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AI in the Workplace: New Parliamentary Report Calls for Stronger Guardrails

The rollout of artificial intelligence in Australian workplaces requires stronger regulation and worker protections, according to a landmark parliamentary report released today.

The House of Representatives Standing Committee on Employment, Education and Training's inquiry into workplace digital transformation has recommended classifying AI systems used in employment decisions as "high-risk" and implementing mandatory guardrails for their development and use. The report, titled "*The Future of Work*," comes amid growing debate about AI's impact on jobs and working conditions. It makes 21 recommendations, including banning the use of AI for final decision-making without human oversight, especially in human resources decisions.

Committee Chair Lisa Chesters MP said the government needs to act quickly to ensure AI benefits both businesses and workers. "While technology in the workplace is not new, there have been changes in how technology is being developed and applied. Employers are increasingly using emerging technologies to automate not only tasks but decisions traditionally made by humans."

The report calls for amendments to the Fair Work Act to ensure employers remain liable for AI-driven decisions. It also recommends banning high-risk uses of worker data and prohibiting the sale of workers' personal information to third parties.

Business groups have pushed back against some recommendations, warning of potential impacts on innovation. Business Council of Australia Chief Executive Bran Black said while the BCA recognizes the need for "sensible guardrails," the recommendations risk "union overreach and duplicative regulations, which would deter investment in technologies like AI due to more red tape."

The Australian Chamber of Commerce and Industry labeled the report's recommendations as "unbalanced and impractical." ACCI CEO Andrew McKellar said: "After months of input, the Committee has completely disregarded the realities faced by business. The recommendations would create heavy-handed obligations on AI deployment in workplaces."

However, unions have welcomed the findings. ACTU Assistant Secretary Joseph Mitchell supports the push for



greater oversight, saying "Too often, we have seen AI used by multinational giants to undermine workers' wages and conditions. Whether it's workplace surveillance or using algorithms to sack workers, bosses should be accountable for decisions made using AI models and tools."

The report highlighted particular concerns about worker surveillance and data privacy. It found that 60-70% of workplaces now use digital surveillance to collect worker data, raising questions about privacy and workplace dignity. A key recommendation calls for meaningful consultation with workers before, during and after the introduction of new technology. The committee also emphasized the importance of maintaining human oversight of AI systems, particularly in high-risk settings.

The report acknowledges AI's potential benefits, including productivity gains and job creation, but stresses these must be balanced against worker protections. It particularly noted risks to marginalized groups, including women, cultural minorities, and workers with disabilities, who may face increased discrimination through algorithmic bias.

The government is now considering the recommendations as part of its broader AI regulatory framework, with Industry Minister Ed Husic expected to respond in coming months.

The full report is available online [HERE](#)

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ATO's AI Governance Falls Short says ANAO

The Australian National Audit Office (ANAO) has found that the Australian Taxation Office (ATO) has only "partly effective arrangements" in place to support its adoption of artificial intelligence, despite having 43 AI models in production.

The audit, part of the ANAO's new focus on providing assurance over governance of emerging technologies, highlights significant gaps in the ATO's approach to AI implementation, risk management, and ethical oversight.

Auditor-General Dr. Caralee McLiesh notes in her foreword that while AI promises "better services, enhanced productivity and efficiency," it also brings "potential for increased risk and unintended consequences" - potential that appears to be inadequately addressed at the ATO.

The report comes at a critical time for AI governance in Australia's public sector, with 56 government entities reporting AI adoption in their operations and two parliamentary inquiries examining AI use in government services.

Strategic Framework Lacking

The audit revealed that while the ATO developed an automation and AI strategy in October 2022, it "has not established fit-for-purpose implementation arrangements for this strategy." The tax office is still developing an AI policy and risk management guidance, with completion not expected until December 2025.

Although the ATO has established a policy for staff using publicly available generative AI tools, auditors found the organization "does not have sufficient centralised visibility and oversight of its use of AI," undermining its ability to effectively govern AI use across the organization.

Perhaps most concerning, the ANAO found that 74 percent of the ATO's AI models in production did not have completed data ethics assessments, despite the agency having a data ethics framework in place. This oversight "undermines the ATO's ability to deliver and to assure the delivery of AI that aligns with ethical principles," the report states.

The audit also highlighted that the ATO "has not sufficiently integrated ethical and legal considerations into its design and development of AI models," limiting its ability to demonstrate that its AI systems are fair, reliable, privacy-protecting, transparent, and contestable.

Risk Management and Monitoring Deficiencies

According to the ANAO, enterprise risks related to AI at the ATO are "above tolerance," and the organization has identified that its current risk assessment processes "are not sufficient for AI-specific risks."

Additionally, auditors found "no evidence of structured and regular monitoring of ATO-built AI models in production," though the tax office is reportedly developing a monitoring framework to address this issue.

The ATO has begun taking steps to address these shortcomings. In September 2024, it established a Data and Analytics Governance Committee "in recognition that stronger governance arrangements

were needed." By November, the ATO had appointed its Chief Data Officer as its accountable official under the government's Policy for the responsible use of AI.

The agency is also working to introduce an enterprise-wide approach to monitoring AI model performance, though this project isn't expected to be completed until December 2026.

This audit represents the ANAO's first step in a new line of work focused on the governance of emerging technologies in public administration. Dr. McLiesh indicated that the ANAO will "continue to focus on governance of AI while it develops the capability to undertake more technical auditing of the AI tools and processes used in the public sector."

Aged Care Sector wants \$A600M ICT Funding

The aged care sector is seeking \$A600 million in federal funding to help providers upgrade their technology systems to meet new regulatory requirements coming into effect in July 2025. The request comes as part of Ageing Australia's pre-budget submission for 2025-26, highlighting a critical gap between government expectations and providers' capability to implement mandatory changes.

While the 2024-25 Federal Budget allocated \$1.4 billion for government ICT systems to support the new Aged Care Act, providers received no comparable funding to upgrade their own systems. The current government grant of up to \$10,000 per provider falls significantly short of actual needs, with some organizations estimating their required IT transformation costs between \$1 million and \$2.3 million.

"ICT system investment and change will be critical for successful transition to the new Act," Ageing Australia states in its submission. The peak body is requesting \$400 million for capital expenses, including system acquisition and upgrades, plus \$200 million for operational costs such as training and skilled staff.

The funding would help providers implement new systems for pricing under the Support at Home program, worker training records, and changes to care minutes data collection and reporting in residential care. Many providers currently lack resources to invest in technology or cover operational costs associated with training and employing skilled business staff.

The submission notes significant variation in digital maturity across aged care providers, regardless of size. This disparity creates additional challenges in meeting the new regulatory requirements, which include enhanced reporting obligations and quality standards compliance.

The November 2024 announcement of \$10,000 grants for IT changes has been criticized as insufficient given the scale of transformation required. Without adequate funding support, the sector warns that many providers may struggle to meet their new obligations under the Act or risk further compromising their financial viability.

The proposed \$600 million technology fund aligns with the government's own Aged Care Data and Digital Strategy and Action Plan 2024-2029, which aims to improve the use of aged care data while reducing administrative burden. However, the sector argues that providers' ability to harness digital opportunities has been limited by both varying levels of digital maturity and ongoing financial challenges.

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Betting the Farm on AI at Fonterra: OpenText Sydney Summit 2025



By Bill Dawes

In a world drowning in corporate data, artificial intelligence is emerging as the life raft that major organizations are desperately reaching for. This was the clear message from OpenText’s February 20 Sydney Summit, where industry leaders shared their struggles with information overload and their hopes for AI-driven solutions.

The scale of the challenge is staggering. Take Fonterra, the New Zealand-based dairy giant, where employees have created more than 29,000 SharePoint sites – averaging more than one per person for the 20,000-strong workforce. “This is not sustainable from a data footprint perspective, and from ensuring that integrity of that information,” warns Caroline Wishart, Fonterra’s Head of Information Management, Data and AI.

For Fonterra, a century-old dairy cooperative, the stakes are particularly high. The company is betting big on AI, with expectations of using Data and AI as a significant contributor to achieving its strategic ambitions.

Their vision extends to supporting a transformational shift – exploring solutions that support their Research and Maintenance teams to access, analyse and generate insight from their data information and IP.

“The key to make progress going forward in the information management space is to automate our approach to deduplication and the protection of the right levels of information,” said Wishart.

“One of the key priorities from my role as head of information management is ensuring that we are taking care of our information that we’ve historically gathered over the 100 years that we’ve been in business as a dairy cooperative, and then ensuring information is fit for the future as well.”

OpenText CEO and CTO, Mark Barrenechea, opening the 2025 Sydney Summit



Fonterra's Head of Information Management, Data and AI, Caroline Wishart.

OpenText Extended ECM (xECM) is currently used by about 4,000 Fonterra asset managers in manufacturing sites. It enables asset maintenance staff to access the very latest asset information through sap.

“In the last year or so, we rolled out some of our data classification products, particularly across Microsoft, so labelling is now mandatory for emails. We are getting people to think about protecting the information they are storing and sharing.

“Another focus is retention, in terms of trying to fix the past to enable AI to ensure its accessing current, accurate, and suitable information.

“It’s also reducing duplication where there’s copies in SharePoint and copies in the shared drive.

“Our three priorities are ownership of information, retention, so only retaining and content as long as we’ve made it, and classification of data sets.”

The company’s manufacturing business unit has identified AI opportunities with an expectation of contributing to their goal of significant cost out in 2030.

“We’re also working on how we can utilise AI for our Policy and Procedure Library which is stored on Content Manager. In Palmerston North our research centre has many staff including about 100 PhDs focused on new products, research and technology.

“We have been working with them on a solution called R&D driver, to enable our scientists and researchers to look across all the repositories and all the research that has been generated by us as well as ingesting the vast amount of international research.”

In his keynote presentation to the Sydney Summit, Mark Barrenechea, OpenText CEO and CTO, emphasised the importance the company is placing on its Aviator AI platform.

“Information is our platform. Whether you’re on Bedrock in AWS, or you’re in Vertex within Google, or you’re in co-pilot in Microsoft, or you brought your own language models, our Aviator Studio will coordinate all of it for you.

“It’s obvious to us that Business AI is relevant in every industry.

“We are going to embed it everywhere. It’s going to be just like you have a search button, you’re going to have our Aviator button embedded everywhere. It’s going to be just part of what we do. We have 15 Aviators and over 100 agents and agentic AI is the next big step.

“In April, we’re going to unveil our first Agentic AI. We now have our agents talking to agents to complete workflows and, multi-step complex processes where no human is involved to actually make decisions and learn from them.

“We started a few years ago with machine learning and Predictive Analytics.

“We then stepped up and started to support Gen AI tools. We started with open source and we’ve now moved more formally with deep support into Google and Vertex. We’ve now added what our security platform CoPilot support and we’ll have a few big announcements in April on how we’re expanding this even further,” said Barrenechea.

The Power of AI

An ECM Specialist at one of Australia’s largest power generation and transmission companies spoke at the Summit of her excitement about the possibilities for integrating AI.

Some of the company’s oldest facilities, which are spread all across the country, date back to the 1960s, meaning

there is over 60 years of content stored in OpenText ECM content server and Extended ECM (xECM) for Engineering.

“We’re really keen to have the ability for a user, for instance, to ask which vendor has provided valves on an asset over its lifetime. Being able to find those results accurately would be a huge timesaver,” she said,

The firm’s core ECM focus is controlled engineering documentation, including technical drawings, specifications, manuals and operating procedures.

“One of our biggest challenges with engineering documents is making sure that our users are using the latest revisions necessary. When dealing with complex infrastructure at the scale that we do it’s not just an inconvenience, if users are using later revisions it’s actually a really serious safety risk.

“We rely heavily on the transmitter module to share documents with our external parties. We make sure that it maintains full traceability, so this is anything for sending specifications to our vendors, updated process flow diagrams to our regulators. We need to know who received those documents, what they received and when they received them.

“It’s extremely critical from an auditing perspective,” she said.

OpenText was initially deployed by APA in 2018. A concerted push to increase usage commenced in 2023 which has now surpassed one million controlled documents in the ECM and 2.5 million objects.

NSW Director of Public Prosecutions



NSW Office of the ODPP Manager, Applications & Information Management, Daniel Campisi.

An OpenText Content Manager user, the NSW Office of the Director of Public Prosecutions (ODPP) has developed its strategy in the past financial year and is currently running a couple of AI Proof of Concepts.

Daniel Campisi, Manager, Applications & Information Management, NSW Office of the ODPP, said, “We have a number of challenges in the legal space. There are challenges with AI being involved in in the development and the production of legal material, so we, we will need to make sure that the AI will be creating accurate information with no hallucinations and making up cases.

“AI will generate documents, we just need to make sure that they are accurate and validated by humans in the middle.

“We have to deal with facts, the actual details that

(Continued Over)

OpenText Sydney Summit 2025

(From previous page)

have occurred, so it's very difficult to reimagine the information. So, in our organisation, we will try to reimagine how we can make the information available to our staff."

"We're doing that through integration and information. So, the complete story is known, and it will be easier and faster for our staff to understand the complete story and not a fragmented one."

Campisi has overseen the replacement of a legacy matter management system at the ODPP with a new Web-based application built on the Appian low code platform, and with the assistance of solution provider iCognition, integration with a new instance of Content Manager.

