no doubt require the ruffling of a few feathers, as change of itself necessitates doing things differently.

When Melbourne's Knox City Council took a long hard look at the way it was, or in this case was not, managing retention and disposal of corporate records, the conclusion was that a complete overhaul of its information management practices was warranted.

And while it is well accepted in the world of enterprise software that a "Big Bang" approach to introducing updates is not ideal, in this case it was impossible to avoid.

The Melbourne local government authority has 1,100 staff, 850 of those with Active Directory accounts.

An existing document management system, DataWorks, was introduced in 1999 and last updated eight years ago in 2009. KCC had looked at upgrading the system during the past 5 years, but the project was unable to gain traction until late 2015 when the management team gave their support and got behind the project, understanding the implications of not moving forward.

Meanwhile, information was becoming increasingly siloed while stored in network fileshares under the control of individual departments, on individual desktops and in some cases on USB sticks.

Dataworks was not compulsory for staff, but those that were using the system were struggling with the unfamiliar interface and complex but limited searching.

With no file naming conventions in place and multiple indexes to store records against, this of course meant that finding documents had become a challenge.

It also meant that Knox was unable to implement a retention and disposal scheme, and thus the Council was not compliant with the Victorian Electronic Records Strategy (VERS).

A project team was formed to evaluate a way forward, and it determined that a full ECM refresh was required in addition to a standardised corporate taxonomy.

> "When people create a document, they see it as their own possession, so trying to change behaviours is quite a task ..."

A tender process was initiated, won by local solution provider Kapish with a proposal to implement HPE Content Manager 9.0 in tandem with several Kapish products, most notably the Kapish Explorer product.

The fact that Kapish Explorer presents to a standard user much like the traditional Windows Explorer interface was to prove very important.

With so many changes about to take place in terms of how users saved, searched and interacted with corporate documents, asking them to learn to use an entirely new application at the same time would have been a bridge too far.

Kapish Explorer was also rebadged as "Knox eXplorer" to help give a sense of familiarity. Staff now refer to it as 'KX', or simply 'eXplorer'.

Implementing Kapish Explorer as the main interface for end users has allowed Knox to take a more user-friendly and simplified approach to information management, while still enforcing all business rules and record keeping requirements.

Knox eXplorer is used by staff to access HPE CM Trays as top-level folders, preview multiple documents at once and drag and drop records to create relationships without launching HPE CM.

Over a nine-month period in 2016, HPE CM 9.0 was successfully implemented by a team of 15 Knox City Council staff assisted by two Kapish Consultants and another consultant from Infor, developer of council's Gateway Property & Ratings software - Pathway.

The implementation included retaining integration with Pathway, EzeScan capture software, Intramaps GIS, PeopleStreme PDR, SharePoint 7 (Intranet and TeamSites), Objective Trapeze and Microsoft Office, which was updated during the Knox eXplorer Project to the 2016 edition.

It also included migration of 3.9 million documents from Data-works.

Six weeks after the golive date, network fileshares were switched to read only and users asked to save any changes into Content Manager via the Knox eXplorer interface. A further project to migrate documents from these fileshares will begin on July 1 this year.

The final switchover took three days over the Labour Day long weekend in March this year.

A three-level folder hierarchy was introduced following the adoption of a standard Victorian local government authority functional Business Classification System (BCS), with an extensive communication program taking place with every department across Council for 12 months prior to golive.

"When people create a document, they see it as their own possession, so trying to change behaviours is quite a task," admits Knox City Council Project Manager Mel Fisher.

"Moving from a departmentally-based structure, where folders are located all over the place, to a strict hierarchy does present some challenges."

"We knew this would be the case and committed to a massive amount of change management. This included dedicated training before we made the switch and a series of masterclasses after golive."

Since "Knox eXplorer" has gone live, there's been a large increase in folder creation within the new 3-level structure. Users must fit this within the function/activity/subject BCS.

"If they don't know how to classify something they can make a request to our Corporate Records team to create something new that complies with the BCS," said Ms Fisher.

"We will keep up the training for the next 12 months and keep moving forward with consistent messaging. It's vital that we embed the change and not let any negative experiences with the new BCS generate resentment towards the system".

"People are already discovering that searching for documents is now superior. Dataworks had so many indexes, like drawers in a filing cabinet that you could only search one at a time, whereas "Knox eXplorer" searches across everything."

With the Knox eXplorer rollout complete, council has been busy with the further introduction of a follow-me printing and scan-to-email across the organisation.

The acquisition of eight new Toshiba Multi-Function Devices (MFDs) means staff are now able to use their swipe pass to release print jobs and scan to email from where documents can be saved to Knox eXplorer. In the future, this will be extended to allow scanning directly via "Knox eXplorer."

Knox eXplorer Project Team
Go Live - 14 March 2017

Left to Right: Kenny Khamly, DBA; Alicia Merry, system administrator/trainer; Stuart Penrose, senior technician; Chris Vincent, coordinator corporate records; Dawn Saad, business systems analyst; Mel Fisher, project manager/business analyst; Rebecca Hill; project officer; Jane Batey, system administrator/trainer.

Teaching machines to understand – and summarise – text

By Karuna Pande Joshi and Tim Finin

We humans are swamped with text. It's not just news and other timely information: Regular people are drowning in legal documents. The problem is so bad we mostly ignore it. Every time a person uses a store's loyalty rewards card or connects to an online service, his or her activities are governed by the equivalent of hundreds of pages of legalese. Most people pay no attention to these massive documents, often labelled "terms of service" or "user agreement"

These are just part of a much wider societal problem of information overload. There is so much data stored – exabytes of it, as much stored as has ever been spoken by people in all of human history – that it's humanly impossible to read and interpret everything. Often, we narrow down our pool of information by choosing particular topics or issues to pay attention to. But it's important to actually know the meaning and contents of the legal documents that govern how our data is stored and who can see it. As computer science researchers, we are working on ways artificial intelligence algorithms could digest these massive texts and extract their meaning, presenting it in terms regular people can understand.

Can computers understand text?

Computers store data as 0's and 1's – data that cannot be directly understood by humans. They interpret these data as instructions for displaying text, sound, images or videos that are meaningful to people. But can computers actually understand the language, not only presenting the words but also their meaning?

One way to find out is to ask computers to summarise their knowledge in ways that people can understand and find useful. It would be best if AI systems could process text quickly enough to help people make decisions as they are needed – for example, when you're signing up for a new online service and are asked to agree with the site's privacy policy.

What if a computerised assistant could digest all that legal jargon in a few seconds and highlight key points? Perhaps a user could even tell the automated assistant to pay particular attention to certain issues, like when an email address is shared, or whether search engines can index personal posts. Companies could use this capability, too, to analyse contracts or other lengthy documents. To do this sort of work, we need to combine a range of AI technologies, including machine learning algorithms that take in large amounts of data and independently

Can AI stop us drowning in paperwork?

identify connections among them; knowledge representation techniques to express and interpret facts and rules about the world; speech recognition systems to convert spoken language to text; and human language comprehension programs that process the text and its context to determine what the user is telling the system to do.
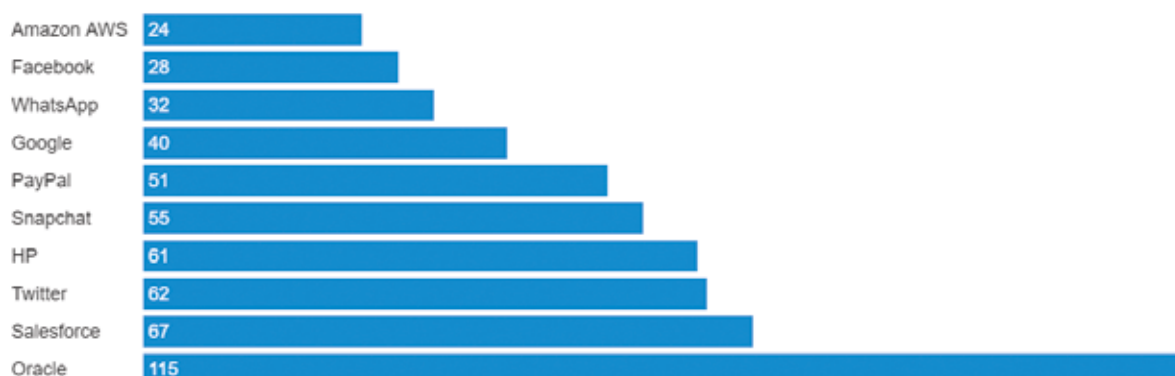
Examining privacy policies

A modern internet-enabled life today more or less requires that we trust for-profit companies with private information (like physical and email addresses, credit card numbers and bank account details) and personal data (photos and videos, email messages and location information). These companies' cloud-based systems typically keep multiple copies of users' data as part of backup plans to prevent service outages. That means there are more potential targets – each data centre must be securely protected both physically and electronically. Of course, internet companies recognise customers' concerns and employ security teams to protect users' data. But the specific and detailed legal obligations they undertake to do that are found in their impenetrable privacy policies. No regular human – and perhaps even no single lawyer – can truly understand them.

In our study, we ask computers to summarise the terms and conditions regular users say they agree to when they click "Accept" or "Agree" buttons for online services. We downloaded the publicly available privacy policies of various Internet companies, including Amazon AWS, Facebook, Google, HP, Oracle, PayPal, Salesforce, Snapchat, Twitter and WhatsApp.

How many rules are in companies' privacy policies?

Our artificial intelligence analyzed various privacy policies and identified individual specific rules and obligations imposed on users, the company and third parties.

Company	Rules
Amazon AWS	24
Facebook	28
WhatsApp	32
Google	40
PayPal	51
Snapchat	55
HP	61
Twitter	62
Salesforce	67
Oracle	115

Who are bound by privacy policy rules?

The largest share of rules in privacy policies apply to the company offering the policy. Others covered by the rules include the user (who is given the option to click "Accept" or "Agree") and partner companies.

Company/We	43%
Others	33%
User/You	24%

Summarising meaning

Our software examines the text and uses information extraction techniques to identify key information specifying the legal rights, obligations and prohibitions identified in the document. It also uses linguistic analysis to identify whether each rule applies to the service provider, the user or a third-party entity, such as advertisers and marketing companies. Then it presents that information in clear, direct, human-readable statements.

For example, our system identified one aspect of Amazon's privacy policy as telling a user, "You can choose not to provide certain information, but then you might not be able to take advantage of many of our features." Another aspect of that policy was described as "We may also collect technical information to help us identify your device for fraud prevention and diagnostic purposes." We also found, with the help of the summarising system, that privacy policies often include rules for third parties – companies that aren't the service provider or the user – that people might not even know are involved in data storage and retrieval.