"With the assistance of iCognition we leveraged a lot of the out-of-the-box functionalities of Content Manager, without people using Content Manager directly or this application being installed on their desktop."

"iCognition's RM Workflow allows people to edit and save a document directly into CM within the staff doing anything other than saving."

"We are trying to ensure that the default behaviour is that people save documents back into the system. Currently, all of the NSW State Records record-keeping requirements are satisfied with minimal and often no, actual interaction."

The Information Management Lead at an Australian state electricity transmission network is looking forward to the potential of OpenText Aviator.

"The power that AI will give to our OpenText Platform is enormous in terms of intelligence and governance," she

said.

The company has over 600 staff and has deployed OpenText Extended ECM (xECM) with Enterprise Connect on premise.

"OpenText was already installed when I arrived but it was a challenge to use and a lot of workers resorted to workarounds which diminished the system's usability" she said.

"We also had information stored in lot of different locations, on Servers on SharePoint and in OneDrive.

"We undertook a big push to make the ECM system more usable and started a manual migration of data in May 2024 now nearing 800,000 items. We are migrating 5000 items a week and have probably got 6-12 months left of this journey before migration is complete.

"The benefits include reduced administrative overhead and it also fosters collaboration when information lives in one location and everyone knows where to get it.

"We are now about to release OpenText Mobile to provide workflow approval for anybody on the road and give accessibility to field staff so they are always accessing current information."

"Customers who have been on a journey with us and consolidated and managed their information in more singular ways, are in a much better position today, as they start to unlock the value of that data through new tools, such as AI," said OpenText's Barrenechea.

"Whether you're a Salesforce shop, ServiceNow, Google, Microsoft, Azure or Amazon, Oracle or sap. We always come in underneath it and make it all work together.

"Information is our platform. We make all those apps and multi-cloud work we're going to do the same thing in the AI world."

Bill Dawes is the publisher/editor of Information & Data Manager (IDM)



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ASIC s Second Cyber Crackdown: FIIG Securities in Crosshairs After Client Data Appears on Dark Web

The Australian Securities and Investments Commission (ASIC) has launched legal proceedings against investment firm FIIG Securities Limited over what it describes as “systemic and prolonged cybersecurity failures” that led to a significant data breach affecting thousands of clients.

According to documents filed in the Federal Court by ASIC, FIIG Securities allegedly failed to implement adequate cybersecurity measures for more than four years, from March 2019 to June 2023.

This negligence reportedly enabled hackers to infiltrate the company's IT network and remain undetected for nearly three weeks, resulting in the theft of approximately 385GB of confidential data.

The breach, which went undetected until Australian intelligence agencies alerted the company, potentially compromised sensitive information belonging to some 18,000 clients.

The stolen data included names, addresses, birth dates, driver's licenses, passports, bank account details, and tax file numbers.

Delayed Response Criticized

ASIC Chair Joe Longo sharply criticized the company's handling of the incident, noting that FIIG did not begin investigating until almost a week after being notified of suspicious activity by the Australian Signals Directorate's Australian Cyber Security Centre (ASD's ACSC).

“This matter should serve as a wake-up call to all companies on the dangers of neglecting your cybersecurity systems,” Longo said.

“Cybersecurity isn't a set and forget matter. All companies need to proactively and regularly check the adequacy of their cybersecurity measures.”

The regulator's allegations against FIIG Securities include failure to:

Properly configure and monitor firewalls

Update and patch software and operating systems

Provide mandatory cybersecurity awareness training to staff

Allocate adequate human, technological, and financial resources to manage cybersecurity

ASIC is seeking declarations of contraventions, civil penalties, and compliance orders against the firm, which provides retail and wholesale investors with access to fixed income investments and bond financing.

The exact nature of the breach was outlined in ASIC's court filing: “... on 19 May 2023, the risk of a cyber intrusion materialised. A FIIG employee inadvertently downloaded a .zip file containing malware whilst browsing the Internet. The malware allowed a threat actor to remotely access FIIG's network and perform network based lateral movement and privilege escalation.

“On or about 23 May 2023, the threat actor obtained access to a privileged user account on FIIG's network and began downloading FIIG's data. Between about 23 and 30 May 2023, the threat actor downloaded approximately 385GB of data, including Personal Client Information, to an external server.”

The case against FIIG Securities comes amid a surge in cybersecurity incidents worldwide. According to recent industry reports, the global average cost of a data breach reached \$US4.88 million in 2024, a 15% increase from 2023 figures. Financial services remain one

of the most targeted sectors, with attackers increasingly focused on stealing personally identifiable information that can be monetized on dark web marketplaces.

Second ASIC Cybersecurity Action

This case marks ASIC's second cybersecurity enforcement action. In May 2022, the Federal Court ruled that financial services licensee RI Advice had breached its obligations by failing to have adequate risk management systems for cybersecurity risks.

ASIC's action underscores the regulator's focus on cybersecurity as an enforcement priority, particularly for financial services licensees who handle sensitive client information.

“Australian financial services licensees are required by law to have adequate cybersecurity risk management systems in place,” Longo emphasized.

“We allege FIIG's inadequate cybersecurity measures left the business and its confidential client information vulnerable and exposed to significant risk.”



EncompaaS Speeds Enterprise Search with AI

Australian tech company EncompaaS has announced a new condition-based search feature that promises to cut document search time by up to 20 minutes per query. The Sydney-based company, which serves Fortune 500 clients globally, positions it as a solution to the growing challenge of information overload facing modern organizations.

According to EncompaaS Chief Product Officer Jaimie Tilbrook, the new feature transforms an existing search capability into a more intuitive, user-friendly tool.

“We've always had a very powerful search capability at the heart of EncompaaS' platform, but users needed some training or technical ability to fully leverage it,” Tilbrook explained.

“The introduction of this enhanced condition-based search dramatically simplifies the usability of the search feature. It also reduces training overheads due to the feature's likeness to consumer technology that is familiar to the users already.”

EncompaaS' initial text-based search function leveraged either a text-based search or a complex advanced search that was best utilised by technically trained administrators. The enhanced condition-based search capabilities, which introduce filters and facets that are applicable to the text-based search results, now provide a consumer-grade experience which the average business end-users can leverage to surface relevant information quickly and easily, without requiring technical expertise.

The condition-based search creates a more logical experience for the user by intuitively ascertaining what the user is looking for, rather than the potential location where the data is stored. This allows users to search all repositories, repository types or business

types with conditions specific to a desired document, like relevant names, dates, purposes or classifications.

For example, if a manager is looking for an employment application, then it is likely that the properties that the manager uses in their search are conditions applicable to employment applications, such as the applicant's name or role. These conditions, coupled with the platform's AI that has successfully categorised the business' data, ensures that the search returns only employment applications, not documents with the keywords in them.

Whether the user knows what document they need but not which repository (OneDrive, SharePoint, Outlook, Microsoft Teams, etc) it is in, or vice versa, the condition-based search can expedite time to information by up to 20 minutes per search, which, when compounded with daily searches, can result in hundreds of hours saved.

By leveraging AI to intelligently discover, classify and manage enterprise data, EncompaaS ensures that users receive the most relevant documents on the first attempt, significantly reducing time spent scrolling through irrelevant results.

This optimization not only expedites information retrieval but also strengthens enterprise information governance by ensuring compliance and reducing risk.

“Our goal is to help all our end-users – not just information managers – find accurate and relevant answers to their data queries in real-time. EncompaaS' condition-based search feature eliminates the need to manually comb through large numbers of documents and data points, streamlining search results so that enterprises can get things done faster and be more productive,” added Jesse Todd, CEO of EncompaaS.

<https://encompaas.cloud/>

Legal Tech Firms Unite to Combat Dark Data Challenge

Morae Global Corporation and ActiveNav have announced a strategic partnership aimed at addressing one of the most pressing challenges facing legal departments and law firms today: securing unstructured and dark data. The partnership brings together Morae's consulting and solutions delivery expertise with ActiveNav's data discovery technology to help organizations navigate the increasingly complex landscape of data privacy regulations and compliance mandates.

Unstructured data - information that isn't organized in a predefined manner - has become a major liability for organizations across industries. Often referred to as "dark data," these unmanaged information assets can include everything from abandoned documents to forgotten spreadsheets scattered across network drives and collaboration platforms. For legal departments and law firms, which handle vast amounts of sensitive client information, the risks associated with unsecured dark data are particularly acute. Unmanaged client-matter documents that have "leaked" into unstructured file stores represent significant compliance and security vulnerabilities.

Central to the collaboration is ActiveNav's ability to discover dark data within organizations and its integration with iManage, a popular document management system in the legal sector.

“Unstructured and dark data is something all firms must remain in control of. We are helping our clients to ensure their client data and PII is always secured and governed properly, regardless of where it is stored,” said David Malkinson, Senior Managing Director at Morae.

“We are very impressed with ActiveNav's ability to identify PII and client-matter data at scale, enabling us to either secure content by importing it into iManage or by managing it in place. These are some of today's biggest data governance challenges.”

The solution allows organizations to discover client-matter documents scattered across their systems and then make informed decisions about whether to dispose of them, archive them, or import them into their document management system.

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Treasury Trial Reveals Mixed Results for Microsoft Copilot

A lengthy evaluation of Microsoft’s Copilot AI assistant at the Australian Department of Treasury has revealed both promising benefits and significant limitations of the technology, according to a newly released report.

The 14-week trial, involving 218 Treasury staff between May and August 2024, found that while Copilot showed clear benefits for basic administrative tasks, it fell short of initial expectations for more complex work. Only about one-quarter of participants reported using Copilot frequently by the trial’s end, with many citing limitations in the product’s capabilities and accuracy.

“The gap between expectations and reality adversely impacted product use,” the report noted, with 59% of participants reporting that Copilot supported only 0-25% of their weekly workload, compared to pre-trial expectations that it would support 25-50% or more.

“Unrealistically high expectations at the trial outset may have contributed to the problem, as some staff were discouraged by the performance of the product and gave up using it.”

However, the trial revealed some unexpected positive outcomes, particularly in workplace accessibility and inclusion. Staff members who were neurodivergent, working part-time, or experiencing medical conditions reported that Copilot helped them manage their work more effectively, such as catching up on missed meetings or overcoming procrastination barriers.

“There were 4 use cases initially proposed for Copilot: generating structured content, supporting knowledge management, synthesising and prioritising information,

and undertaking process tasks. The consensus from participants was that these use cases were appropriate for the Treasury context, but that Copilot was not appropriate for more complex tasks, mostly due to the limitations of the product itself. Participants expressed concerns about functionality relative to other generative AI products on the market.”

The evaluation found that Copilot was most effective at basic administrative tasks like summarising meeting minutes, finding files and information on SharePoint online, developing draft plans and documents, and adapting the tone of writing. One participant reported saving approximately six hours on a procurement review task using Copilot, while others found value in its ability to assist with coding and data analysis.

During the trial period, there was a slight decrease of 11 percentage points in responses from participants who agreed that they struggled to find the information or documents they needed to complete their job. Further, qualitative responses indicated that participants felt Copilot assisted with record-keeping and recovering lost corporate knowledge in some areas.

Trial participants reported difficulties and concerns with ‘prompt engineering’, including difficulties finding the correct prompt to use, unhelpful outputs from prompts, and low quality outputs to complex tasks.

There were also concerns over misattributions of statements in documents leading to incorrect summaries.

“Copilot often created fictional information when asking it to generate output, said one trial participant.

The report estimated that an APS6-level staff member would need to save only 13 minutes per week on administrative tasks to offset the license cost, suggesting potential cost-effectiveness despite the limited adoption.

A key finding was the need for better training and support. “There was scope for more education and training to support participant onboarding,” the report stated, with many participants requesting more tailored guidance throughout the trial period.

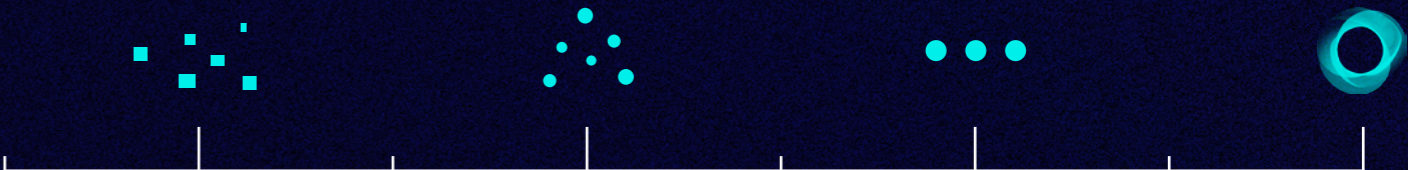
The evaluation makes seven recommendations for future AI implementation, including providing clear use cases, taking a phased approach to rollout, and developing guidelines for transparent use of AI tools. It also emphasizes the importance of monitoring both work outcomes and staff wellbeing in future implementations.

The full report is available [HERE](#)



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Source: Gartner, “A Journey Guide to Delivering AI Success Through ‘AI-Ready’ Data”

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Microsoft cuts data centre plans and hikes prices in push to make users carry AI costs



By Kevin Witzemberger, Queensland University of Technology and Michael Richardson, UNSW Sydney

After a year of **shoehorning generative AI into its flagship products**, Microsoft is trying to recoup the costs by raising prices, putting ads in products, and **cancelling data centre leases**. Google is making similar moves, adding unavoidable AI features to its Workspace service while **increasing prices**.

Is the tide finally turning on investments into generative AI? The situation is not quite so simple. Tech companies are fully committed to the new technology – but are struggling to find ways to make people pay for it.

Microsoft has unceremoniously pulled back on some planned **data centre leases**. The move came after the company **increased subscription prices** for its flagship 365 software by up to 45%, and quietly released an **ad-supported version** of some products.

The tech giant's CEO, Satya Nadella, also recently **suggested** AI has so far not produced much value.

Microsoft's actions may seem odd in the current wave of AI hype, coming amid splashy announcements such as OpenAI's US\$500 billion **Stargate data centre project**.

But if we look closely, nothing in Microsoft's decisions indicates a retreat from AI itself. Rather, we are seeing a change in strategy to make AI profitable by shifting

Microsoft CEO Satya Nadella has expressed reservations about AI hype. Rungron Yongrit / EPA

the cost in non-obvious ways onto consumers.

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The cost of generative AI

Generative AI is expensive. OpenAI, the market leader with a claimed **400 million active monthly users**, is burning money.

Last year, OpenAI brought in US\$3.7 billion in revenue – but spent almost US\$9 billion, for a net loss of around **US\$5 billion**.

Microsoft is OpenAI's biggest investor and currently provides the company with cloud computing services, so OpenAI's spending also costs Microsoft.

What makes generative AI so expensive? Human labour aside, two costs are associated with AI models: training (building the model) and inference (using the model).

While training is an (often large) up-front expense, the costs of inference grow with the user base. And the bigger the model, the more it costs to run.

Smaller, cheaper alternatives

A single query on OpenAI's most advanced models can **cost up to US\$1,000** in compute power alone. In January, OpenAI CEO Sam Altman said even

the company's **US\$200 per month subscription is not profitable**. This signals the company is not only losing money through use of its free models, but through its subscription models as well.

Both training and inference typically take place in data centres. Costs are high because the chips needed to run them are expensive, but so too are electricity, cooling, and the depreciation of hardware.

The growing cost of running data centres to power generative AI products has sent tech companies scrambling for ways to recoup their costs. Aerovista Luchtfotografie / Shutterstock

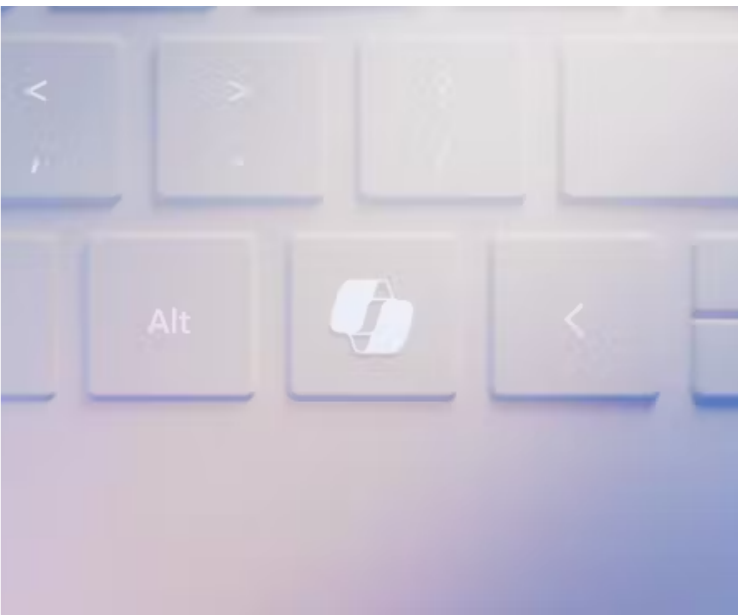
To date, much AI progress has been achieved by using more of everything. OpenAI **describes** its latest upgrade as a "giant, expensive model". However, there are now plenty of signs this scale-at-all-costs approach might not even be necessary.

Chinese company **DeepSeek** made waves earlier this year when it revealed it had built models comparable to OpenAI's flagship products for a tiny fraction of the training cost. Likewise, researchers from Seattle's Allen Institute for AI (AI2) and Stanford University claim to have trained a model for **as little as US\$50**.

In short, AI systems developed and delivered by tech giants might not be profitable. The costs of building and running data centres are a big reason why.

What is Microsoft doing?

Having sunk billions into generative AI, Microsoft is trying to find the business model that will make the technology profitable.



Microsoft says the Copilot key will 'empower people to participate in the AI transformation'. Microsoft

Over the past year, the tech giant has integrated the Copilot generative AI chatbot into its products geared towards consumers and businesses.

It is no longer possible to purchase any Microsoft 365 subscription without Copilot. As a result subscribers are **seeing significant price hikes**.

Continue over)



The growing cost of running data centres to power generative AI products has sent tech companies scrambling for ways to recoup their costs. Aerovista Luchtfotografie / Shutterstock



Microsoft cuts data centre plans

(From previous page)

As we have seen, running generative AI models in data centres is expensive. So Microsoft is likely seeking ways to do more of the work on users' own devices – where the user pays for the hardware and its running costs.

A strong clue for this strategy is [a small button](#) Microsoft began to put on its devices last year. In the precious real estate of the QWERTY keyboard, Microsoft dedicated a key to Copilot on its PCs and laptops capable of processing AI on the device.

Apple is pursuing [a similar strategy](#). The iPhone manufacturer is not offering most of its AI services in the cloud. Instead, only new devices offer AI capabilities, with on-device processing marketed as a privacy feature that prevents your data travelling elsewhere.

Pushing costs to the edge

There are benefits to the push to do the work of generative AI inference on the computing devices in our pockets, on our desks, or even on smart watches on our wrists (so-called “[edge computing](#)”, because it occurs at the “edge” of the network).

It can reduce the energy, resources and waste of data centres, lowering generative AI's carbon, heat and water footprint. It could also reduce bandwidth demands and increase user privacy.

But there are downsides too. Edge computing shifts

OpenAI CEO Sam Altman says the company is losing money on US\$200 per month ChatGPT Pro subscriptions. Aurelien Morissard / EPA

computation costs to consumers, driving demand for new devices despite economic and environmental concerns that discourage frequent upgrades. This could intensify with newer, bigger generative AI models. And there are more problems. Distributed e-waste makes [recycling much harder](#). What's more, the playing field for users won't be level if a device dictates how good your AI can be, particularly in educational settings.

And while edge computing may seem more “decentralised”, it may also lead to hardware monopolies. If only a handful of companies control this transition, decentralisation may not be as open as it appears.

As AI infrastructure costs rise and model development evolves, shifting the costs to consumers becomes an appealing strategy for AI companies. While big enterprises such as government departments and universities may manage these costs, many small businesses and individual consumers may struggle.

Kevin Witzenberger, Research Fellow, GenAI Lab, Queensland University of Technology and Michael Richardson, Associate Professor of Media, UNSW Sydney. This article is republished from [The Conversation](#) under a Creative Commons license. Read the [original article](#).

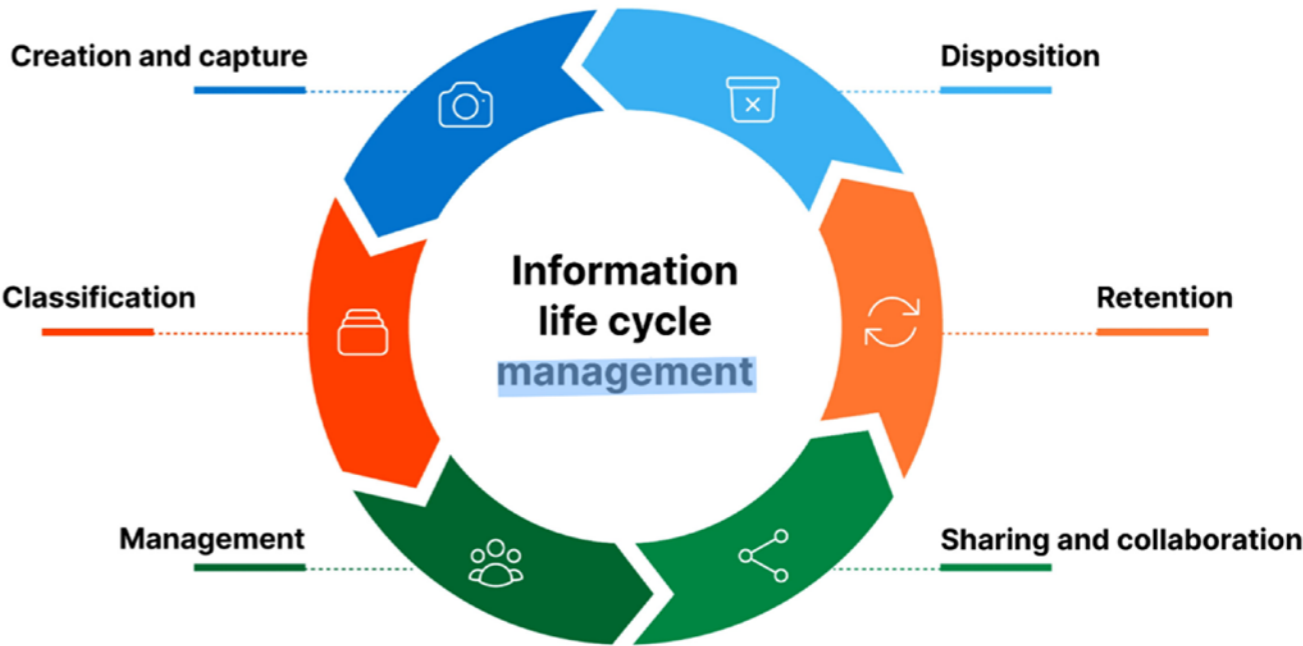
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Do You Need a Data Strategy and a Data Governance Strategy?



By Nicola Askham

With the increasing importance of data, many organisations are asking whether they need both a data strategy and a Data Governance strategy. I've been doing Data Governance for over twenty years now and I'll be honest - in the first fifteen years, no one even talked about a data strategy or a Data Governance strategy. But, before we dive into the answer, let's start by getting the basics straight.

What Is a Data Strategy? A data strategy is like a game plan for how a company uses its data to reach its business goals. Think of it like an architect's blueprint for building a house - it lays out exactly how data will be collected, managed, and used across the organisation.

Here's what a data strategy can include:

Vision and Objectives – This is the big picture. It's about how the company wants to use data to support its goals.

Data Governance Framework – These are the rules and roles that keep data organised, secure, and compliant.

Data Quality Management – This makes sure the data is accurate and reliable by setting clear standards.

Technology and Tools – These are the systems and software that help collect, store, and analyse data for better decision-making.

A data strategy is important because it acts like a map in a world overflowing with data. Without it, organisations can easily lose direction. With a clear strategy, businesses can make smarter, faster decisions because they're working with accurate and reliable data. So, in short, a solid data strategy turns scattered information into meaningful insights that drive success.

So Where Does a Data Governance Strategy Come in?

Over the last few years, there's been a lot more of a focus on data as a valuable asset than ever before and with this has come a shift in focus from individual fields,

such as Data Governance, to broader ones, like data strategies.

Therefore, Data Governance should be a key part of the data strategy yet a Data Governance strategy differs because it focuses only on setting policies, procedures and standards to ensure data is accurate, consistent and used correctly. It's not usually the job of someone working on a Data Governance strategy to create the entire data strategy yet there can be some confusion surrounding this.

Due to Data Governance being part of a data strategy, it can get a bit confusing when we call what we do a 'Data Governance strategy'. As a Data Governance lead, your job is to make sure your governance practices fit within the broader data strategy and align with the organisation's corporate strategy and goals.

Therefore, if you have a data strategy in place, then I don't think you need a Data Governance strategy. You've already done the work and can take the Data Governance elements out to form your plan, which you'll be able to share with stakeholders when talking about Data Governance.

If you don't have a data strategy, it's up to you whether you create a Data Governance strategy, but remember you must align it first and foremost with your organisation's corporate strategy.

At the end of the day...

You can call your plan a Data Governance strategy if you want to. I rarely do, and I rarely recommend that my clients do because I prefer keeping terms simple and not confusing.

Overall, as a Data Governance lead everybody will expect you to have a high-level plan or approach for what you're doing and, if you think it will help you, you can call it a Data Governance strategy.

However, from my experience, if your organisation has a data strategy I would avoid having a separate Data Governance strategy. We need to embrace simplicity and avoid scaring people away with the prospect of more documents to read!

Originally published on www.nicolaaskham.com

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Generative AI's Hidden Challenge: Mastering Unstructured Data

By Andy Milburn

As the modern organisation enters a new phase of technological evolution with the widespread move towards smarter systems based upon Artificial Intelligence (AI) and Large Language Models (LLMs), the volume and accessibility of data with which to feed these systems will become critical.

AI is already in use across the modern enterprise, from fraud detection to personalised marketing, and its basic use is largely understood.

An LLM is an advanced type of AI model designed to understand, generate, and process natural language. This can extend to writing code as well, and LLMs are capable of being taught complex relationships and nuances in communication.

LLMs are themselves built using machine learning techniques, typically leveraging deep neural networks, and are trained on massive datasets of text from diverse sources such as books, articles, and websites.

As they become more sophisticated, LLMs can begin to understand reasoning, solve problems, and create original content. This all comes down to the quality of information they are being 'fed.'