The largest number of rules in privacy policies – 43% – apply to the company providing the service. Just under a quarter of the rules – 24% – create obligations for users and customers.

The rest of the rules govern behaviour by third-party services or corporate partners, or could not be categorised by our system.

The next time you click the "I Agree" button, be aware that you may be agreeing to share your data with other hidden companies who will be analysing it. We are continuing to improve our ability to succinctly and accurately summarise complex privacy policy documents in ways that people can understand and use to access the risks associated with using a service.

Karuna Pande Joshi is Research Associate Professor of Computer Science and Electrical Engineering, University of Maryland, Baltimore County and Tim Finin is Professor of Computer Science and Electrical Engineering, University of Maryland, Baltimore County. This article was originally published on The Conversation.

Hyland wins Melbourne Health

Melbourne Health has implemented OnBase by Hyland hosted in the Hyland Cloud to digitise its health records and data in advance of a future electronic medical record (EMR) system tender and anticipated integration. Additionally, OnBase will be deployed in the Finance department to support back-office functions, such as payroll.

OnBase technology is currently leveraged to scan and capture patient information from third-party clinical repositories and present critical data in a single, secure location for Melbourne Health users to immediately access from anywhere across the hospital system.

Clinicians securely view patient records through the OnBase Patient Window directly or via integration with the Parkville Precinct clinical viewer, which unites patient electronic records generated by Melbourne Health, The Royal Women's Hospital and Peter MacCallum Cancer Centre.

"The flexibility of OnBase was central to our decision to select and implement the technology in both clinical and administrative applications, enabling our users to have immediate and secure access to critical information," said Rhonda Carroll, Director of Information and Performance at Melbourne Health.

"OnBase is crucial to our current scanning operations and work-flow functionalities, and it will be a critical component to our future integration with an EMR."

In addition to digitising health records, OnBase was recently selected to help optimise some payroll functionality in the Finance department at Melbourne Health.

iCognition to move UNSW to TRIM-as-a-Service cloud

Information Management and Governance specialist, iCognition, has won a large three-year contract to transition the University of NSW HPE TRIM Electronic Document and Records Management System (EDRMS) to the cloud and expand its usage, initially to 3,200 users but with the capability for 10,000 users.

"The transition will be a 'lift, shift, upgrade, and expand' of the existing 1200 seat TRIM system to an NTT Communications cloud environment," said Joe Mammoliti, iCognition CEO.

"The upgrade will move the University to the latest version, HPE Content Manager v9.1".

The service will then be a fully managed cloud service provided by iCognition, including technical maintenance, help desk, DR, and backup, all on a scalable and elastic platform.

"This will not only take the pressure off UNSW IT, but it will provide UNSW with annual upgrades to secure the latest technologies so they can remain focused on their digital transformation to improve business processes and deliver better client services.

"This is a true fully managed, secure, scalable and elastic cloud service", said Mr Mammoliti.

"The expanded service will immediately be available to 3,200 users, but through elastic infrastructure and licencing arrangements the University has the option to expand the service to 10,000 users through annual true-ups in the contract agreement."

An Office 365/SharePoint-HPE CM integration is included in the solution to enable UNSW to manage content in SharePoint. UNSW also has the option to add other services over time, such as EDRMS management or even records management, as well iCognition's RM Workspace to improve user adoption and link into HPE ControlPoint for Federated Search.

www.icognition.com.au

Digitally Transformed

Avantix wins big archiving job from State Library NSW

Queensland based Scanning Specialist Avantix has been awarded a digitisation project of an Historically Significant collection of documents for State Library New South Wales (SLNSW).

Avantix said it is proud to be the only Queensland based Scanning Specialist appointed to the SLNSW supply panel and has most recently won the right to digitise the first portion of 'The Angus and Robertson (A&R) Archive 1 Collection'.

The Angus & Robertson Archive 01, is just one part of a significant collection of heritage documents held by SLNSW, making it part of "The most Valuable Library Collection in Australia". The initial collection materials identified in this project consists of approx. 32,000 pages which is part of the larger Angus & Robertson Collection of over 500 boxes, 50 volumes, 500 pictures, and various relics held by the SLNSW.

It includes 18th and 19th century unbound typescript and hand-written manuscripts, being the publishing folders of correspondence, and authors' manuscripts and material relating to their publication. The A&R collection was acquired by the Library between 1933 - 1935.

https://www.avantix.com.au/solutions/scanning-services/

AvePoint Added to Whole-of-Government Cloud Services Panel

AvePoint has been included in the whole-of-government Cloud Services Panel in Australia. Through this acceptance, Australian government organisations at all levels can now easily acquire AvePoint Online Services for Office 365 as well as AvePoint's full range of on-premises, cloud, and hybrid software solutions and services. Established by Australia's Department of Finance in 2015 and now overseen by the Digital Transformation Agency, the Cloud Services Panel is a non-mandatory procurement avenue for entities subject to the Public Governance, Performance and Accountability Act 2013 (PGPA Act).

Powered by Microsoft Azure, AvePoint Online Services provides Office 365 backup, management, governance, reporting, and archiving from a single SaaS platform.

"As government organisations make the move to the Microsoft Cloud to improve productivity and lower operating costs, the Cloud Services Panel is making the process of investing in solutions and services much easier," said Blair Hainsworth, Manager Director of A/NZ and South Africa, AvePoint.

"AvePoint is proud to be included in the Panel, and we look forward to helping Australian government agencies ensure their data is protected, well governed, and efficiently managed on Office 365."

AvePoint solutions and services are available through the ICT Procurement Portal now.

Drakes Supermarkets digitises with FileBound

Drakes Supermarkets is a family-owned business established in 1974 when Roger Drake purchased his first supermarket. Today, the company is the largest independent grocery retailer in Australia with more than 50 stores across South Australia and Queensland.

Drakes processes more than 80,000 invoices per month; a staggering amount for any business, let alone one that still relied on manual invoice processing. Drakes has an annual turnover of more than $A1 billion and employs more than 5500 staff.

The company processed all invoices through its head office in Torrensville, South Australia. This meant each of its stores, located as far away as Rockhampton in Queensland and Port Lincoln in South Australia, had to put invoices in overnight bags. This was an expensive and inefficient way to manage invoices.

Furthermore, the hard copies of invoices were taking up a huge amount of space. Drakes had seven 40-foot containers filled with paperwork that the company had to keep for taxation purposes.

Roger Drake, CEO, Drakes Supermarkets, said, "Drakes is a centralised organisation. Keeping all data in one location makes it easier to make smarter decisions, faster. But the manual invoicing processes introduced a potential for error, since it would take just one mistyped piece of information to make it impossible to find that invoice again. It could also mean payment errors, which could cost the company. Consequently, it was clear that Drakes needed a solution that would eliminate the manual component of invoice processing."

A digital solution would also likely help Drakes overcome an additional issue of approving expenditure. With such a huge volume of invoices being processed daily, it was easy for people throughout the company to approve payments for any amounts. Drakes needed to gain better control over budgets by setting policies around which employees are authorised to approve payments for what purposes, and for how much.

Roger Drake said, "If there was a disputed invoice, it was difficult to find it. Drakes wasn't always able to take advantage of supplier early invoice payment incentives. Processes were slow and error-prone, and the manual workload was very heavy, which meant high costs."

Drakes examined three options from three different providers, including Konica Minolta. The company had an existing relationship with Konica Minolta, so it made sense to continue working together.

Roger Drake said, "We were in uncharted waters in terms of the volume of invoices we needed to process, so we weren't sure what solution was going to work best. We knew we needed to have the right people on board to make the solution a success and, with Konica Minolta, we definitely had that."

Konica Minolta recommended FileBound to manage the invoices digitally. FileBound is a cloud-based enterprise content management (ECM) application that automates the flow of enterprise work. It manages business processes from beginning to end, reliably connecting people and information regardless of location. This was particularly important for Drakes, as the business is geographically dispersed.

FileBound helps drive out paper-based processes to decrease cost and increase productivity. It lets Drakes scan all invoices, then uses optical character recognition (OCR) to make the invoices searchable within the database.

Konica Minolta designed a workflow process for Drakes so that now, all invoices are scanned for each store into a watched folder on the company network. The capture solution applies OCR to each invoice and strips the required information to send it to a content management system. Using an automated workflow process, each invoice is routed based on invoice type,

The biggest challenge was getting our own people on board because this was a dramatic change for them. Once we did that, we were able to redeploy people to more rewarding roles where they could analyse data and make decisions rather than just key in information. The result is a much more proactive and stream-lined invoice management process." - Roger Drake, CEO Drakes.

escalations and approval requirements. Once processed, the information is uploaded into Drake's enterprise resource planning (ERP) system. Since implementing the FileBound solution, Drakes can process invoices within two to three days, adding efficiency and cost savings for the business.

Roger Drake said, "Conservative estimates suggest that the FileBound solution from Konica Minolta will save the business more than $A500,000 over the next 12 months."

These savings are due to the fact that manual labour required to process invoices has been significantly reduced. Less manual work has led to fewer errors and greater accuracy, so invoices are paid on time and the business can take advantage of discounts.

Roger Drake said, "One of the most important goals of this project, which we have achieved, was the need to get a single version of the truth. Having one set of numbers around stock and invoices makes it easier for the business to get the data and insights we need to make better decisions.

"This solution has positioned Drakes Supermarkets for future growth, which is essential in a competitive industry like retail.

A big part of the success of this project was having the right project team in place, according to Roger Drake.

Roger Drake said, "With a project of this scale it's so important to have a team in place that knows the business. The implementation went well and change management was a key focus.

"Konica Minolta's staff were unbelievably good. Key team members were working all hours just to make sure the implementation happened successfully. I was amazed at Konica Minolta's commitment to make it happen.

Enterprise Information Management

The Evolution from ECM to EIM

By Carsten Weber, MBA

The core of what is now known as Enterprise Content Management (ECM) has been a part of organisations for some time. The idea that the information inside any organisation needs to be managed and requires systems is fundamental.

The fact is that the role of ECM is morphing into Enterprise Information Management (EIM) due to the evolution of the modern organisation with the focus on Content as an Asset, as well as the convergence of document management, data governance, metadata management, BPM, workflow and information management systems.

The drive for companies to engage in digital transformation is only putting more pressure to ensure that all the information collected by the organisation is properly managed so that it can be leveraged to deliver a competitive advantage.

Hybridisations of enabling technologies are making it possible for ECM solutions to take a more leading role in organising and orchestrating core operations. Emerging Digital Business strategies call for more integrated applications that combine the traditional document management capabilities normally associated with ECM with the notion of Information Assets.

As part of this digital transformation from ECM to EIM, I would like to highlight 5 key takeaways:

1. Organisations will begin slowly to realise that information compliance and privacy concerns can no longer be ignored.

This will be driven by two factors: 1) the sheer quantity of information coming into organisations which will force them to change their approach; and 2) country-specific and often conflicting information management requirements. Digital transformation of your documents and processes is the first step.

2. The "cloud" question is changing from "if" to "when" and "how."

Sure there are still clients that believe that all business-critical information must be stored on premise. This thought process is normal and is no different in other process areas; for example, there are process owners who struggle with the notion that their sales staff have run off and implemented Salesforce. The truth of the matter is that the ship has sailed on the cloud. The cloud won't be the solution for all information management problems, but it needs to be a part of every discussion.

3. There will be continued competition and pressure on solution-provider space.

There are now many flavours of content management solutions. Some organisations have been "doing ECM" for a decade and are pushing hard on the integration of content management capabilities into broader customer experiences (such as ERPs) and analytics.

Other organisations have yet to encounter even a scanner and still rely on volumes of paper to run their business. It will be critical for user organisations to identify where they are and where they want to be on the digital transformation continuum. Having a roadmap for your digital transformation regarding records, documents and process will save you many IT dollars in the long run.

4. Reduced Time to Market of ECM/EIM solutions with plug and play integrations.

It's all about applications. It always has been, but it has never been truer that in today's landscape where multiple applications exist for various content infrastructure and thus ease of integration is required; and for those organisations that have yet to embrace content management in a meaningful way, it will be critical that solution providers provide a relatively painless path to start small, build a bridgehead, and then expand. In order to show a quick return on investment, quick wins need to stand out and thus I always recommend a Crawl - Walk – Run approach.

5. Storing Content, on its own, is no longer the goal.

It wasn't that long ago that organisations were able to achieve a competitive advantage by simply getting to a piece of paper. The emphasis was on scanning the paper and storing images. Those are just entry level requirements. The future is all about using and optimising content, not just storing. Being able to store, index, search, manage and equally important govern content has now taken centre-stage for companies.

Carsten Weber is an Enterprise Application Roadmap Advisor for major Oil & Gas clients at advisory firm Capgemini, Houston, Texas.

TRIM's future as a Content Services hub

Micro Focus Content Manager, as the former TRIM records management will shortly be known, does not represent the entire future of information management, but will act as the hub of future content services delivered by the 'spun-merged' HP Enterprise Software division, according to a roadmap laid out at the 2017 Information Governance Forum.

Hewlett-Packard Enterprise (HPE) agreed last year to sell its software business to the UK's Micro Focus in a $US8.8 billion deal that shrinks the Silicon Valley pioneer again while catapulting the little-known British firm into the top tier of European tech companies.

Jaimie Tilbrook, WW Product Manager, HPE Content Manager at Hewlett Packard Enterprise, said the company is embracing and encouraging content services that would include connectors to link Content Manager to a broad range of external repositories and publishing platforms.

In many cases these will be competing platforms to HPE-developed solutions, but the company was committed to allowing CM users to adopt other best of breed solutions in content management and collaboration. Timbrook pointed to the Objective Connect secure collaboration platform as an example.

"A large number of our customers are using Objective Connect now. We have HPE Connected MX (a solution launched in 2015 that brings together policy-based endpoint backup with rule-based file synchronisation and sharing capabilities) but we won't shove it down your throat.

"The same with HPE Web publishing, we have a technology but you [as a CM customer] can use anything."

Tilbrook referenced social media protection and compliance solution Social Safeguard as another example of a connected service extending Content Manager's capabilities.

HPE is currently reselling Social Safeguard as a cloud-based or on-premise solution that provides security, compliance and data archival for an organisation's official accounts on Facebook, LinkedIn, Twitter, Instagram, YouTube, Google+. Content is presently archived on Social Safeguard's own database repository, however HPE plans to offer the ability to ingest into Content Manager by the end of 2017.

"Content services are critical to our vision," said Tilbrook.

Another area that HPE is putting a "lot of effort into at the moment" is Enterprise Search as well as Content Analytics

"We are actively looking for customers to help shape this," said Tilbrook.

A university push to a central data policy

Records management on its own is is never as easy to sell as it probably should be. To demonstrate the many benefits of a centralised repository, the staff at Edith Cowan University (ECU) engaged the services of Information Proficiency to simplify management of policy documents.

In a quest to improve the user experience in searching for University policy, statutes, by-laws, and rules, the migration to a HPE Records Manager (RM) solution has also reduced duplication of documentation and processes across the university.

In addition, the centralisation of policy document storage has generated significant savings in cloud storage costs by consolidating multiple versions and duplication.

Legislation and Policy Search

This simple search box at *http://policysearch.ecu.edu.au/Web-Drawer.PolicySearch/Search* is complemented by options to view the A-Z policy database listing, or distinguish between statutes, by-laws, rules or policies in isolation. Finally, there are some links to FAQs, contacts and information about the area that supports Policy publication.

In 2016 the University had begun a transition from local servers the cloud. As a part of this process a legacy web content server, was identified by IT as having content that would be too hard to pick apart and migrate to the new cloud based environment.

Policies and procedures stored in a MYSQL database had to be exported somewhere that would provide centralised administration of access and be searchable on the ECU intranet and the public Web.

The collection of policies that need to be made available not only to ECU staff, but also ECU students and the greater public.

"There were quite a lot of variables and considerations which needed to be taken into account in the development of this new environment," said Luke Burns, Records Coordinator, Edith Cowan University.

"Most importantly for Records was that HPE RM (initially implemented as ECU's EDRMS) be the repository for the storage of the policies.

"The Office of Governance Services wanted a simpler interface that still ticked all their functionality boxes, and resulted in a better experience that guaranteed access for ECU staff, students and the greater community.

"Beyond that, there were University style guides and accessibility mandates to be considered. To that end IT & the Records team discussed options and subsequently engaged consultants Information Proficiency to help devise a solution that would satisfy the requirements of all stakeholders and diversify HPRM's positions as a business tool within the University."

ECU had 172 Policies that needed to be exposed, not just internally but externally on the Internet. These policies were

created and managed by 14 different departments of the University, which were then distributed via the Web.

It was each department's responsibility to update their own documents and ensure that the latest version was made available on the website. As each department had its own way to store and develop these documents – it tended to cause the issue of outdated policy nformation being made available to the students, staff and public.

"ECU already uses HPE RM quite extensively in their environment – so it was logical step for us to suggest that Policy Data to be captured in Records Manager.

"This would then make it managed data – allowing for the ECU Records Team to take ownership and provide the University single place to reference these documents from" said Ben Brown, software engineer, Information Proficiency.

Once the policies were imported into HPRM with related metadata, a decision had to be made how best to expose them to ECU students, staff and general public.

HPE RM provides a few methods to achieve this – either via SharePoint, WebClient, ServiceAPI or WebServices. Information Proficiency opted to use WebDrawer as part of the solution, which is included in the RM base license package minimising the cost and leveraging the existing investment made by ECU.

WebDrawer also limits users to only view and download documents making it an ideal platform for exposing data.

ECU wanted a google-like search experience, which is not available out of the box with HPRM WebDrawer. The default search interface is a series of three search dialog boxes that can be joined with a AND/OR clauses.

ECU did not want any drops downs, tickboxes or additional options to confuse their users. This was able to achieved by creating a custom face plate that sat in front of HPRM WebDrawer and presented the user with a single search bar that they could type into, and then either press enter, or the search button to execute their search.

WebDrawer pulls results directly from the HPRM Database – this means that the results will always be the latest version/revision of the document. So, in the future the policy owners only need to update this document in a single place and not have to worry about outdated versions being displayed on the webpage.

Since moving to a cloud provider, ECU's IT department has become very aware of just how much storage was actually costing them every month.

Documents were often being saved across many different spaces – shared drives, web server, HPRM, desktops and the like – meaning that ECU was paying to store the same document two, three or more times.

An added benefit of the policy storage being centralised with HPRM that this data now being managed and included in the ECU Maintenance and Backup plans run by their IT Department.

"Perhaps the biggest win from an RM perspective was that we managed to show the diversity and potential of HPE Records Manager," said ECU's Luke Burns.

"The project created an environment where documents stored in HPE RM can be made available quickly and easily to anyone interested in viewing them.

"Solutions like the ones created by Information Proficiency for the ECU policy database are excellent examples to show users, to show them the depth of the system and its potential, to work to make HPE RM a part of people's working day."

Technical Considerations When Migrating to SharePoint or SharePoint Online

By Kevin Ells

As organisations consider migrating content to SharePoint or SharePoint online, it is important to understand that there are many technical considerations that can affect the quality and the duration of the migration. This article will identify and address a few key concepts that, if properly understood, can improve any migration to SharePoint or SharePoint Online.

With any migration, getting off to a good start is very important. Before any migration planning or preparation can begin, the data that is to be migrated must be interrogated so that the organisation can extract crucial information about the content that is to be migrated.

For the purposes of this document, the collection of all documents and folders located in any given storage platform is known as the "Corpus". The constitution of the corpus can have a significant impact on transfer throughput. A detailed interrogation of the documents to be migrated will help to define the corpus and its impact on the migration project. The following questions should be answered during the interrogation process.

How many documents and/or folders are included in the migration?

SharePoint performance is optimised when documents are stored in optimal folder sizes. SharePoint will perform better and the migration will operate faster when there are as few folders as possible while folder item recommended limits (currently 5000 – related to list view threshold) are also respected. In addition to respecting Microsoft list view guidelines, following this pattern will also result in fewer folder objects and ultimately fewer API calls that need to be made to execute the migration.

What is the total storage volume and average file size of the files being migrated?

Of course, the actual amount of data that needs to be transferred will affect the duration of the migration. But what many organizations to not realize is that the average file size can have a dramatic impact on migration efficiency as well due to the number of API calls necessary for a given amount of data.

Given 100GB of data, if that 100GB consists of (10,240) 10MB files, transfer throughput will be considerably higher than if that data consisted of (209,715) 500KB files. This is because SkySync will have to make approximately 200,000 more API calls to transfer the 100GB of 500KB files vs 100GB of 10MB files.