Unstructured data like natural language, images and videos provide rich context for LLMs to learn from. In order to learn properly and make nuanced decisions or generate human-like responses, LLMs need clean, organised datasets to generate accurate outputs.

Unstructured data, which is often chaotic and disorganised, must therefore be properly categorised, labelled, and made accessible to ensure meaningful training, or the language they produce is going to be impacted.

Poorly organised data leads to biases, errors, or irrelevant insights, which undermines the reliability of AI – and will likely have an adverse effect on the organisation too.

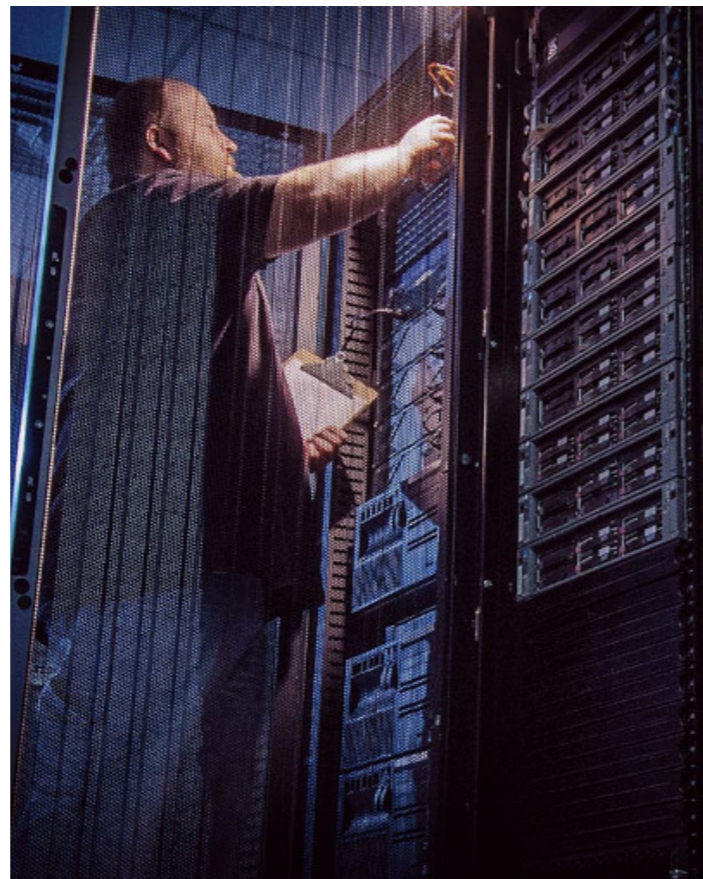
Therefore, organising unstructured data enables better semantic understanding and cross-referencing of related information, which in turn will have a positive effect on the business outcome that the LLM is designed for.

Better visibility of unstructured data, which makes up as much as 90 per cent of the data estate for many companies, will also have an effect on realtime decision-making within an organisation.

In applications that rely on real-time interaction such as fraud detection, customer support or diagnostics, AI relies on instantly accessible data.

Visible and well-organised unstructured data allows LLMs to retrieve relevant insights very quickly indeed, improving response times.

As LLMs continue to scale to support diverse industries as we are now seeing such as healthcare, legal or manufacturing, they require domain-specific unstructured data to be accessible and organised in order to fine-tune and make contextual adaptations.



Disorganised data creates bottlenecks in deploying scalable AI systems.

It may seem obvious, but there are unnecessary costs associated with disorganised data as well. On top of the expense of actually holding onto a large, unwieldy data estate, plus the cost of moving files and information around, organising unstructured data upfront reduces inefficiencies in AI workflows.

This in turn cuts many costs related to data preparation, processing, and storage for LLM applications. Spending a little time and capital up front to organise and gain visibility into data can have a big impact on the bottom line down the track.

It also pays to have one eye on the future. As AI systems evolve, they will require ever-more dynamic access to constantly growing data sources.

A visible and well-organised repository of unstructured data ensures long-term adaptability and scalability of LLMs to new challenges and datasets.

The future of AI and LLM technology hinges on the visibility, organisation, and accessibility of unstructured data.

As organisations continue to generate vast amounts of data, investing in effective data management systems will be key to unlocking the full potential of LLMs.

By addressing the challenges posed by unstructured data, businesses can harness these advanced models to drive innovation, improve decision-making, and ensure ethical, scalable, and cost-effective AI applications.

Andy Milburn is Regional Director, APJ, Datadobi.

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The Evolution of Records Management in 2025



By Rachael Greaves

The way organisations manage records is changing. In a world with exponentially growing digital repositories, and increasingly dangerous risk, automation, AI-driven classification, and seamless integration into business processes are now essential to ensure compliance, security, and efficiency.

Records management is not just about storing information sensibly. It's about governing, securing, and leveraging data intelligently, as a vital foundation of enterprise-wide security and productivity. Does this mean that records managers are an endangered species?

This shift towards AI doesn't diminish the role of human records managers – it amplifies it. With escalating threats, increasing regulatory scrutiny, and the new pressures of Ethical AI laws, organisations must rethink how they manage their records, and their AI records systems, to remain compliant and competitive. AI brings a level of oversight that was not available before, and that oversight needs (human) overseers.

Learning from Failure – The Cost of Poor Records Governance

Records management has traditionally been seen as a 'preservation' function, making sure important things aren't deleted before they should. But in a highly interconnected world, the mission protocols of managing information have transformed to focus much more on security, adaptation, and organisational

resilience – and that means making sure *risky* things are deleted, and quickly.

There is much more importance placed on destroying sensitive information than on preserving it, while also making it more searchable and interoperable than ever before.

This has changed the value proposition of records management. Traditional 'archivists' are falling out of favour; lifecycle managers are the (AI-enabled) future.

This is because, as organisations create and capture vast amounts of digital data, over-retention and poor findability exposes them to significant legal, financial, and reputational risks. Outdated policies, fragmented systems, and manual processes have proven unsustainable, leading to some of the most damaging incidents in recent years.

Equifax Data Breach (2017) – Failure to enforce proper data retention policies left 147 million people vulnerable to identity theft, demonstrating the risks of indefinitely storing sensitive personal data that you don't need.

Optus Data Breach (2022) – Over-retained records were exposed in multiple cyber incidents, increasing liability and eroding public trust.

Medibank Cyberattack (2023) – Insecure data management left millions of health records of former customers vulnerable to exploitation, intensifying scrutiny on data protection policies in the wake of 'Australia's worst ever breach'.

Each of these failures highlights a growing challenge: modern records governance must be proactive, and

focus as much on discoverability and compliant disposal as it does on cataloguing and preservation, to help prevent costly incidents and harm to stakeholders.

The Shift to “Manage in Place” and AI-Driven Compliance

The traditional approach to records management – relying on standalone Electronic Document and Records Management Systems (EDRMS) – is no longer viable in terms of ensuring records are properly sentenced and disposed.

These systems require too much manual input (either from users or from the governance team) to try to determine (and maintain) the correct classification, creating friction that leads to very low compliance rates and sentencing accuracy (especially as records are continually updated and changed).

To address these limitations, organisations are moving to AI models, where records are governed automatically, usually within their existing business systems, eliminating the need for manual intervention and reducing inefficiency and inaccuracy in compliance workflows.

This approach ensures record governance processes are:

■ **Automated** – AI-driven systems classify, secure, and apply retention policies to records in real-time without user involvement.

■ **Integrated** – Records governance is invisibly embedded within business platforms, ensuring compliance without disrupting operations, and records can be related across systems to show the whole story of an event, customer, or project.

■ **Risk-Aware** – Compliance, security, and privacy controls are proactively applied, mitigating and managing risks before they escalate to be issues.

Key policy drivers shaping this shift include:

■ **Global Digital Records Strategies** – Governments worldwide, including [Australia](#), the [UK](#), and the [EU](#), are prioritising automation, AI-driven compliance, and secure data governance to enhance transparency, interoperability, and risk mitigation.

■ **International Organisation for Standardisation (ISO)** – ISO has developed several standards addressing AI compliance and transparency, such as ISO/IEC 42001:2023, which provides guidelines for the governance and management of AI technologies.

■ **Global Data Privacy Regulations** – In most jurisdictions, these are consistently introducing stricter penalties for mismanaged data, reinforcing the need for robust, automated records governance.

AI and Automation: The New Standard for Records Management

Artificial Intelligence is no longer an emerging concept in records management – it is an operational necessity. However, not all AI implementations are equal, and the way organisations deploy automation determines their success.

High-Touch AI: Inefficient and Costly

Some organisations have implemented AI that still requires extensive human oversight, limiting its efficiency. This high-touch AI can be of two main types.

■ **‘Auto-manual’ AI:** These systems often rely on rules engines, file plans, metadata, and [other manual intervention](#) to implement, resulting in continued high operational costs, compliance risks, and inconsistent

governance as classification still relies on general users understanding and applying policies properly.

■ **Machine learning AI:** These systems [need to be trained and supervised](#) on source data for each 'rule', of which there can be hundreds across different retention policies. This creates a very high overhead to deploy and maintain, and the outputs are not explainable (meaning more effort to scrutinise and validate the matches).

Low-Touch AI: Transparent, Secure, and Efficient

A more effective and sustainable approach leverages Explainable AI (XAI), achieving 95%+ accuracy without input required by general users, and with no file plans, rules engines, or ML supervision for governance teams to maintain. This model ensures records lifecycle management, as well as autoclassification of data value, risk, and sensitivity, remains consistent, defensible, and efficient across an organisation.

Real-World Applications include:

■ **Commonwealth Treasury** – XAI-enhanced governance eliminated manual classification errors, increasing compliance accuracy and reducing records management overhead.

■ **Higher Education Provider Cybersecurity Response** – XAI rapidly assessed compromised records during a data breach, enabling swift remediation and minimising risk exposure.

■ **Public Sector Misconduct Investigation** – XAI uncovered 60,000+ previously hidden records on staff misconduct in health and youth services, exposing systemic reporting failures and enhancing accountability.

The Evolving Role of Records Managers

Rather than diminishing in importance with the advent of AI, the role of records managers is evolving into a strategic function that spans risk management, cybersecurity, and compliance. Records management professionals are at the helm as:

■ **Governance Leaders** – Overseeing AI-driven compliance, ensuring that autoclassification and automated decision making aligns with regulatory and ethical standards for explainability, transparency, and contestability.

■ **Cybersecurity Partners** – Working alongside security teams to reduce the likelihood and impact potential data breaches and spills by identifying high-risk records automatically, and tracking their usage.

■ **Strategic Advisors** – Leveraging AI-driven insights to advise on regulatory matters, litigation risks, cyber risk exposure, business transformation such as Copilot rollout, and storage management and carbon reduction policies.

The Path Forward

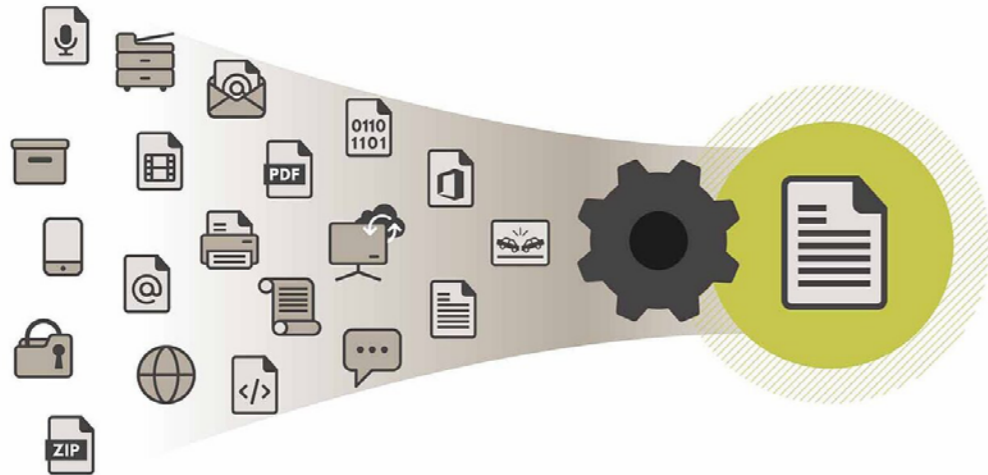
AI isn't replacing records managers – it's redefining their impact. The organisations that thrive in 2025 will be those that embrace AI-driven governance, integrate automation seamlessly into business processes, and proactively mitigate risk using XAI.

The future of records management is no longer focused on just storing and organising information – it's about securing, governing, and leveraging it intelligently, no matter what system or format it's in, at a high velocity of change and growth.

Automated, embedded, and risk-aware records management isn't just a competitive advantage, it's a necessity for resilience and compliance in the years ahead.

Rachael Greaves is CEO of Castlepoint.

Human-in-the-Loop: Why TCG's Patrick Ulrich Believes People Still Matter in IDP



Patrick Ulrich is the Chief Technology Officer at TCG Process, leading the development of TCG's DocProStar Intelligent Document Processing and Orchestration platform. With over 24 years of experience within the technology industry, Patrick brings deep expertise in AI, machine learning, and process automation. He has been working with AI and machine learning technologies since 2006, advancing the capabilities of Intelligent Document Processing and process automation solutions.

IDM: You've been working with AI and machine learning since 2006, long before the current AI boom. How has your perspective on AI's risks and rewards evolved over these years, and what lessons can businesses learn from your experience about implementing AI safely?