If the corpus is weighted more towards many small files versus relatively fewer large files, it should be expected that the transfer throughput will generally be lower due to the latency expense of significantly more API calls.

What are the departmental or taxonomical classifications of the documents?

Answering this question will help to determine how granular the site and library structure should be. When an extended number of departmental or business process driven site and library structures are required to manage a wide variety of content types, migration configuration and execution will be more cumbersome, resulting in a longer migration project duration. When fewer sites and libraries are needed, migration configuration and execution will be more efficient, resulting in a shorter migration project duration.

Understanding the corpus is a necessary requirement before proper planning and preparation for a migration can begin.

Understand and Prepare for Records Management and Content Disposition

There are obvious benefits to minimizing the content that is migrated. Less content can mean less planning, less structure that must be deployed, less taxonomy configuration and of course, lower storage and infrastructure costs. But eliminating unnecessary content can also have another tremendous fiscal impact by also lowering RISK! Many organisations must adhere to strict compliance requirements that dictate how documents must be classified and retained for a defined period. Once that period has expired, any content that does not have specific business value should be eliminated. If it is not eliminated there is a possibility that it can be used against the organisation in the event of litigation. However, if that content was properly disposed after the compliance mandated retention period has expired, it can no longer harm the organisation.

Even if the organisation is not beholden to strict compliance requirements, it is still recommended that structured content disposition be practiced. Common sense destruction of content that no longer holds business value will reduce risk as well as facilitate the management of long term storage costs.

Process Improvement

The "old" way is often not the "best" way. SharePoint is an extremely flexible platform that is capable of being twisting into a knot to mimic any given legacy document management solution. While that is an admirable quality of the platform, it is also an enabler for the propagation of inefficient design.

In the SharePoint paradigm, there are often many ways to accomplish the same thing. To determine the most efficient solution that follows Microsoft prescriptive guidance, the following steps should be considered.

• Engage a business analyst and power users to deconstruct business processes.

• Leverage the knowledge of the power users to determine if there would be a better or more efficient way to accomplish the process.

• Determine if the improved solution was impeded by the legacy technology and bring in a SharePoint Architect to determine if SharePoint features can facilitate the improved solution.

• Allow the SharePoint Architect to design an optimized solution that implements the thought leadership of the power users by while leveraging the feature richness of SharePoint.

• Solutions should be streamlined to minimize any custom development to facilitate maintainability and future upgrade and/or migration.

By engaging the power users throughout solution re-envisioning, the result will be better processes that have the benefit of immediate user adoption. This is a far better approach than just attempting to "mimic" the legacy solution using new SharePoint technology. A migration project is usually the best possible time to implement process improvement.

Phased, Slow Walk Migration

One of the most effective ways to execute a migration is to use a phased approach as opposed to a "big bang" cutover. There is far too much risk in the big bang approach unless it is a small and manageable migration.

A better approach is to start with a small departmental file move first. Since IT is usually responsible for managing or even executing the migration, their own department is a suitable candidate for a pilot migration. Once a migration target has been identified for the pilot phase, the next order of business is to choose a cutover plan. One of the best ways to execute a migration is a sort of "slow walk" migration.

The slow walk migration consists of an initial structural deployment followed by the configuration of a continuous copy/synchronisation of the source content with the new destination structure. Ideally, this should be an automated synchronisation that continuously propagates file create, update and delete changes from the source system to the destination system (SharePoint or SharePoint Online).

When the official cutover takes place, the source system is simply placed into a read only state and a small amount of final create, update and delete changes propagate to the destination. This method results in a smooth and relatively short cutover process that is easy to back out of in the event of an issue.

Migration Duration

One of the most important concepts of a migration to SharePoint online is that the duration of the migration can't be accurately predicted.
There are many factors that affect migration duration. Some can be managed and others are out of the control of the migration team. Several important migration duration factors are identified below.

Empirical evidence of achievable throughput must be gathered through testing.

Even then, migration duration predictions will fluctuate based on the average file sizes of already migrated content vs average file size of remaining content. In other words, if actual migration metrics are gathered using a small number of large files, inflated metrics may result in an artificially short migration duration. If the actual migration metrics are gathered using a large number of small files, deflated metrics may result in an artificially long migration duration.

SharePoint Online is multi-tenant environment that implements throttling / rate limiting.

In order to protect all tenants, Microsoft must not allow any one tenant to monopolise the available hardware resources for a shared tenant environment. At any given time, there are a finite amount of resources available to all tenants.

The SharePoint Online throttling engine is dynamic. There may be times when more resources can be consumed for migration processing and there may be times when far less resources are available and significant throttling must occur to keep the environment responsive for all tenants.

The quality of source system and migration hardware will affect duration either positively or negatively.

It is quite common for an aging file share or legacy document management system to affect overall migration throughput due to inferior performance.

It is very possible that the migration could go faster but only to the detriment of business users who are impacted by the pressure that the migration places on the legacy hardware.

In addition, the migration hardware itself must be robust. SQL Servers and, specifically, the quality of the SQL Server storage subsystem (IOPS, etc.) will have a significant impact on the ability of the migration solution to facilitate high transfer throughput.

Summary

The purpose of this article was to address important high-level technical factors that should be considered when migrating to SharePoint or SharePoint Online. A deeper dive into these concepts could consume an entire book.

The intention of this document was to help organisations understand some of the important challenges that will be encountered as well as provide some prescriptive guidance on how to work through those challenges.

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Why Tape Remains an Important Component of Data Management

By Daniel Jan

Have you heard of the " zettabyte apocalypse ?" It's a term coined to describe how organisations must be prepared to increase storage to an additional 40 to 60 zettabytes of data (per most analysts' predictions) over the next four years or risk being left susceptible to the type of "apocalyptic" disasters - compliance violations and fines, data loss and theft, etc - that could run them out of business.

Fortunately, however, tape storage - and most notably, its higher-than-ever level of capacity - is a key component in helping organisations prepare for the coming data influx.

According to an April 2017 report from the LTO Program Technology Provider Companies (HPE, IBM and Quantum), "a record 96,000 petabytes (PB) of total compressed tape capacity

shipped in 2016, an increase of 26.1 percent over the previous year." LT-07, one of the latest iterations of tape, now leads the industry in reliability; its capacity and data rates are growing faster than other storage options; and it is one of the most energy efficient options on the market.

Here's a few more reasons why more data than ever is being stored on tape:

Reliability

Bit Error Rate (BER) is a way to express the effectiveness of reading data from a disk or tape drive. It's a measure of the total number of expected erroneous bits as compared to the total number of bits received, and it serves to quantify the likelihood of a faulty bit.

LTO-7 is rated at one bit in error per 1×1019 bits read, scoring 1,000 times higher than top-rated HDDs, which are currently rated at one bit in error per 1×1016 . This means the likelihood of even the top-rated disk writing an incorrect bit is 1000x greater than tape.

Capacity

Tape continues to grow its capacity at a greater rate than other storage technologies. LTO-8 plans to deliver 12.8TB native capacity and the next iterations are aiming for native capacities of more than 15TB.

Tape also benefit from a 2.5x compression boost, as most of the data written to tape is compressed. LTO-7 transfers data at 300MB/sec and the TS1150 at 360MB/sec, which is significantly faster than the typical 7,200RPM HDD at 160MB/sec.

Energy Consumption

One of the greatest benefits of tape is that when it's not in use (i.e., when data is not being transferred to it) it sits virtually dormant. Not only does that result in greater reliability than disk, which is powered on and is therefore more susceptible to down-time, but also leads to significantly less energy consumption. Most industry estimates place the total energy consumption of tape at 5% that of disk.

Today, as most organisations strive to become "greener" and more energy efficient, tape is proving to be the most logical storage choice.

Media Life

Tape's longevity is simply unbeatable. LTO tape has a life span of 30 years. By comparison, disk is typically operational from 3 to 5 years before replacement, and LTO tape drives can read the current version and the two prior LTO versions thereby minimising the conversion effort.

Tape is Built for the Future

While most analysts predict an additional 40 to 60 zettabytes to the digital information burgeon over the coming four years, what about the years after that? Will the amount of data continue to rapidly increase? Or will growth eventually slow?

Well, if a new report from IDC is any indication, a growth of 40 to 60 zettabytes will be little more than drop in the proverbial bucket. Recently, they predicted the total amount of digital data created worldwide will approach 180 zettabytes by 2025.

So, how is an organisation to prepare? Disk storage is no longer growing its capacity at a sufficient rate or with the affordability characteristics that will make it suitable for zettabyte storage, and, as of right now, that much of a capacity seems a stretch even for tape.

Fortunately, though, planned innovations in tape storage can help organisations future-proof against the coming data boon.

Here's how:

Lowering cost

Tape is the most cost-effective technology for long-term data retention. Capacity can scale without adding more drives, unlike HDDs, and some industry estimates place the Total Cost of Ownership (TCO) for tape about six times lower than equivalent HDDs systems.

To walk through the various ways tape proves to be one of the more cost-effective storage options on the market is a task far beyond the scope of this article. Fortunately, this report by the Clipper Group offers an exhaustive breakdown of tape's costs as compared to disk and cloud solutions. It's worth a read, but if you want to skip to the end, they conclude, "Tape library solutions still have a significant economic advantage over disk-based solutions on a cost per terabyte stored basis."

Really, the bottom line is: As the amount of data an organisation must store grows, tape gets cheaper and cheaper.

Using LTFS software

Linear Tape File System (LTFS) enables direct, intuitive and graphical access to data stored on LTO tapes, thereby eliminating the need for additional tape management and proprietary software to access data.

Introducing Active Archives

A combined solution of open systems software, disk and tape hardware, active archives give users an automated way to store and manage all data across multiple storage types (HDDs, tape, and cloud storage).

It improves tape access time by serving as a cache buffer for a tape library, and enables a high percentage of accesses to the tape subsystem to be satisfied from HDDs, thereby avoiding physical tape access and making it well suited for higher-performance and large capacity and archive applications.

The emergence of tape as NAS

Tape as NAS integrates an LTO tape library with a front-end NAS and LTFS to deliver a higher performance, scalable archive solution. A tape library as NAS enables users to leverage familiar file system tools, and even drag and drop files directly to and from a tape cartridge, just like a disk-based NAS.

Tiered Storage

Tiered storage uses standard HSM software functionality that enables the storage administrator to define policies for data migration and retention to control the movement of petabytes of data from more expensive HDD storage devices to less-expensive tape storage.

HPC Embracing HPSS and Tape

HPSS (High Performance Storage System) software is widely used in the HPC market providing highly flexible and scalable hierarchical storage management functionality that optimises large-scale storage resources by keeping recently used data on disk and less recently used data on cost-effective tape.

In addition, HPSS enables RAIT (Redundant Array of Inexpensive Tape) effectively multiplying the data rate and improving the availability of tape subsystems.

Tape for cloud

One large misconception is that by choosing tape, you must forgo cloud. But, in reality, they can be complementary. Using tape for cloud archives, rather than HDDs, greatly reduces cloud TCO. The role of tape in the cloud will continue to grow, as cloud providers seek to lower their storage costs and relieve pressure from exclusively using more costly HDDs for lower activity and archival data.

In Conclusion

Despite the prevailing media death knells, steady advancements have made tape the go-to backup and archiving choice for organisations worldwide.

It has surpassed disk in key categories like capacity, reliability, and total cost of ownership, and has proven to work alongside cloud effectively. Most importantly, though, it's what's needed to survive the "zettabyte apocalypse."

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The Devil Is In The Details
Who Is The Owner Of Your SaaS Data?

A mass of corporate data is moving into the cloud. Much of it is there under Software-as-a-Service solution contracts. This data being essential for daily business, SaaS contracts handsomely cover service outages and access to service. Yet data ownership under these contracts is another matter. What can companies do to avoid losing it amid the convoluted interplay of SaaS vendors, software originators and owners, cloud operators, third parties, and even jurisdictions?

The continuing debate over who exactly owns data created and stored in the cloud has both legal and technical aspects. Some experts distinguish between data created by users before uploading to the cloud and data created within a cloud platform. The former case would fall under copyright law, provided the cloud vendor is reputable. The latter case contains a number of factors that render the data ownership issue rather more complicated.

Jurisdiction also plays a role in data ownership. The Stored Communications Act (SCA) allows the US authorities to seize data stored by American companies even if they are hosted outside the USA. Many other countries have similar laws. It pays to check contracts as to applicable law and the precise domicile of stored data.

SaaS Escrow Services

A SaaS escrow service is perhaps the first solution that presents itself to preserving data ownership. But many older software source escrow services no longer provide the required level of protection.

The danger arises from the escrow service storing only the software codes used in the service and from third party data hosting providers.

To cover outages, escrow services used to store only the SaaS software source codes. Data was usually stored by the SaaS provider – on its own servers or, most often, on third-party servers. If the SaaS service went insolvent, even the best data ownership protection contract could see clients lose access to data stored on these third party servers.

This puts the onus on clients to seek escrow solutions which explicitly protect their ownership of data after it has been stored and processed using software in the cloud.

Data hosting providers are not parties to contracts with SaaS

vendors. This means that companies may lose data, albeit temporarily.

The point to remember is that a SaaS contract provides a service: not a software licence. Without a software licence, users do not automatically retain ownership of data processed by the software in question.

That said, SaaS escrow providers are now shifting to more advanced disaster recovery methods. Most reputable ones offer data storage and backups to protect business critical data against service outages or SaaS vendor insolvency.

Where companies opt for escrow contracts, they should negotiate data backups at suitably close intervals and scrutinise agreements to ensure their data remains theirs whatever might happen.

The Nondisclosure Loophole

Many SaaS and escrow vendors offer nondisclosure agreements. These address data protection, but can offer a false sense of security. What an NDA's data protection terms cover is not the ownership of data, but rather aspects like commercial confidentiality and personal particulars.

Data security, recoverability, and ownership are not part of the average NDA. It thus makes sense for companies to seek specific data ownership guarantees or turn to alternative vendors.
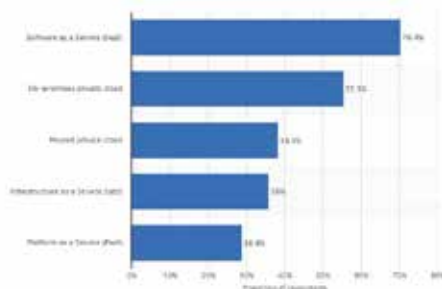
Now, there are SaaS escrow services out there, which focus on protecting client companies' data together with SaaS vendors' software and hold both the source code and client's data so that they can be brought back up to speed if the SaaS vendor disappears.

Another thing to note is that SaaS escrows also legally transfer ownership of the client's data to the client. So, if they don't originally own it, they can if the transfer is facilitated through a SaaS Escrow.

They are ideal for companies needing to protect their data and guarantee access to it whatever happens. Your company does not need to tamper with the software source code, which is copied on the escrow provider's servers.

Any source code needs installation and tweaking to be utilised. You only need it to be imported in compatible software. Hence, the best advice is to contract for frequent backups and for data

Source: Statista (https://www.statista.com/statistics/500572/worldwide-cloud-computing-services-usage/)

to be stored in exportable formats. This allows easy switching to other SaaS services. It also makes sense to include insurance and vendor financial reporting provisions in contracts. These would give companies early warning of any financial issues emerging at SaaS providers and hence give them due notice of the need to act in protection of their data. Clauses allowing companies to transfer their data at any time and at their sole discretion cover such eventualities.

Software Functionality: Good and Bad

Many SaaS vendors obscure their software's core technology. Instead, they highlight only the software's basic functions at the expense of detail on what it can really do. All usable IT technology can perform multiple tasks. What guarantees that among them is not the leaking of data to third parties, allowing them to claim ownership over those data?

A paradox can serve as an example of just this. The fairly widely offered class of services known as online content checking promise to examine data for originality. What the data's owners scarcely realise, however, is that they can lose ownership to it to the very checkers! Some online content checking contracts state this plainly enough. Yet unwillingness to wade through the small print in the Terms & Conditions can often force the data's owners into ceding their property.

Contracts that do not state explicitly that SaaS clients own all data entered and withdrawn into and from the service expose these data to potential future ownership claims. This also applies to data migration from one SaaS vendor to another: it pays to cover data ownership from end to end in perpetuity.

What should come across from the above is that careful scrutiny of any SaaS service (not licence) agreement is a necessary chore. If provisions do not match a company's requirements, it can seek reasonable amendments or look elsewhere. This elsewhere could mean an escrow service that runs a complete parallel copy of the SaaS and data subject to the same precautions. Contracts ought to protect as much against service outages and vendor bankruptcy, as against users losing ownership over data they entrust to SaaS in good faith.

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ELO Digital Office

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Kodak Alaris

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The ever-increasing flood of data, and how we manage it, is one of the greatest opportunities facing businesses and governments in the 21st century. Kodak Alaris Information Management works with organizations from small offices to global enterprises, bringing together the best science, technology and partnerships so its clients can stay ahead of the curve. From our award-winning range of scanners and software to the best global customer service and support, we're here to help businesses transform data into a powerful competitive advantage. To learn more, please visit www.kodakalaris.com/go/IMnews.

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- Ultra-sonic and patented ISOP paper sensing technology that prevents batched document damage; and
- Mixed batch scanning & automatic paper skew correction.

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PSIGEN, PSICapture is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability. PSI:Capture provides unmatched integration with just about any ECM or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc.] and allows the utmost in flexibility for deployment in large or small organisations. Whether you want a simple scan workflow or complex document capture, PSI:Capture provides a solution to meet your specific needs. Document Capture and Scanning is a challenge in any organization. With an array of scanning devices, capture needs and backend content management systems, it is ineffective to settle for multiple applications to accomplish one goal. PSI:Capture provides a single capture platform that can meet all the needs of an organisation. UpFlow is the Asia Pacific distributor for PSIGEN, PSICapture.

Real Time Recognition promises the end of smartphone data entry

If you want to see a bank customer wince, ask them to manually input a series of long numbers or text strings into online banking systems. Yet even though we are well into the "digital transformation era" and despite the customer turnoff, many bank payments still require such painful manual rekeying of data. This data can range from simple account numbers to bank routing numbers, tax codes, ID and passport numbers, etc. The list is endless, as are the manual data-entry challenges faced by customers.

ABBYY is promoting an end to this dilemma via a Real-Time Recognition software development kit, or RTR-SDK, that aims to simplify the experience of interacting via mobile phones for banks and many other online businesses.

The new RTR-SDK toolkit allows software developers to build iOS and Android applications that instantly recognise text visible in the viewfinder of mobile phones and overlay the results on the screen in realtime. Such technological capabilities may soon determine whether your business can survive and thrive in the digital era.

Mobile OCR is no mere gimmick, as ABBYY believes it offers clear benefits for companies from customer-facing industries such as banking and insurance.

With RTR-SDK-powered applications, processing payment documents is simplified greatly. The apps can now insert information necessary for a money transfer into the fields of a mobile banking app simply by focusing the smartphone's camera on payment slips, invoices or other payment documents.

The new technology aims to provide a fast, safe and convenient user experience with full data security. Data such as bank account details, credit card numbers, the card owner's name or payment amount can be instantly captured, processed and transferred without saving a copy on the device. This is critical for the privacy requirements of banks and insurance companies.

Other applications of Real-Time Recognition could include recognition of data from control panels of consumer devices and appliances which could be immediately recognised and transmitted directly to dealers or manufacturer's backend systems, saving companies and customers headaches, time and money.

ABBYY also believes the new technology holds out promise for a more efficient customer onboarding process that will help small businesses create a killer first impression and turn their customers into advocates. In particular, for front end service providers such as airlines, hotels and car rental companies. Cumbersome processes for registering new customers could be

simplified greatly if they could simply point their mobile phone cameras at ID documents and have the data transferred into the companies' systems without leaving a trace on the device.

"Customers are more likely to come back - again and again - if they are "wowed" by what they experience during their first interaction with your business," says Andrey Isaev, vice president of Global SDK business at ABBYY's International Headquarters.

"Giving control of critical information through RTR SDK 'self-service' feature is a strong call-to-action to persuade your customers to stick with your company. It's the closest thing to prioritising customer experience and increasing customer satisfaction."

The promised benefits of mobile capture technology like RTR-SDK include:

• Saving valuable time that employees waste on manual data-entry (e.g. when taking payments or completing bookings);

• using apps that allow data transfer without typing will reduce costs for customer service (e.g. providing information to energy providers by pointing the smartphone at the meter or a quick input of data from an insurance policy when filing an insurance claim)

With support for 63 languages, ABBYY's RTR-SDK toolkit can provide a simple point and translate service for airport and train station signs, restaurant menus, road or street signs.

Combining RTR SDK with text-to-speech technology could also help visually impaired, elderly people or children interact with their surroundings by simply pointing their mobile phone camera to text in a book, a magazine page or at a street sign and instantly listen to the words converted into an audio format.