PU: I really think AI is exciting for everybody. The things you can produce with Generative AI, such as pictures, texts, movies, whatever, it's really exciting. However, leveraging these same technologies for extraction and reasoning, as covered by Intelligent Document Processing (IDP), can be costly. And you need to be aware, that if your LLM is delivering incorrect results on some of your documents, you cannot just retrain the LLM. It will continue to deliver incorrect results.

While the initial setup time for AI is shorter than with older technologies, such as rule-based extraction, the security and hallucinations challenges can be problematic. You need a platform approach to handle hallucinations from AI services. There is always the possibility, that the result from AI is a hallucination, and because there are limitations with confidence measures, it is difficult to identify the false positive results.

We had an example where an AI model was used to extract info about contracts and the prompts were built to collect typical information from a contract. But as it happens in real life, a wrong document, like a claims document, came into the process. The AI returned random, inaccurate values, even though it was a completely different document class. If you can audit this activity with human in the loop (HITL) or with other rules that run afterwards, I think you're fine. If your process cannot manage or afford such instances, you should reconsider AI.

IDM: With major platforms like Microsoft, Google, and AWS developing their own OCR capabilities, what unique value does TCG's DocProStar bring to enterprises, and how do you envision the IDP landscape evolving?

PU: We have not built our own OCR or AI technologies, and we will not do so in the future. These technologies are going to evolve quickly from horizontal to verticalized industry specific services over the next few years and picking the winners will be difficult. We recommend a platform approach to allow customers to test and integrate value add AI services as technology improves without having to redo built core processes.

We have always focused on easily integrating the best of breed technologies onto our platform and never has that been more important than now. While challenging Microsoft and Amazon, it's quite tough for any company. We offer our customers the best OCR or AI service for their process requirements and specific needs. Whether it is Amazon, Microsoft or Google, for us it is simply a case of adding another engine to suit the customer use case, security and cost.

We've always been in a position to integrate capabilities from different engines into DocProStar. It is our best of breed approach towards integration that has ensured we manage our clients' needs respectfully, either with OCR or other AI services.

IDM: Can you walk us through how TCG approaches AI hallucination challenges in document processing? What specific strategies have you found effective in maintaining accuracy?

PU: It has been our recommended standard practice to measure accuracy confidence and to verify what is coming out of the engine whether it's



Patrick Ulrich, CTO, TCG Process

OCR or extraction through a myriad of methods. And we still believe having a human in the loop plays a key role in correcting information and training models.

It is important for humans to validate extracted data because business processes and customers are best served with the provision of 100% accurate information. We need to be really sure that the values that we send to the next system are correct. And for that, we need human in the loop capability. That said, we add lots of automatic checks using master data to compare values coming from multiple AI engines to reduce and absolutely minimise manual effort. Our aim is to configure fast and accurate processes whereby humans in the loop only manage exceptions and IDP does the heavy lifting.

IDM: As CTO, how do you balance customer feedback with emerging technology trends when developing your product roadmap? Could you share an example of when these two factors aligned or conflicted?

PU: At TCG Process, Sales, Consulting and Development are always closely aligned. We receive direct feedback from all those in our ecosystem, and we try to meet with customers on a regular basis to gain direct user knowledge and understand any problems or challenges. It is our mandate to quickly resolve issues and advance functionality, and when these result in useful features, we implement advancements such that all customers will benefit. Once a new function is implemented into the product it is available to all customers, and they configure it for their benefit or not.

IDM: The term 'orchestration' is increasingly used in the IDP space. Could you explain what orchestration means in practical terms for businesses, and how it's shaping the future of document processing?

PU: We think that orchestration will be very important in the future especially with AI Services. Orchestration, for us, means the integration and management of specific services for extraction, classification, verification, validation, analysis and output of information with 100% accuracy to a customer within seconds. This is what our

customer's customer and employees have come to expect of their key business processes.

We run processes that call upon multiple AI services such as OCR, Speech to Text or summarization of a document. Because we integrate with, and engage our customer's ERP, CRM or DMS, we can orchestrate an end-to-end process resulting in information processed into one system, wait for feedback then move further along in the process to the next system.

Our platform leverages a common database model to combine ingestion, information with 3rd party service or database content to enhance decision making. Architecturally this capability sets TCG apart in the orchestration space.

IDM: Where does TCG Process see IDP evolving in the future?

PU: We are looking at our IP in the IDP area for expansion into the areas of BPM and BPA. Our customers want assistance with the ingestion and ability to act on information quickly and accurately. This is an area where we already have some considerable knowledge. I believe this will grow as we will see what makes the most sense for our customer needs and for us. We will select areas that will bring value to our customers. We are exploring this now— how we can expand deeper into the business processes for our customers.

With the help of AI and our platform, we will be able to provide more intuitive process designs for our customers. There are AI services available, which can solve problems like handwriting or summarizing a document, which were not available in the past. We foresee the development of new secure and verticalized services within orchestration expanding.

We also see the user desktop as a growing area for us. Today many still rely heavily on their desktop for document repository, either through mail, Teams or other channels. We will enrich DocProStar to ingest such documents easier, with greater speed and accuracy into the correct process.

For more information visit: www.tcgprocess.com

Data Breach Crisis: Millions Exposed as Mega Breaches Double

Australia has seen the number of massive data breaches exposing the personal information of more than one million people double in just five years, according to a comprehensive analysis of government records.

The findings, published in the latest StickmanCyber Report on Data Breaches in Australia, paint a disturbing picture of the country's digital vulnerability and raise serious questions about the adequacy of current cybersecurity measures across Australian businesses.

The report, which analyzed over 6,000 Notifiable Data Breach (NDB) reports submitted to the Office of the Australian Information Commissioner (OAIC) since 2018, reveals that mega breaches affecting one million or more individuals have increased from just four incidents in both 2019 and 2020 to ten such breaches in 2023.

The evidence clearly shows that cybercriminals are targeting larger datasets with greater precision than ever before, creating breaches of unprecedented scale.

Even more concerning is the surge in breaches affecting 10,000 or more individuals, suggesting that attackers are becoming increasingly sophisticated in their ability to access and extract large volumes of sensitive data.

Hidden for Weeks, Sometimes Months

Perhaps the most troubling aspect of these mega breaches is how long they remain undetected. According to the report, nearly a third (28%) of breaches exposing more than one million people went unnoticed for 30 days or longer.

A month is an eternity in cybersecurity terms. In that time, stolen data can be sold multiple times on the dark web, identities can be stolen, and financial accounts can be drained.

Some organizations failed to provide any breach identification date in their reports—a red flag that suggests significant gaps in their security monitoring capabilities.

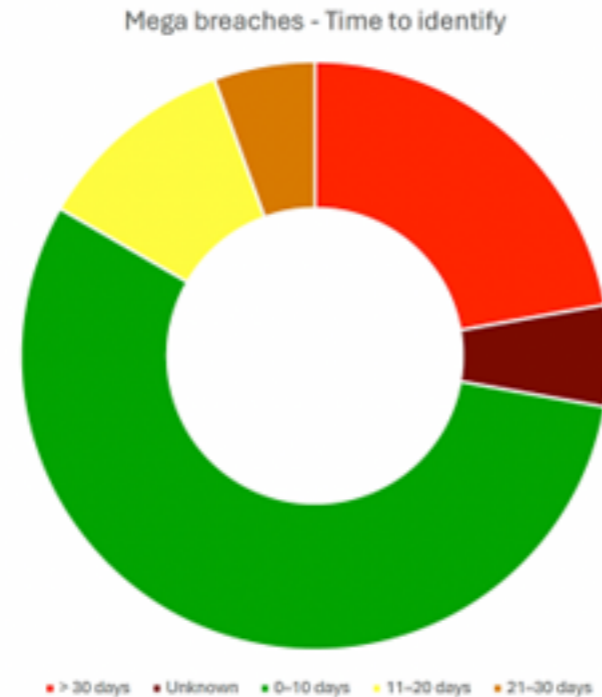
While smaller breaches typically result from malware or phishing attacks, the StickmanCyber report identified compromised credentials as the leading cause of mega breaches.

This finding indicates that stolen or leaked passwords and login information remain the Achilles' heel of many organizations' security infrastructure.

It's 2025, and major breaches are still being caused by password issues. The continued reliance on single-factor authentication by some organizations appears increasingly outdated given the sophistication of today's cyber threats.

Vast Underreporting Suspected

The report also raises serious concerns about systemic underreporting of breaches. According to StickmanCyber's estimates, approximately 200,000 organizations in Australia are required to report notifiable data breaches to the OAIC - including businesses with annual turnover exceeding \$3 million and organizations that routinely collect sensitive data.



A chart from Stickman Cyber Report covering data breaches in Australia reported to OAIC.

Yet only about 900 reports are submitted annually, with a third coming from just two sectors: finance and healthcare.

The report estimates that a mere 0.04% of large businesses submitted reports to the OAIC last year - a figure that seems implausibly low given that a recent industry survey found 41% of businesses experienced a breach in 2023.

The gap between reported breaches and likely actual incidents suggests we're only seeing the tip of the iceberg.

Many organizations may be either unaware they've been breached or choosing not to disclose incidents.

The Path Forward

Australian businesses need to move beyond mere compliance with privacy laws and embrace a truly security-first mindset.

This means implementing multi-factor authentication across the board, investing in better breach detection capabilities, and establishing clear incident response protocols.

The report recommends five key steps for organizations: enhancing credential security, improving breach detection, implementing timely incident response, increasing reporting transparency, and conducting ongoing employee education.

This article is based on findings from the StickmanCyber Report on Data Breaches in Australia, which analyzed over 6,000 Notifiable Data Breach reports submitted to the Office of the Australian Information Commissioner since 2018.

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Why the FADGI Digitisation Standard Is Catching on Around the World

By Brandon Heffernan, Kodak Alaris

The Federal Agencies Digital Guidelines Initiative (FADGI) has become the cornerstone for digitizing physical records and cultural heritage materials within the United States. FADGI has set critical benchmarks for image quality, consistency, and preservation, and the guidelines are beginning to show signs of international adoption, including at the National Library of Australia.

Countries worldwide are increasingly focused on preserving their cultural heritage digitally, and FADGI's comprehensive guidelines offer a structured approach that can be adapted to various types of materials, from manuscripts to business contracts and even artworks. This flexibility makes it an attractive model for global institutions.

As digital archives become more common, there is a growing need for standardized practices to ensure interoperability and longevity of digital records. FADGI provides a blueprint for successful standardization that is appealing to many international organizations.

Advancements in imaging technology along with practical use cases for digital preservation have led to strong demand for high-quality digital captures.

FADGI guidelines are continuously updated to incorporate new technologies and the needs of various niches, such as business records, legal contracts, and so forth. This process helps make FADGI guidelines relevant and forward-looking, which encourages adoption in countries that want to modernize their digital archives.

One of the more recent updates to the FADGI guidelines includes new quality criteria for preserving "modern textual records," or MTR. This change reflected the real-world need to distinguish between various types of physical records.

Most documents scanned today fall under the MTR category (typical documents on standard white office paper). The need for separate guidelines for documents as different as business records and historic blueprints, for example, became very clear.

When It Comes to Image Quality, Context Is Important

FADGI standards were crafted to ensure that digital reproductions of cultural heritage materials maintain the quality and integrity of their physical counterparts. The guidelines cover technical imaging parameters and best practices for digital image conformance evaluation.

The star rating system, which ranges from one to four stars based on image resolution, colour accuracy, and other factors, provides a clear and quantifiable measure of digital image fidelity, particularly for archival purposes. When it comes to digitizing historical documents for preservation, image enhancement is not permitted; the goal is a precise replication of the original, including any flaws that might exist.

Over many decades, advancements in document scanning technologies have been focused on producing digital images that are clearer and sharper than the original so that data can be accurately extracted and delivered into business systems.

But with important archival records, data extraction is usually not relevant - all that matters is the precise digital preservation of an original document. This reality has forced BPOs and other service organizations to re-evaluate their fleet of document scanners to ensure they have the right hardware to cover this growing need for precise standards in digital preservation.

Government agencies and other organizations that submit records to the National Archives and Records Administration (NARA) are looking into ways to simplify FADGI compliance and get the most bang for their buck, and that search is leading them to Kodak Alaris.

Scanners from Kodak Alaris produce output that complies with both image quality guidelines, FADGI 3-Star and MTR.

In addition, [FADGI scanners from Kodak Alaris](#) have the unique ability to switch between output modes, making it easy for scanner operators to deliver FADGI-compliant images when necessary, and then switch to normal document scanning for more traditional purposes, such as accurate data extraction.

This capability is like having two scanners in one, and it's simplifying FADGI compliance for many organizations while also saving them a lot of time and money.

Global Collaboration

Another reason FADGI has been catching on around the world is because the FADGI process has been open to international input, with many public comments received from global experts in the field. This collaborative spirit has fostered a sense of global community around these image standards. Institutions outside the U.S. have begun referencing FADGI guidelines along with other archival standards, including museums, libraries, and archives in Europe and Australia.

The adoption of FADGI standards globally has clear benefits, but some challenges remain. Each country has unique cultural contexts and legal frameworks concerning digital rights and heritage, and this reality might require new adaptations of the standards.