"Any small company or startup can now create its own instant data-capture mobile app to make the lives of its customers, and potential customers, easier. For businesses whose processes include activities like data entry into enterprise systems and databases, such apps will significantly reduce cost and human errors," said Isaev.

TextGrabber 6.0 for iOS

ABBYY has launched its TextGrabber 6.0 app that allows smartphone users to quickly and accurately convert a text contained in a photo or video into digital, editable text.

The new version utilises ABBYY's Real-Time Recognition technology to capture printed text in 61 languages with recognition performed on the device, so no Internet connection is needed.

The digitised text instantly becomes actionable: it can be copied, edited, shared (email, text message, Facebook, Twitter, Evernote), translated into 104 languages or read using VoiceOver.

All the URLs, phone numbers, email addresses, street addresses, times and dates become clickable for the user to easily perform the corresponding task – follow, call, email, find on maps or add to calendar. TextGrabber also works as a QR code reader and all the digitised text and QR codes are saved in History, accessible for further use.

The new Real-Time Recognition (RTR) mode recognises text directly on the camera preview screen eliminating the need to take photos. It can digitise text of any color from any background set in natural scenes.

The current version of TextGrabber (without RTR) is available for $US4.99 on the App Store and for $US9.99 on Google Play. For TextGrabber for iOS, translation is available as a separate in-app purchase for $US3.99. With TextGrabber for Android, translation is included.

Requires Apple iOS 9.0 and above, Android 4.0.3 and above. Recognition is performed on device, but for translation and sharing, an Internet connection is needed.

www.textgrabber.pro

High speed scanner also does it slow

Epson Australia has launched the WorkForce DS-780N scanner, an interactive sheet-fed touchscreen model with built-in networking. The DS-780N is designed for high-volume scanning, with a 100-sheet automatic document feeder (ADF), USB 3.0 compatibility, and very fast colour scanning speeds of 45ppm/90ipm at 300dpi.

The scanner also offers a "slow mode" for delicate documents, which Epson claims is an industry-first, based on its comparison to other sheet-fed scanners, within the speed range of 25ppm to 45ppm.Double-feed detection skip also permits the scanning of items such as envelopes and documents with sticky notes attached. It also features an intuitive that makes scanning straightforward.

When installed as part of a scanner fleet, Epson's Document Capture Pro software allows job, group, device and access protocols to be managed centrally.

The scanner allows user authentication via pin code, third-party IC card or user directory (LDAP), and the control panel is lockable to prevent tampering with the device. Pre-defined job profiles help ensure the correct task is selected, and scans are sent to the right locations.

The DS-780N will alert the administrator if it needs maintenance, and provides detailed usage reports showing clearly which devices are used most, and how many scans they've made, to allow effective fleet management.

The WorkForce DS-780N is available now for $A1,299.

www.epson.com.au/products/scanner/WorkForceDS-780N.asp

eCopy ShareScan simplifies document capture workflow

Nuance has announced eCopy ShareScan 6.0, a new version of its Multifunction Printer (MFP) capture solution. The new version makes it easier for organisations to deploy, administer and secure document capture workflows.

For knowledge workers, the new capabilities enhance productivity, including integration with Nuance Business Connect extending the ability for remote workers using mobile devices to capture and securely insert documents and images into business processes. eCopy ShareScan is best suited for people who need to capture hardcopy documents into workflows where the information is being used for personal productivity and sharing with collaborators. For these users, scan workflows are not core functions of their job.

eCopy ShareScan provides a capture solution that is consistent, standardised and easy-to-learn to ensure they can successfully complete all tasks while at a Multifunction Printer (MFP). eCopy ShareScan delivers fail-safe features like document preview, real-time confirmation and consistent workflow.

New features of eCopy ShareScan 6.0 include:

 • **Integration with Nuance Business Connect** - Through this new integration with eCopy ShareScan, organisations can extend the use of mobile devices to enable access to eCopy ShareScan workflows.

 • **Enhanced worker productivity** - For users, new Personalised Workflows and other features allow users to tailor the workflow by defining destinations, naming the file, scanning parameters and more. Further, the RapPID preference features remember the user's settings to pre-fill workflows based on recent activity.
Increased document security - eCopy ShareScan secures content at the MFP to ensure document information is protected. Through an integration with Windows Active Directory, users have secure session log-on, providing access to the secure company directory, network folders and email address books, while ensuring only authorised users have access to the solution. New features enhance enterprise-grade communications security protocols and enable organisations to reinforce global security policies through the MFP. In addition, new content-based security capabilities monitor scanned documents and flag administrators with email alerts in the event protected content is detected.

 • **Easy installation and customised workflow creation** - eCopy ShareScan 6.0 reduces the need for IT intervention, by making it easy to install, deploy and customise the solution. System administrators can use a new, intelligent visual workflow editor to create workflows on the administrator console and test them prior to making them available to users. System administrators can create "scan to" buttons that convert scanned images into multiple file formats including PDF along with index metadata, searchable text, and custom file names, and then distribute them to multiple destinations.

www.nuance.com

FileBound adds NZ cloud hosting

FileBound has announced the immediate availability of New Zealand based hosting for all of its cloud delivered document management, workflow, capture, forms and reporting products.

All New Zealand hosted services are setup with the same management and monitoring as the Australian services. These services are supported by a dedicated support team that operate 12 hours per day. FileBound cloud products are hosted in the Vocus Communications data centre out of Auckland and they all include a 2 hour replication back to a Brisbane data centre.

"We are excited to continue investing into our New Zealand channel where we are seeing very strong growth" said Lee Bourke, CEO of FileBound Australia.

"Our NZ channel represent some of our most innovative and market-focused partners and we are delighted that we already have multiple live client sites in this infrastructure".

For further information contact sales@filebound.com.a

Tableau TX1 Forensic Imager

Guidance Software, the makers of EnCase forensic security, has announced the release and availability of a new generation of Tableau Forensic Imagers. Model TX1 offers a tablet-sized screen and features a new design, a colour display and intuitive user-interface for improved ease of use.

Ken Basore, senior vice president of engineering at Guidance, said, "The TX1 can image massive quantities of forensic evidence and dramatically increases the speed of forensic investigations by simultaneously running multiple hashing, encryption, and imaging processes."

The TX1 supports SATA, USB 3.0, PCIe, SAS, FireWire 800 & IDE. It also offers a 10GbE connection.

www.cdfs.com.au

Kofax Invoice Capture Service Now Shipping with Dynamics

Kofax has announced that Microsoft Dynamics NAV 2016, Microsoft Dynamics NAV 2017 and Microsoft Dynamics 365 for Financials (Business Edition) now include Kofax Invoice Capture Service (ICS). Dynamics users seeking to automate their accounts payable processes can start with ICS' "freemium" model that allows for the processing of up to 75 invoices per month without charge, and then upgrade to a subscription plan.

Sales tools and other supporting materials are available via an enhanced ICS Resource Page for partners and users who wish to deploy accounts payable processing as part of their Dynamics NAV and Dynamics 365 solutions. Webinars, partner training and event workshops are also available via the resource page.

 "Kofax is committed to improving Invoice Capture Service by continually optimising its state-of-the-art line item extraction, rich verification and workflow capabilities," said Howard Dratler, Executive Vice President of Field Operations at Kofax.

"We continue to offer the best solution available for organisations to quickly and easily automate their AP processes, improve operations and reduce costs."

Tony de Freitas, senior director, Dynamics Channel Strategy and Program, Microsoft Corp. said, "Microsoft Dynamics benefits Kofax with an adaptable solution that helps customers connect and automate their sales processing. We're pleased to see Kofax's commitment to Microsoft as it grows and enhances its services."

Contex adds new wide format scanner

Contex has unveiled the IQ Quattro 3600 wide format scanner, designed for scanning technical documents up to 36-inches wide and unlimited length. It completes the IQ Quattro series, which now includes 24, 36, and 44-inch wide format scanner models.

The IQ Quattro boasts scanning speeds of up to 14ips/sec in colour with Sigma and Color Fringe Removal. It can scan A0/E size documents in 3.5 seconds with a 1-second start time. The IQ Quattro 3600 replaces the SD 36 scanner, and offers full network capabilities and cloud connectivity.

The IQ Quattro scanners are equipped with Contex CleanScan CIS modules and optimal image quality with dual sided LED light. This eliminates wrinkles and folds in originals and provides clear, crisp scans every time.

The Contex IQ Quattro scanner series uses the Nextimage professional suite of software products. It can also run rainforest365, a free Contex app which allows users to operate the scanners securely with their smart devices. The IQ Quattro also comes available as a ScanStation, featuring a 21.5-inch touch-screen.

Epicor ERP adds cloud-based ECM

Epicor has unveiled integrated enterprise content management capabilities for its enterprise resource planning (ERP) solutions for the manufacturing, distribution, retail and services i ndustries. The announcement follows the acquisition earlier this year of Docstar.

Epicor ERP users have access to a centralised ECM repository with approval process flow and digitised document capture. Users can standardise creation, indexing, storing, searching, and retrieving documents across the organisation easily and securely. Organisations can also reduce reliance on physical file cabinets and streamline management of a wide range of paper-based processes and approvals.

The new integrated ECM functionality addresses a broad range of business requirements:

Users can upload and retrieve documents from a secure repository directly from the Epicor ERP user interface, saving employee time and effort and improving decision making.

Organisations can guarantee file integrity with time and date stamps and version control so they can always be assured of accuracy when uploading, retrieving and attaching documents to the ERP objects/tables (sales orders, purchase orders, parts, etc.). Organisations can automatically archive Epicor ERP APR (Advanced Print Routing) output (such as invoices, sales orders, purchase orders, etc.) in the repository , for best-practice audit trail documentation. They can also manage document retention to comply with the organisation or the regulatory retention policies for certain type of documents.

www.epicor.com

Veritas maps the Amazon cloud

Veritas has announced the expansion of its Information Map solution to analysing unstructured data with an S3 Connector for data residing in the Amazon cloud. Previously, Information Map only provided visibility into data protected by Veritas NetBackup software

The Information Map visualisation tool helps identify risk, waste and complicated migration paths between clouds.

"This is the first time we've announced a new data source that is not part of the Veritas portfolio," said Alex Sakaguchi, Veritas senior director of global cloud solutions marketing.

"Customers now can get a visualisation of their data even if it is not touched by NetBackup. In a sense, it was a limitation because data had to be backed up via NetBackup.

"So now with the S3 Connector, they can get a visual of their data from an extra data source as long as it exists in an S3 bucket," he said.

Sakaguchi said Veritas will add additional connectors beyond S3 this year. The company says data visibility via the Information Map helps to ensure compliance with data regulations around the world, including the General Data Protection Regulation (GDPR) which takes effect in May, 2018.

Findings from the Veritas 2017 GDPR Report state that only one in 10 enterprises polled globally believe GDPR compliance of data in the cloud is their organisation's responsibility - a false assumption. Under GDPR, organisations are just as responsible for adhering to the same data privacy mandates for data stored in the cloud - including any public cloud - as well as data stored on-premises.

"Customers want the same level of data visibility and protection in a multi-cloud world as they have on-premises," said Mike Palmer, executive vice president and chief product officer, Veritas.

"They also want to be able to migrate workloads to multiple clouds simply, without being locked in. Today, we are delivering on all of that through these technology innovations."

Fujitsu unveils 2 production scanners

Fujitsu has announced the availability of two new production-level scanning solutions, the fi-7600 (pictured above, $A10,658) and fi-7700 ($A13,760), with faster scanning speeds of 100 ppm/200 ipm at 300 dpi (letter landscape, colour, grayscale, monochrome), improved start-up and wake times, and larger paper chute capacity of up to 300 sheets.

The new scanners also incorporate automation and time-saving tools including:

Flexible Design: The Fujitsu fi-7600 is equipped with easy alignment guides on the automatic document feeder (ADF) and LED control panels on both sides to fit any workspace. With production-class automatic feeding and a large flatbed, the fi-7700 offers the best of both worlds.

Scanning Versatility: Engineered to make great feeding even better, the straight paper-path allows the scanning of a wider range of thick documents and assures consistent scanning regardless of the condition or type.

Improved Document Collection and Stacking: Independent side guides reduce time and effort post-scan by easily aligning the edges of the documents after exiting the scanner resulting in less operator intervention. Even when scanning with the flatbed, thick, fragile, or bound documents can still be scanned efficiently and consecutively by keeping the cover open, resulting in a smooth document flow.

Advanced Controls: The adjustable, easy-to-read, interactive LED panels provide quick access to advanced scanning features such as paper protection, batch counts, intelligent multi-feed function settings, and power savings, allowing users to get more out of their scanner, faster than ever before.

"Skew Reducer" and Paper Protection: The scanners' "skew reducer" functionality improves paper feeding by detecting alignment issues and physically correcting paper skews to ensure full data capture. Additionally, the risk of document damage is reduced with the capability to detect document length and abnormalities in the sound of the paper passing through.

The Fujitsu fi-7600 and fi-7700 come with enhanced image processing and productivity software: PaperStream IP TWAIN and ISIS , PaperStream Capture , and Scanner Central Admin , provide users powerful and easy-to-use image enhancement and document management tools. Organisations looking for a more robust capture solution can upgrade to PaperStream Capture Pro for added features and greater automation.

Fujitsu in-box software offers:

High Quality Image Processing with PaperStream IP: PaperStream IP TWAIN and ISIS is an intelligent image correction solution that automatically converts documents into clean images.

Enhanced Scanning with PaperStream Capture: PaperStream Capture reduces training time and increases productivity with quick and easy batch scanning, using barcodes and patch codes to separate batches and improve document organization.

Scanner Fleet Monitoring and Management with Scanner Central Admin: Scanner Central Admin significantly reduces the cost and effort of fi Series fleet installation and maintenance by allowing administrators to monitor scanner status, perform updates, migrate settings, manage users, and more.

http://www.proscan.com.au/brands/fujitsu

Voyager Search adds NLP smarts

Voyager Search, a developer of enterprise search solutions, has released version 1.9.9 with four major additions: a Natural Language Processing (NLP) feature; a fully cloud-enabled option; a Snapshot interface for consolidating indices; and a tool configuration interface.

NLP is the science of teaching computers to understand human interaction. By employing NLP in the Voyager indexing pipeline, searches become smarter. NLP reduces false positives in Voyager's geotagging service and allows Voyager to tell the difference between "British Petroleum" and "petroleum," for example. The NLP service can be run as a pipeline step on any text field users are indexing, and it will identify the following: People's names; Nationalities; religions; political groups; Facilities, such as buildings, airports, highways, bridges; Companies, agencies, institutions, etc.; Place names, such as countries, cities, states; Other geographic places, such as mountain ranges, bodies of water; Products, such as vehicles, weapons, foods, etc.; Events like hurricanes, battles, wars, sports events; Art works, like titles of books, songs; Laws; and Languages.

Voyager can run in Amazon and can index any content stored in S3 . It can also deliver that content through Voyager's processing tools, which include downloading content, metadata updating, publishing, and more. Even for companies that haven't migrated fully to the cloud, Voyager can run locally and index content both in the cloud and locally -- or vice versa. As a result, users and administrators can still find files with Voyager, no matter where they're located. Administrators can now create Snapshots with all of the components they need to migrate from one instance of Voyager to another -- not only in the Index, but also in Saved Searches, Thumbnails, and more. The interface is backed by the Voyager API, which is scriptable for automating updates.

www.voyagersearch.com

AccessData updates eDiscovery

AccessData Group has announced the release of AD eDiscovery 6.2, a new version of its software platform that helps corporate customers better mitigate risk, ensure compliance, improve incident response efficiency and reduce overall data processing costs.

"The new version of AD eDiscovery features an innovative HTML 5 dashboard that provides users with a single, comprehensive window into the status of collection, processing, litigation holds and document review," said Victor Limongelli, chief executive officer of AccessData.

AD eDiscovery 6.2 also includes a 22 percent increase in processing speed, enhanced password decryption support for various Internet browser applications, agent support for multiple computer operating systems and increased scalability.

In addition, Limongelli announced the rollout of the new 6.2 version of Summation, a web-based e-discovery review solution that will deliver significant gains in data processing speed.

Summation supports the post-data collection stages of the e-discovery process and enables secure collaboration, regardless of where any member of the litigation team is located.

www.accessdata.com

Turnkey Cognitive Solution for KM

Attivio has announced a new out of the box knowledge management solution based on a solution it has deployed for years at some of the world's largest enterprises.

The company claims the new offering provides organizations of all sizes a quick and proven way to discover content and expertise from across the data landscape in a secure way.

Built on the Attivio Cognitive Search and Insight Platform, the new solution promises to free workers from the all too common and time-consuming task of searching for information silo-by-silo. It leverages next generation cognitive capabilities, such as machine learning, natural language processing, and text analytics.

The traditional challenge of efficiently discovering the right information or expertise from across the organisation was underscored recently in the Enterprise Search and Findability Survey conducted by Findwise. According to the survey, two-thirds of responding organizations state that more than 50% of employees are dependent upon good findability in their daily work. Yet dissatisfaction with existing search applications remains above 40%.

Attivio's new Knowledge Management solution includes:

 • A packaged KM solution built on the Attivio Cognitive Search and Insight Platform with a customisable search UI,

 • A full set of commonly used KM connectors, such as SharePoint, Jive, Confluence, Box, Dropbox, Google Drive,

 • Convenient deployment options in the Cloud, on premise, and through Attivio Managed Services ,

 • Small, medium, and large bundles defined by document volume.

The Attivio Knowledge Management offering is immediately available, with a hosted trial for evaluation.

www.attivio.com

Search365 adds Rosette text analytics

Search 365 has become the official distributor of Basis Technology's text analytics software, Rosette, throughout Australia, New Zealand and Southeast Asia. Search365 is a solution provider specialising in search and AI/machine learning analytics solutions.

"Influential tech analysts at Gartner say we're on the cusp of a once-in-10-year explosion into friendlier, more usable data search and AI in the enterprise space," said Search365 CEO Julian Harris.

 "We're already delivering world-leading enterprise data search, artificial intelligence and machine learning products to major federal government and corporate bodies, and Basis Technology is a strategic part of our multilingual analytics platform. We'll now work with Basis Technology to increase uptake of their superb text analytics products in the APAC region."

Chris Brown, Basis Technology VP International, said, "With offices in the US, Japan and Europe, our Rosette suite is already interpreting and enriching data for clients with diverse profiles, from innovative startups to high profile international organisations.

Rosette's machine learning, statistical and rule-based models support smart algorithms that participated in the success of organisations like Bing, LinkedIn, Yelp, AirBnB, but also key government agencies around the world, including the US Department of Homeland Security.

"Extracting key information written in different languages and scripts, beyond simple keyword searches, is possible with Rosette. Our partnership with Search365 will allow us to help companies and government agencies in the APAC region access these powerful tools.

www.search365.com.au

Machine learning smartens up knowledge base for customer service

Zendesk has introduced Zendesk Guide, a smart knowledge base solution that captures the collective knowledge of an organisation and combines it with machine learning (ML) technology to deliver a better customer experience.

Guide empowers customer service agents to resolve inquiries with contextual insights and gives customers ML-powered self-service customer support. The result for both agents and customers is faster support resolution and outcomes from anywhere.

Through the use of a combination of the Zendesk API, Web Widget, and Mobile SDK as Zendesk Embeddables, Guide allows companies to deliver in-context support anywhere – apps and websites – meeting customers where they already are. And for customers who would prefer self-service, Guide makes self-service quick and convenient.

Zendesk Guide introduces two new capabilities to deliver faster resolution and better customer service: the Knowledge Capture app and Answer Bot. The Knowledge Capture app converts customer interactions into an opportunity for agents to capture and share information that enriches the knowledge base. Answer Bot utilises information from the knowledge base, combined with advanced machine learning technology, to automate responses to customer inquiries for better service outcomes.

Answer Bot will be first available for email and extended to other channels such as Web Form, Web Widget, and Chat over time.

Zendesk Guide was developed by Zendesk's Copenhagen product team, who previously brought the Help Center product to market. Answer Bot was developed by Zendesk's Melbourne data team, who previously brought Satisfaction Prediction to market.

www.zendesk.com/guide

Structured Data classification tool

ClassiDocs has unveiled new functionality that enables the Classification of Structured Data Sets in addition to existing support for hundreds of file formats for unstructured data.

"In addition to our recent release of Artificial Intelligence services for classification, we are leveraging that investment to apply the same policies and selection criteria for structured databases," stated IP Risk Control President Jason Remillard.

"We can use the same policy and classification set - guided and trained by end users and data stewards directly - to classify data within major database vendors. This supplements every security and compliance program - classifying what kind of data is where and who has access to it. Customers can now correlate this information with their existing compliance and policy systems."