In addition, countries that adhere to existing digitization standards, such as Metamorfoze and ISO 19264-1, might consider FADGI as supplementary, rather than as a replacement for those standards.

Like many things in the technology space, developments in the U.S. tend to expand abroad. Only time will tell if FADGI continues to capture mindshare across the world, but it seems likely.

The global adoption of FADGI standards is about a shared commitment to preserving cultural heritage with the highest fidelity possible.

As more international institutions witness the benefits of these technical standards, there's a strong possibility that FADGI will become the global standard, advancing consistent digital preservation into the future.

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Kapish wins \$3.7M deal with NSW Government Agency

Kapish has won a contract worth just under \$3.7 million to move the NSW Department of Communities and Justice (DCJ) onto a single cloud-based record management system.

Under a three-year deal, DCJ will implement Kapish Content Manager Cloud, with secure cloud capability underpinned by OpenText Content Manager.

The move to the cloud provides an upgrade from Content Manager 10.1 on premise, referred to internally as OneTRIM.

According to the tender documents, “OneTRIM is a core critical Electronic Document and Records Management System (EDRMS) and the unifying, compliant system which links and enables many critical DCJ services, systems and activities.”

DCJ is the lead agency in the Communities and Justice Portfolio. Its responsibilities include NSW Courts and Tribunals, Law Reform and Legal Services, Corrective Services NSW, Child Protection and Permanency and Homes NSW.

The Department led the implementation of a single enterprise resource planning systems to 45,000 employees from more than 45 NSW Government agencies in 2024.

“This innovative approach has simplified our human resources and finance activities so we can focus on our clients and serve our communities better,” noted Secretary Michael Tidball in the agency’s 2023-24 Annual Report

2025 a Turning Point for Transformation

New data released by Allura Partners reveals salaries and career opportunities for organisational transformation roles are expected to rise by an average of 10% to 15% in 2025, with demand fuelled by a 57% surge in job postings over the last quarter.

Part of Allura Partners Salary & Market Insights Series, Organisational Transformation in 2025: A New Year of Opportunities, attributes the significant growth in 2025 to businesses doubling down on restructuring to embrace new technologies and a continuation of organisational transformation projects put on hold in 2024.

Allura Partners, Oliver Wilson, Director, said, “We have witnessed a 120% growth in organisational transformation related roles over the past 6 months, which is being driven by major organisations reinvigorating change programs, particularly in financial institutions, FMCG, insurance, and healthcare.

These trends are not just market corrections; they reflect a growing urgency to innovate and streamline operations.”

2025 will see significant salary growth in key roles, as businesses seek top-tier talent to navigate change effectively including Head of Transformation, Program Management, Change Manager and Business Analyst.

The urgency that organisations are pursuing AI and automation is clear, with 74% of CEOs seeing AI and automation as critical to their growth strategies, while nearly half cite organisational inefficiencies as barriers to success, according to a [pwc survey](#).

“This is where transformation leaders come in. The market needs individuals who combine technical know-how with cross-functional leadership to deliver measurable results,” said Oliver Wilson, Director.

Demand is being accelerated by key industry trends: a hybrid workforce, surging investments in ERP/CRM systems such as SAP, Salesforce, Microsoft Dynamics and regulatory-driven transformation programs.

Additionally, private equity firms are leading the charge with fast-paced integrations and separations that require specialist expertise.

To find out more and to download the 2025 Salary & Market Insights Transformation guide visit [www.allurapartners.com.au](#)

Movigo Automates with Newgen

The Movigo Group, a specialist automotive services company with staff across Australia, New Zealand, the UK and the Philippines, has selected Newgen to automate its critical business processes.

Movigo offers solutions and services such as accident claims settlement, subscription car ownership, and accident management in Australia and New Zealand.

Newgen’s low-code platform will automate critical business processes including claims management, repairer/partner, inspection and service contract management, invoice processing, recoveries management, and their customer portal

Nicolas Rio, General Manager at Movigo Group said “Our project with Newgen represents a significant milestone for Movigo Group, enhancing our digital capabilities and driving a more efficient way of working.

“We look forward to continuing our collaboration with Newgen to become even more effective and deliver exceptional service to our customers.”

Movigo Group selected Newgen for its unified and configurable [claims management solution](#) to replace its legacy system, which was causing manual work in claims handling, leading to inefficiencies.

With a modern and automated system, Movigo Group aims to achieve greater connectivity with its customers, increase process efficiency, improve data quality, and support scalability.

“Movigo will continue to benefit from Newgen’s low-code platform, that is configurable to provide a purpose-built application tailored to suit Movigo’s unique business model.

“This involved integrating with their partner ecosystem of fleet management providers and repairer networks,” said R Krishna Kumar, Australia Business Head, Newgen Software.

We are super excited to be the strategic tech platform for Movigo, eliminating manual work in the way claims are serviced and enabling their systems to deliver a world-class customer experience.”

<https://newgensoft.com>

GenAI to Transform Business by 2027: Gartner

A new report from Gartner predicts that generative AI will become pervasive across businesses within the next two to three years, dramatically changing how organizations handle everything from customer service to product development.

The research firm forecasts that by 2027, generative AI will augment 30% of all knowledge workers' tasks, up from virtually zero in 2023. The technology is expected to have the most significant impact in four key areas: conversational AI, content creation, simulations, and content discovery.

"Generative AI will establish conversational interfaces as the standard user experience," says Annette Jump, one of the report's authors, who believes Generative AI will transform content discovery and search.

The technology is already being integrated into virtual assistants and customer service platforms, with 60% of conversational AI software expected to include proactive intelligence capabilities by 2026.

In the corporate sector, the report predicts that by 2025, half of the boards of directors at the world's 500 largest companies will use generative AI-enabled software for ideation, scenario planning, and decision optimization. This represents a dramatic increase from less than 1% in 2022.

The software development industry is also set for transformation, with more than 80% of systems integrators and software providers expected to use generative AI tools across multiple phases of the software development lifecycle by 2025.

However, Gartner warns that organizations face significant challenges in implementing generative AI effectively. These include ensuring data security, managing ethical considerations, and dealing with the technology's current limitations.

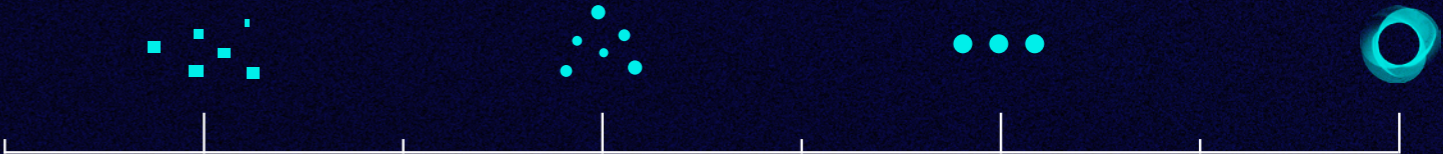
The report emphasizes that success will depend on careful evaluation of use cases and robust implementation strategies.

For businesses looking to adopt generative AI, Gartner recommends taking a "GenAI-first" approach to user experience, including natural language interfaces and embedded real-time decision support. The firm also advises organizations to focus on high-value data and content creation use cases while balancing risk and reward.

The report concludes that while adoption may face initial hurdles, generative AI's impact on business operations will be profound and far-reaching, fundamentally changing how organizations operate and interact with their customers.

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Source: Gartner, "A Journey Guide to Delivering AI Success Through 'AI-Ready' Data"

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UK Regulator: Cloud Computing Market ‘Not Working as Well as It Could’

The UK's competition watchdog has raised significant concerns about the state of the country's £9 billion cloud computing market, warning that limited competition between providers is potentially driving up costs and stifling innovation across the British economy.

In provisional findings, the Competition and Markets Authority (CMA) revealed that Amazon Web Services (AWS) and Microsoft each control up to 40% of UK cloud service spending, with Google trailing as a distant third. The regulator suggested this dominance may be hampering competition and leading to higher prices, reduced innovation, and lower service quality for British businesses.

The investigation highlighted several key issues in the market, including significant barriers preventing customers from switching between providers and obstacles facing new competitors trying to enter the market. The CMA specifically called out Microsoft for leveraging its strong position in software to make it harder for AWS and Google to compete effectively for customers that wish to use Microsoft software on the cloud. This reduces the competitive challenge that AWS and Google can provide in cloud services and to Microsoft's position.

"Cloud services underpin most business operations, providing vital infrastructure to businesses and organisations across the UK economy," said Kip Meek, chair of the CMA's independent inquiry group. "Our provisional view is that competition in this market is not working as well as it could be."

Rima Alaily, Corporate Vice President and Deputy General Counsel Competition Law Group at Microsoft, responded, "The draft report should be focused on paving the way for the UK's AI-powered future, not fixating on legacy products launched in the last century. The cloud computing market has never been so dynamic and competitive, attracting billions in investments, new entrants, and rapid innovation. What could be better for UK businesses and government?"

The regulator is now recommending that AWS and Microsoft be investigated under new digital markets powers granted by the UK Digital Markets, Competition and Consumers Act 2024. This could lead to both companies being designated with "strategic market status," subjecting them to additional oversight and potential restrictions.

Interventions the CMA could consider may include measures to encourage appropriate technical standardisation, reduce data transfer charges incurred in switching and multi cloud and/or ensure fair licensing of software.

Craig Stockdale, ANZ Country Manager at cloud vendor Wasabi Technologies, said, "The CMA's investigation into the UK cloud market exposes the harmful practices of dominant players. They have suggested the high fees for transferring data out (egress fees), committed spend discounts (commercial models) and technical restrictions are making it difficult for business to switch cloud provider or use multiple providers (hybrid cloud).



"We conducted our own global survey of the market and found 47% of cloud storage billing is swallowed by fees like egress charges, API calls, and retrieval costs – charges that are often hidden and make it difficult for businesses to understand or predict their cloud spending. This lack of transparency when it comes to cloud storage costs creates an uneven playing field, favouring hyperscalers and actively stifles innovation by discouraging businesses from fully leveraging and accessing their own data.

"Similar constraints apply to the Australian market. While exact data is not yet available, the dominance of hyperscalers reveals that the same challenges in pricing clarity and competition exist."

The UK cloud services market, which includes infrastructure and platform services essential for business operations, continues to grow rapidly, with spending increasing by over 30% annually. The CMA's investigation found that customers, ranging from financial services firms to digital startups and public services, face limited choices when selecting providers capable of meeting their full range of needs.

The CMA surveyed a number of customers of cloud providers, including a large UK government department which submitted that 'switching between cloud suppliers brings significant egress charges.'

A logistics company said that it was incentivised to remain with its existing cloud provider due to egress fees (amongst other factors). It added that 'if Egress costs were removed... it would make moving workloads easier between clouds'

The inquiry group is now seeking responses to its provisional findings before making its final decision by August 4, 2025. Potential interventions could include measures to encourage technical standardization, reduce data transfer charges, and ensure fair software licensing practices.

The investigation stems from a referral by Ofcom and represents one of the first major tests of the UK's new digital markets regime, which came into force on January 1, 2025. The CMA's findings could have significant implications for how cloud services are delivered to British businesses in the future.

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Adobe AI Decodes Complex Contracts



Adobe has unveiled new artificial intelligence features for Acrobat that aim to simplify how people read and understand contracts. The enhancement comes as [research](#) shows nearly 70% of consumers sign contracts without fully understanding their terms.

The updated Acrobat AI Assistant can now automatically recognize contracts, generate plain-language summaries, highlight key terms, and compare differences across multiple documents.

The system can analyze both digital and scanned documents, providing clickable citations that allow users to verify AI-generated explanations against the original text.

“Customers open billions of contracts in Adobe Acrobat each month and AI can be a game changer in helping simplify their experience,” said Abhigyan Modi, senior vice president of Adobe Document Cloud.

“We are introducing new capabilities to deliver contract intelligence in Adobe AI Assistant, making it easier for customers to understand and compare these complex documents and providing citations to help them verify responses, all while keeping their data safe.”

The contract analysis capability builds on Adobe’s

Acrobat AI Assistant, which was launched in February 2024. The company reports that user engagement with the AI feature doubled in the final quarter of 2024, reflecting growing adoption among Acrobat’s 650 million monthly active users.

Adobe emphasizes its commitment to data security and ethical AI development, stating that it does not train its generative AI models on customer data and prevents third-party language models from accessing Adobe customer information. The system combines large language models with Adobe’s existing Liquid Mode technology to enhance accuracy in understanding document structure and content.

The new AI contract features are available as an add-on for both free Reader and paid Acrobat individual users at \$US4.99 per month. The service currently supports English-language documents across desktop, web, and mobile platforms, with additional language support planned for the future.

The enhancement addresses a significant market need, as a recent Adobe survey revealed that 64% of small business owners have avoided signing contracts due to uncertainty about understanding their content.

The AI assistant aims to help users navigate everything from credit card agreements to vendor contracts and purchase orders more confidently.

ABBYY Teams Up with IBM watsonx.ai

ABBYY has announced its integration with IBM watsonx.ai, combining its intelligent document processing with advanced language models to enhance business workflows.

The partnership brings together ABBYY’s expertise in document processing and IBM’s large language model capabilities, enabling businesses to automate and optimize their data extraction and analysis processes with unprecedented accuracy.

“The integration of ABBYY with IBM watsonx.ai is not just another AI solution,” said Maxime Vermeir, Senior Director of AI Strategy at ABBYY in a [blog post](#).

“It is a new approach to data processing that leverages the synergy of different AI technologies and the cloud to deliver unprecedented value and impact for digital workflows.”

The collaboration aims to address several key business challenges, including invoice processing, EDI file management, and legal document analysis. The integrated solution allows organizations to automatically extract data from complex documents, identify discrepancies, and generate natural language insights.

This integration also allows users to compare the results of different large language models and choose the one that best suits their needs and preferences.

Key features of the integration include streamlined document processing, enhanced decision-making capabilities, and improved operational efficiency. The system can handle various document types, from invoices to complex legal texts, while reducing manual effort and associated costs.

For invoice processing, the solution combines ABBYY’s data extraction capabilities with IBM watsonx.ai’s ability to identify and summarize any issues or discrepancies in the invoices, such as missing or incorrect information, duplicate or fraudulent invoices, or mismatched amounts.

IBM watsonx.ai can also generate natural language responses and explanations for the issues, as well as suggestions for resolving them.

In legal document analysis, ABBYY can extract and structure data from legal documents, such as parties, clauses, terms, and conditions. Then watsonx.ai can be used to analyze and summarize the data.

The partnership also introduces advanced capabilities for EDI file processing, enabling users to extract and generate natural language descriptions for specific fields without dealing with technical complexities.

“We are confident that the integration of ABBYY’s purpose-built IDP platform, [Vantage](#) and IBM watsonx.ai will be a game-changer for the market,” said Vermeir.

“We believe that this integration will offer a unique value proposition for data-driven businesses, as it will enable them to leverage the power and potential of different AI technologies to optimize their data and workflows.”

To learn more about the integration of ABBYY and IBM watsonx.ai, [visit here](#), [request a demo](#) or [contact ABBYY](#) for more information.

Automated Recovery for Active Directory

In response to the growing wave of ransomware attacks targeting enterprise systems, data protection firm Commvault has announced a new automated solution for recovering Microsoft Active Directory forests, a critical component that manages access and authentication for hundreds of millions of users worldwide.

The new offering, called Commvault Cloud Backup & Recovery for Active Directory Enterprise Edition, aims to streamline the traditionally complex and time-consuming process of restoring Active Directory systems after a cyber-attack. The solution is expected to be generally available in the first half of 2025.

Active Directory has become an increasingly attractive target for cybercriminals, with up to 90% of cyberattacks targeting these systems.

As Active Directory controls everything from workstation logins to physical building access for more than 610 million users globally, its compromise can bring business operations to a complete standstill.

The new solution introduces several key features, including automated recovery runbooks and visual topology views that help organizations identify which domain controllers to restore first. This automation aims to reduce recovery times from weeks to hours, according to the company.

“Recovering Active Directory is foundational to maintaining continuous business after a cyberattack, yet traditional methods are too complex and prone to error,” said Pranay Ahlawat, Chief Technology and AI Officer at Commvault.

The announcement comes at a time when identity-based attacks are on the rise. Krista Case, Research Director at Futurum Group, emphasized the critical nature of protecting Active Directory in today’s threat landscape, noting that Commvault’s integrated approach addresses practitioners’ needs for streamlined security operations and faster recovery times.

The solution will be integrated into Commvault’s existing cyber resilience platform, allowing organizations to manage Active Directory recovery alongside other critical workload protections. Pricing will be based on a per-user model, though specific details have not been disclosed.

<https://www.commvault.com/platform/active-directory>

Legal Document Management Hub



ContractPodAi has unveiled Leah Drive, a new AI-powered platform designed to transform how legal teams manage and analyze documents.

The system promises to convert both paper and digital legal documents into actionable intelligence within minutes, addressing a longstanding challenge in legal document management.

The platform, part of the company's Leah Intelligence Suite, serves as a central hub that allows legal professionals to consolidate documents from various contract lifecycle management systems and repositories.

Through its specialized vertical AI models tailored for legal applications, Leah Drive can process and analyze thousands of documents rapidly, potentially reducing weeks of manual review to just hours.

"Leah Drive embodies ContractPodAi's commitment to innovation, transforming legal data into actionable intelligence," said Atena Reyhani, Chief Product Officer at ContractPodAi.

"By unlocking insights hidden within complex legal records, Leah Drive empowers organizations to make smarter decisions, optimize operations, and harness the true potential of AI. This breakthrough sets a new standard in legal tech, equipping teams to turn data into intelligence and drive a more strategic, AI-powered future."

A key feature of the platform is its conversational interface, "Ask Leah," which allows legal professionals to make natural language queries about their documents. Users can ask questions ranging from finding similar clauses across contracts to summarizing differences in renewal terms over

multiple years.

The system's comprehensive document analysis capabilities include automatic classification, parsing, and extraction of critical information.

It creates visual snapshots highlighting essential details such as parties, dates, and clauses, while providing search, filter, and export functionality for data management.

For legal teams managing high-volume contract environments, the platform offers particular value in scenarios such as merger documentation and acquisition due diligence. It can consolidate and analyze decades' worth of contracts quickly, while also proactively flagging upcoming contract renewals and suggesting amendments based on organizational standards.

<https://contractpodai.com/>

Coveo API enhances Enterprise AI Apps

Coveo) has announced the general availability of its Passage Retrieval API, designed to enhance the accuracy and security of generative AI applications for enterprises by reducing hallucinations.

The new API aims to improve information retrieval from enterprise systems, helping organizations deliver more precise data to large language models and AI applications, including Salesforce Agentforce, Microsoft Copilot, Amazon Bedrock Agents, and SAP Joule.

"While large language models hold immense potential, their success hinges entirely on the quality of the data they access," said Laurent Simoneau, Co-Founder, President and CTO at Coveo.

"Many organizations are adopting Retrieval-Augmented Generation (RAG) and quickly realizing that the hardest part - the 'R' - lies in retrieving precise and relevant information from scattered enterprise systems."

The platform features a unified index that connects data from various enterprise systems including CRMs, ERPs, ITSMs, and CMSs through prebuilt connectors. It employs hybrid semantic and lexical indexing, along with machine learning models for automatic relevance tuning.

Early results have shown promise, with one Fortune 500 software company reporting a 22% improvement in article and passage retrieval accuracy within two weeks of implementation, leading to a 73% improvement in their internal GenAI chatbot's answer accuracy.

The API supports multiple use cases, including custom GenAI experiences, chatbots and virtual agents, internal knowledge management, and customer-facing support. It is compatible with various AI platforms and LLM models, including Google Gemini, Anthropic Claude, and OpenAI GPT-4.

<https://www.coveo.com/en/lp/passage-retrieval-api>

eSignature Solution Tackles Bottlenecks



Documo has unveiled Documo Signature, a purpose-built eSignature solution targeting healthcare and other highly regulated sectors.

With Documo Signature, organizations can securely sign faxes and documents directly within the Documo platform-eliminating manual workflows, reducing administrative burdens, and ensuring seamless compliance.

"Documo Signature represents a significant advancement in how businesses manage document workflows, especially in highly regulated sectors like healthcare," said Denis Whelan, CEO of Documo.

"We are excited to empower our customers with a user-friendly solution that improves efficiency while reducing operational costs."

The eSignature solution meets HIPAA, SOC 2 Type II, and HITRUST standards - critical compliance frameworks for healthcare organizations handling sensitive patient information.

Documo emphasizes that all signature capabilities are available to all users at the same price point, without feature limitations or user restrictions.

The company promises that Documo Signature Integrates directly with existing document systems, enabling effortless adoption without disrupting workflows.

The ability to sign documents securely from any device - without printing, scanning, or manual handling - could be especially valuable for organizations with distributed workforces or hybrid work environments.

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

Workflow Boost for Engineering

Engineering software company eQuorum has released Version 12.2 of its document management solutions, introducing new features focused on workflow automation and data management capabilities.

These updates in Version 12.2 improve work package management and streamline automation, tracking, and collaboration.

The new features in eQuorum's EDMS solutions, ImageSite and EngineBox include data list

management and configuration, QR code data linking, data filtering, and improved workflow management.

With the new Data List Management functionality, engineering/construction/purchasing teams can easily create customized data lists tailored to specific project needs—such as master document lists, vendor requirement lists, handover packages, transmittals, and bills of materials.

All these lists can be managed in a centralized location, allowing stakeholders to access up-to-date information anytime, from anywhere.

The Data List module offers an automated and structured approach to compiling, distributing, tracking, and reporting on critical data lists, ensuring seamless information flow across teams.

In Version 12.2, users gain enhanced document control capabilities through step actions and SQL filtering.

Notifications are now visible from within the workflow map, and users can create parallel workflows to facilitate expediting decisions, last minute changes, to multi-disciplinary reviews.

The QR Code Data Linking feature allows users to link specific data lists to QR codes, which can then be printed to tag equipment, facilities, and other critical infrastructure.

These codes can be scanned with mobile devices for quick access to relevant data, documents, and drawings using any device, without the need for a mobile app.

Additionally, a new Document Information Pane provides quick and comprehensive visibility into key document details such as markups, markup elements, notes, and reference file information.

This customizable pane can also display approval statuses, ensuring a quicker, easier, and more accurate review and approval process.

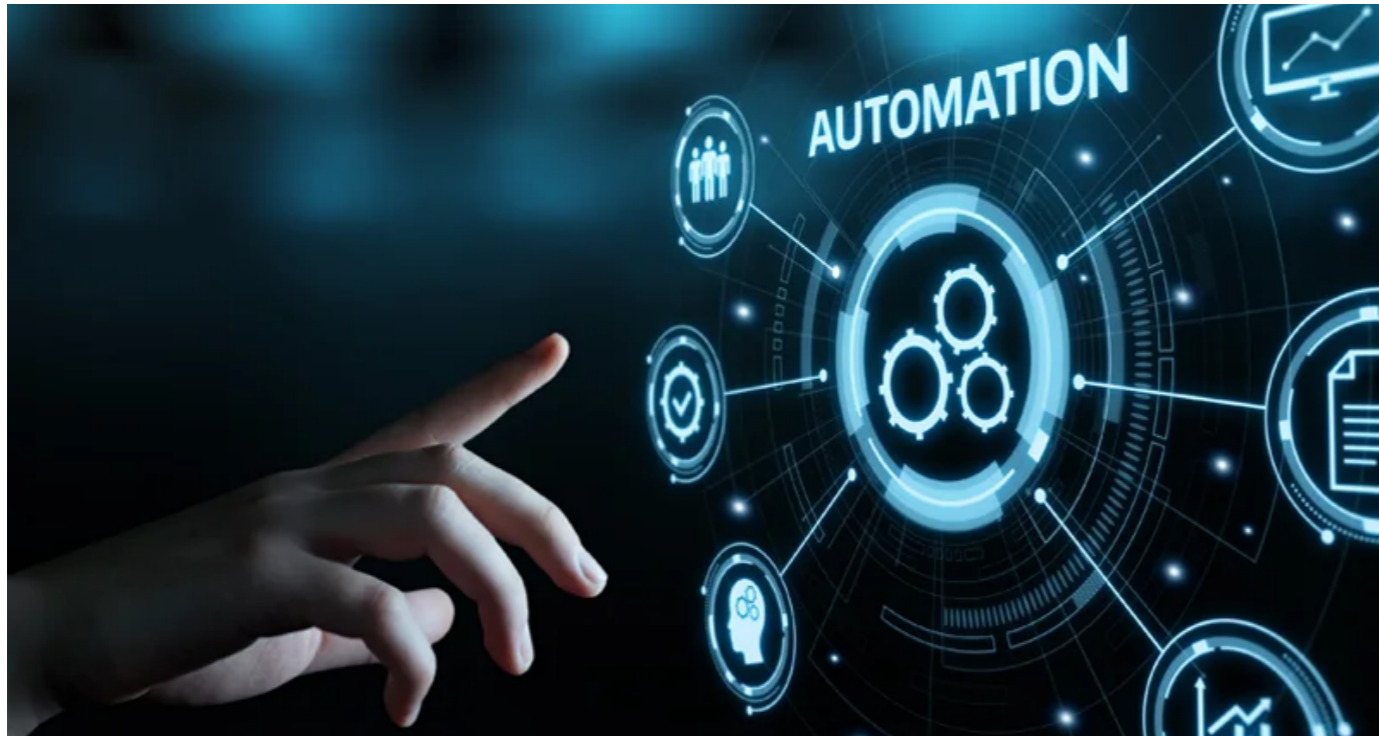
Version 12.2 enhancements support various industries, including manufacturing, facilities management, utilities and energy providers, as well as Architecture, Engineering, and Construction (AEC). These new features represent a significant advancement in eQuorum's commitment to improving data management, enhancing document workflows, and driving efficiency in document-centric projects.

"Workflow management and automation is clearly the focus of many of our customers, and the ability to integrate work package requirements into workflows and generate automated notifications, alerts, and reports allows for greater discipline and efficiency in daily operations," said Scott Brandt, CEO and President of eQuorum

"This release also focuses on enhancing the speed and accuracy of approving documents and drawings to make sure operations and construction have the files that have been approved, when they need them."

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

Kore.ai Unveils AI for Process



Kore.ai has announced the release of AI for Process, a no-code platform that aims to transform how enterprises automate and optimise knowledge-intensive operations.