ClassiDocs is a Data Classification platform that enables End Users and Data Stewards to actively participate in the process of classifying data sets - in a user-friendly, efficient and quick process that generally requires little to no end user training or education. Unstructured data classification has been available from its initial release, and now the solution is augmented with support for structured data sets - across leading database vendors' technologies.

"By exposing this additional data to interested parties - systems, people and processes - we are opening a whole new realm of security posture information that may be used to make more intelligent and orchestrated security decisions. Add this to our existing SIEM integration and governance alert system that is built-in, you have a classification platform that supports the entire security ecosystem - and actively contributes to making existing investments less taxed, more reliable and most importantly - more accurate," said Remillard.

www.classidocs.com

EzeScan into the cloud with TechOne

EzeScan has been providing TechnologyOne Financials users with Invoice Processing solutions for the on-premise version of Financials for over five years.

The company has now assured users of the cloud version of TechnologyOne Financials that they can use the EzeScan Invoice Capture solution for AP officers to validate and upload invoice document files into the TechnologyOne cloud environment as an out of the box solution.

TechnologyOne's enterprise SaaS solution has been selected for several Australian Government Shared Services arrangements, and the company is listed as a preferred supplier on the Australian Government Cloud Services panel and UK Government G-Cloud panel.

www.ezescan.com.au

Nuance enhances Dragon recognition

Nuance Communications has announced customisation and productivity enhancements for Dragon Professional Group and Dragon Legal Australian.

Both solutions provide powerful, enterprise-ready capabilities to easily deploy speech recognition across multiple users to improve documentation productivity within enterprises and law firms of any size.

Dragon Professional Group and Dragon Legal Australian have been updated to include a next-generation speech engine leveraging Nuance's Deep Learning technology to deliver high-recognition accuracy with the ability to learn and adapt to a variety of accents and environments, making both solutions ideal for large workgroups and a variety of settings.

With advanced speech recognition and robust voice command capabilities, professionals can create detailed and accurate documentation – all in real-time by voice.

And with optimisation for popular Microsoft Windows touch-screen PCs, mobile professionals and field workers can complete detailed documentation or reports, or fill out form-based templates, such as client intake forms, almost anywhere work takes them.

Suitable for enterprises across a wide range of industries including social and financial services, Dragon Professional Group, version 15 enables employees to create high-quality documents, spreadsheets, and presentations or fill form-based reports – which often include drop-down menus and the need to point and click – faster and more accurately, all by voice.

With its powerful voice command and transcription capabilities, Dragon Professional Group makes it easy to automate repetitive tasks and manual processes, improving turnaround times while eliminating the need for costly third-party transcription services.

Dragon Legal Group Australian, version 15 is designed specifically for the Australian legal industry with a specialised legal vocabulary developed using a corpus of Australian legal documents.

Dragon Legal Group Australian enables the quick creation and formatting of case files, contracts, or briefs, and empowers solicitors and other legal professionals to streamline legal documentation turnaround times and reduce transcription costs, while freeing up support staff to concentrate on high-value, billable tasks.

In addition to enhancing Dragon Legal Group Australian, Nuance is releasing a Dragon Legal Individual Australian solution.

"Dragon Legal Individual Australian will allow sole practitioners and smaller firms that don't need the enterprise features of Dragon Legal Group Australian to realise the productivity boost from the local legal vocabulary," said Derek Austin, Nuance's Dragon Business Manager, Asia Pacific.

www.nuance.com

Druva delivers governance and recovery for SharePoint Online

Druva has announced the addition of SharePoint Online support to its inSync platform used for providing extended data protection and governance for Office 365, Exchange Online and OneDrive. Office 365 continues to see aggressive adoption by global enterprises, and according to one leading analyst firm, it will be used by more than 80% of businesses by 2020.

Whether data lives on site, on endpoints or in cloud applications, concerns about unintentional or accidental data loss, corruption and leakage, as well as emerging compliance mandates (e.g. GDPR) and maintaining legal data integrity persist and need to be addressed. Druva's addition of support for SharePoint Online aims to provide a holistic view across all end-user data with a single access point for protecting, viewing and managing it.

Druva inSync centralises visibility into corporate data stored within Microsoft Office 365 (OneDrive, Exchange Online and SharePoint) and end-user's devices, enabling enterprises to regain control over users' data.

This ensures that both end-user productivity and corporate governance requirements are met.

inSync automatically backs up Office 365 data, cloud to cloud, without impacting the corporate network or requiring user intervention. IT administrators can recover directly back to their Office 365 environment, from any snapshot point, dramatically reducing the time needed to recover lost data.

Druva inSync collects and preserves dispersed enterprise data wherever it resides -- including endpoints and cloud apps. Druva inSync merges all data sources to provide a single dashboard, with customer compliance and legal workflows, so enterprises can easily search, collect and preserve data to support legal and compliance needs.

"Nearly half of all enterprise data lives outside the data centre, and is scattered across endpoints and cloud applications. Druva inSync leads the way in simplifying how enterprises manage and protect dispersed business-critical data," said Dave Packer, Vice President of Product and Alliance Marketing, Druva.

"We understand that enterprises have distinct data management needs, and we are committed to supporting them accordingly."

http://www.druva.com

SharePoint portal integration

DynamicPoint, a US developer of SharePoint applications that extend the functionality of Microsoft Dynamics, has released version 2.0 of its SharePoint Customer, Vendor and Employee Portal applications. This release includes the full transition to a SharePoint add-in that will deploy to either SharePoint Office 365 or On Premise and also extends the compatibility of the product to include Dynamics 365, AX and CRM.

"The product design is quite unique because it supports all Dynamics objects that are able to be exposed using web services," states Kiril Genov, the product architect.

This flexibility supports the publishing of virtually any information from Dynamics 365, AX, GP, NAV and CRM to a SharePoint Portal. Typical portal use cases allow organisations to share sales orders with customers, purchase orders with vendors, or HR information with employees, all available with basic configuration.

Kellie Cooper, an Implementation Consultant at DynamicPoint, said, "our customers appreciate the flexibility in extending an endless amount of mission-critical data from Dynamics to the Portal for 24/7 self-service access. "For an even bigger win we can layer in the option for site visitors to make edits that are flowed directly back into Dynamics."

www.dynamicpoint.com/

Tools4Ever brings order to data chaos

Tools4Ever, a Netherlands-based software firm and global provider of digital identity and access-management solutions, has launched an "enterprise resource authorisation manager" designed to help users regain control of unstructured data.

Tools4Ever's solution: ERAM, helps users retake the reins regarding access control of unstructured data. Specifically, the software package determines who has access to what information, who should, who's tried to gain access to certain data, who actually owns what data and where certain bits of sensitive information are being stored.

ERAM, which can be configured for tasks such as the scheduled collection of user permissions in Microsoft's proprietary Windows New Technology File System, is designed to give organisations a clearer look at their "information pollution," according to Tools4Ever, while helping them tighten up file-systems access permissions (for example, making sure relevant system-access permissions are cancelled when an employee is transferred from Department A to Department B).

Tools4Ever has produced customisable ERAM solutions for system administrators, who can easily answer access-right questions and assign proper permissions, and security officers, who can track access information through advanced reporting and dashboard apps.

https://www.tools4ever.com/

Classification tool for SharePoint Online

QinetiQ's data security company Boldon James has announced the launch of SharePoint Classifier 3.10. This latest version of the product offers enhanced functionality and extends classification support to organisations using SharePoint Online as part of their Office 365 strategy.

According to a recent study of SharePoint users, cloud-based collaboration has become increasingly popular, with 61% of organisations running either a full cloud or hybrid SharePoint environment.

However, of those surveyed, the primary reason still preventing organisations moving their on-premise SharePoint environment to the Cloud was the associated security concerns (36%).

SharePoint Classifier 3.10 ensures the persistent application of data protection measures based on classification, facilitating safer sharing and collaboration with a Cloud environment.

SharePoint Classifier 3.10 delivers the following features:

• Supports SharePoint Online (Office 365) and on-premise SharePoint

• Fosters user awareness of data sensitivity;

• Ensures document libraries contain only permitted files;

• Enables safer collaboration and sharing of sensitive documents

• Quarantines prohibited documents using relocation or change of permissions;

• Simplifies classification of multiple files;

• Applies persistent metadata classification labels to drive other security and data management solutions;

• Shares a common classification user experience with all other Classifier products ; and

• Employs unified administration alongside other Classifier products.

http://www.boldonjames.com

SearchBlox subs for Google Search App

By supporting Amazon Elasticsearch Service, SearchBlox promises customers the capability to replace the now discontinued Google Search Appliance on AWS Cloud with zero downtime, fully managed service

With its web based UI and over 75+ connectors to diverse data sources such file systems, Web sites and databases, SearchBlox can crawl and index content in over 40 document formats including PDFs, HTML and Microsoft Word, Excel, Powerpoint.

The ready-to-use Search UIs available in SearchBlox allow users to search the indexed documents with advanced functionality like faceted search and secure search.

Features include:

• Integrate with LDAP for secured enterprise search

• Web-based Admin console to manage collections(indexes), stopwords and synonyms

• Ability to scale index storage without any downtime

• High availability using multiple search servers and data replicated across two AWS availability zones

• Index data from AWS services like Amazon S3, Amazon Elastic File System and Amazon RDS

• Setup and configure enterprise search applications on the AWS cloud in minutes

• SearchBlox for Amazon Elasticsearch Service is available on the AWS Marketplace on hourly and annual pricing.

http://www.searchblox.com

Fusion 3.1 brings AI to search

Lucidworks has announced Fusion 3.1, the latest version of its flagship data application development platform, introducing out-of-the-box AI and machine learning tools for enterprise search. This latest release also includes an improved user interface, enhanced security features, and advanced connector capabilities.

With Fusion 3.1, built-in Apache Spark AI and machine learning features empower organisations to train, test, and deploy scalable machine learning models for query intent, recommendations, and search relevance tuning.

Fusion users can leverage powerful new collaborative and personalised recommender algorithms to enhance the predictive search experience, significantly improving data insights.

Additional Fusion 3.1 features include:

• SharePoint Online support to index data from the Microsoft collaboration suite.

• Improved Job Management and Scheduling interface for streamlined operational efficiency

• Enhanced security and authentication across indexing, analytics, monitoring and other Fusion services

• New interface for visually exploring relationships among collections, ETL processes, parsers, and other Fusion objects

http://www.lucidworks.com

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