AI for Process empowers enterprises to rapidly build, deploy, and manage custom AI agents or Agentic Apps at scale that can understand context, make complex decisions, and orchestrate sophisticated Agentic workflows.

The platform's agnostic approach to cloud and AI models, customisable tools, and seamless integration with diverse systems enable organisations to quickly and securely optimise enterprise processes.

Studies reveal that traditional process automation struggles in decision-making and scaling. AI for Process overcomes these limitations while unlocking new possibilities for enterprise operations, driving a fundamental shift from rules-based process automation to intelligent process orchestration.

AI for Process introduces a proprietary Agentic RAG (Retrieval-Augmented Generation), which seamlessly integrates advanced retrieval with intelligent agent orchestration, resulting in unmatched accuracy and contextual understanding. It can understand, reason, and adapt, significantly reducing the need for human intervention while maintaining control over data security and compliance, processes, and outcomes.

By 2028, Gartner predicts agentic AI will be included in **33%** of enterprise software applications. AI for Process opens an entirely new automation class with futuristic capabilities:

Intelligent Agent Framework & Orchestration: AI for Process includes specialised agents designed for specific functions. The Orchestrator Agent coordinates workflows while Reasoning Agents handle complex decision-making. Task Agents

automate workflows, Knowledge Agents process enterprise information, and API Agents manage system integrations. The platform's sophisticated Agent Evaluation Framework comprehensively assesses agents, evaluates execution plans, tracks milestone achievements, analyses decision trajectories, conducts minefield evaluations to identify potential risks, and validates tool usage patterns.

No-Code Development Environment: The platform offers a no-code environment with a visual workflow designer, 65+ pre-built prompt templates, and drag-and-drop integration. It also features testing, validation, version control, and deployment management tools for easy workflow creation and updates.

Enterprise Integration Hub: AI for Process offers seamless integration with commercial or open-source LLMs and major cloud providers (AWS, Azure, Google Cloud), ensuring no vendor lock-in. The platform includes pre-built connectors for enterprise data sources and APIs, along with real-time data synchronisation to maintain a consistent, up-to-date flow of information across systems.

Human-in-the-Loop: The built-in Human-in-the-Loop feature seamlessly integrates human touchpoints within automated workflows, enabling asynchronous human actions, approvals, and form inputs as natural steps in process completion.

Security and Governance: The platform ensures security with data anonymisation, protection against prompt injection attacks, custom content filters, and audit trails. Centralised governance controls help manage role-based access to data while AI guardrails and compliance protect against risks in highly regulated industries.

<https://kore.ai/ai-for-process/>

Exploring a Better View of M365

MacroView, an Australian document management solutions provider, has launched DMS Next, a new tool designed to streamline file and email management across Microsoft 365 applications.

The product aims to simplify how businesses organize and access documents within Microsoft Teams, Outlook, and other Microsoft 365 applications. The new software introduces a familiar Windows File Explorer-style interface for navigating SharePoint, Teams, and OneDrive content.

The drag-and-drop functionality lets users save documents and emails directly into SharePoint, Teams, or OneDrive from Outlook and Teams. Powerful search features, including metadata filtering and keyword search, make it easy to retrieve important files quickly.

"DMS Next is a game-changer for businesses that depend on collaboration," said Colin Titmuss, MacroView's CEO. "The tool allows teams to spend less time looking for files and more time working towards their business's goals."

DMS Next is available as a standalone product or bundled with MacroView DMS Pro and MacroView Mail for a complete document and email management solution – called MacroView Suite.

The platform is compatible with Windows, MacOS, iOS, and Android devices, allowing users to access and manage documents across multiple platforms. MacroView has made the software available through the Azure store for Teams and Outlook, with pricing starting at 4.75 AUD per user per month when billed annually.

<https://macroview365.com/>

An Intelligent Document Assistant

Document processing company Nutrient announced the release of its new AI Assistant, a tool designed to enhance how users interact with documents through artificial intelligence capabilities.

The new AI Assistant, integrated into Nutrient's document viewer, offers features including document summarization, natural language querying, content restructuring, translation, and assisted redaction. Users can ask questions about documents in natural language and receive direct answers without manual searching.

"AI Assistant is a game-changer for the way people interact with their documents," said Nutrient VP of Product Miloš Đekić.

"Ask questions in your language and style and instantly get insights into the contents of the document without sifting through hundreds of pages. Use slang - it doesn't matter - you make the rules.

"What's even more important is, with AI Assistant, you can actually change a document by simply asking for the change. We started with AI-assisted redaction and the result is beyond our expectations."

Built into Nutrient's industry-leading document viewer, AI Assistant integrates directly with Document Engine and Nutrient Web SDK, eliminating the need for additional API calls or complex workflows. Users can easily manage and throttle usage to control costs, ensuring efficient and cost-effective operations.

<https://www.nutrient.io/blog/ai-assistant-release/>

AI-Powered Data Security Solution

Data security firm NVISIONx announced the release of Nx+RexAI, a new platform that aims to revolutionize how organizations manage and protect sensitive information. The solution comes at a time when companies increasingly struggle with data governance and privacy compliance amid stricter regulations and growing cyber threats.

The Los Angeles-based company's new offering introduces what it calls "contextual classification," combining traditional data classification methods with automated records management through generative AI technology. This approach is designed to help organizations better understand not just what sensitive data they have, but how it's being used in business operations.

"Organizations are drowning in data but starving for actionable insights," said Glen Day, CEO and founder of NVISIONx. According to Day, existing data security tools often identify sensitive information like credit card numbers but fail to provide the business context needed to protect it effectively without disrupting operations.

"Nx+RexAI is the missing link to solving the persistent challenges of privacy compliance and the unreliability of controls like DLP and need-to-know access. By enriching data with critical business context, Nx+RexAI transforms these controls into precise, reliable, and effective controls. We are redefining what it means to govern and secure enterprise data," said Day.

The platform promises several key capabilities, including automated records management, enhanced privacy compliance features, and tools to eliminate unnecessary data storage. NVISIONx claims the solution can help organizations reduce storage costs by 30-45% through the removal of redundant or obsolete information.

Industry analysts have long pointed to the challenges of implementing effective data loss prevention (DLP) and access controls, as organizations struggle to balance security with operational efficiency. Nx+RexAI attempts to address these issues by providing more precise controls based on both data sensitivity and business context.

<https://www.nvisionx.ai/>

FTI Consulting teams with iManage

FTI Consulting's Technology segment has formed a strategic alliance with iManage to deliver enhanced document management and collaboration solutions for law firms and corporate legal departments.

The partnership comes as legal departments increasingly seek to leverage technology platforms for automation and knowledge management. Through this collaboration, FTI Technology's Corporate Legal Operations practice will help clients implement iManage's cloud-based solutions to streamline their document management processes and improve operational efficiency.

"The majority of legal departments anticipate an increase in their use of technology platforms that support automation and knowledge management for their organizations," said Mike Ferrara, a Managing Director at FTI Technology.

"As clients look to capitalize on their existing investments in document management or unlock new opportunities through artificial intelligence capabilities, our global team brings expertise and collaboration with iManage to support technology assessment, road mapping, implementation, adoption and more."

FTI Consulting, which reported revenues of \$US3.49 billion in fiscal year 2023, currently employs over 8,300 professionals across 34 countries and territories. The company provides advisory services across financial, legal, operational, political & regulatory, reputational and transactional matters.

Reveille adds ABBYY Cloud Support

Atlanta-based Reveille Software has announced an expansion of its partnership with ABBYY, adding support for ABBYY Vantage and FlexiCapture Cloud to its observability solutions portfolio.

Reveille Software is a provider of out-of-the-box monitoring for Intelligent Process Automation solutions. The expanded partnership introduces new monitoring capabilities for ABBYY Vantage, a low-code platform designed for business-critical content processing.

The integration aims to provide organizations with comprehensive visibility into their document processing operations without requiring additional development work.

"Organizations with complex, intelligent automation processes require comprehensive visibility into their applications and processes," said Wayne Ford, Senior VP of Corporate Development for Reveille.

"By expanding our ABBYY partnership to include Vantage support, we're ensuring that organizations can maintain peak performance across their entire document ecosystem."

ABBYY's Chief Product & Technology Officer Patrick Jean emphasized the partnership's value, noting that "Reveille has the potential to maximize the value of ABBYY solutions for our mutual customers by providing comprehensive visibility and proactive remediation for business-critical processes."

The new integration will offer several key features, including out-of-the-box visibility, rapid insight into business processes, and enhanced security and compliance capabilities. These tools are designed to help organizations optimize their return on investment in intelligent automation technologies.

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

AI Agents Blitz Paper Workflow

London-based tech company Rossum has unveiled specialist AI agents designed to transform how businesses handle paperwork automation.

Rossum's new offering features purpose-built AI agents that can execute standard operating procedures, perform complex reasoning tasks, and adapt to business-specific contexts.

These specialists are specifically engineered for processing transactional documents like invoices and purchase orders - going beyond simple data capture to interpret unstructured payment terms, implement conditional approvals, and manage policy-based routing.

"Enterprise paperwork processes are inherently complex because they're designed to keep businesses safe," explains Petr Baudis, Chief Technology Officer and Co-founder of Rossum.

"While generalist AI agents may seem like an appealing shortcut, they lack the specific skills, domain expertise, and guardrails needed to handle these workflows reliably."

The company's solution introduces four key capabilities: executing procedures according to existing protocols, performing advanced reasoning tasks, expanding data context through integration with enterprise master data, and providing operational insights on AI agent performance.

For accounts payable departments specifically, these AI agents promise to codify and automate standard procedures without requiring IT involvement - potentially transforming scattered manual workflows into structured, auditable processes that ensure consistency and compliance.

This launch follows Rossum's 2024 introduction of Rossum Aurora and its specialized Transactional-Large Language Model, continuing the company's stated mission of "empowering one person to process one million transactions per year."

The company claims its specialist approach delivers concrete business benefits including accelerated process automation, enhanced compliance, reduced risk, and improved employee productivity.

<https://rossum.ai/paperwork-ai-agents>

OpenText Launches Cybersecurity Cloud



OpenText Core Threat Detection and Response is a new AI-powered cybersecurity solution for threat detection to be generally available with Cloud Editions 25.2 on Microsoft Azure.

The solution is deeply integrated with Microsoft Defender for Endpoint, Microsoft Entra ID, and Microsoft Security Copilot to empower organisations to stop attacks quickly and efficiently before damage occurs. Furthermore, OpenText has a threat integration studio that allows customers to integrate and ingest telemetry from other network solutions, applications, security tools, and enterprise technologies into OpenText Core Threat Detection and Response.

OpenText Cybersecurity Cloud tackles a wide range of security challenges, from application and data protection to identity and access management, security operations, and digital forensics.

While external threats often dominate security strategies, insider threats - whether intentional, accidental, or due to stolen credentials - remain a costly and persistent danger.

Often evading detection and causing significant damage, insider-related incidents now cost organisations an average of \$US16.2 million annually, according to the [2023 Cost of Insider Risks Global Report by Ponemon and Sullivan](#).

OpenText Core Threat Detection and Response delivers:

Elevated Security Posture: Uses hundreds of

AI algorithms to dramatically enhance detection capability and accuracy, helping organisations to improve their security posture without the need for complex security stack overhauls.

Rapid Detection and Elimination: Advanced anomaly detection that dynamically adapts to changes in operating environments and ensures contextually relevant threat detection. With multi-cloud integrations, OpenText's automatic correlation of anomalies significantly reduces the time needed to uncover critical threats.

Adaptive Learning: Powered by advanced machine learning models, the platform continuously evolves with each organisation's unique environment and insider threat landscape, improving detection accuracy over time.

Simplified Deployment: This composable solution seamlessly integrates with Microsoft and other cybersecurity tools, reducing setup time and delivering immediate value. The built-in Cybersecurity Aviator translates AI-generated threat detection insights and alerts into plain language for SOC analysts, enabling faster preventative actions.

Cost Prevention and ROI: The solution proactively hunts for threats to help organisations reduce their potential exposure to multi-million-dollar incidents. Also, working alongside other security tools, this solution aims to maximize the value and ROI of prior investments for customers.

<https://solutions.opentext.com/cybersecurity/>

Straight-Through Processing for Health

Healthcare technology firm Concord Technologies has launched a new platform designed to dramatically reduce the manual processing burden associated with healthcare documentation.

The new system, called Concord Connect, aims to streamline the handling of documents generated during patient encounters and care transitions by automating the routing, processing, and integration of healthcare documents directly into systems of record with minimal human intervention.

Healthcare organizations face significant challenges managing the voluminous paperwork created during patient care. Staff members typically must manually review and route documents to appropriate departments before eventually entering the information into electronic health records (EHRs) or other systems.

This labour-intensive process consumes valuable staff time and contributes to rising administrative costs in healthcare. According to industry experts, administrative expenses now account for about 25% of U.S. healthcare spending, with document handling representing a substantial portion of these costs.

Concord Connect addresses these inefficiencies through what the company calls “Straight-Through Processing for Healthcare,” which includes:

- Document reception via Concord’s secure exchange network
- AI-driven intelligent document processing with data extraction and classification
- Automated routing with configurable workflows
- Direct integration with EHRs and other systems of record

<https://concord.net/>

AI-Powered Pipeline for Generative AI

Trillo has unveiled a new AI-powered document processing pipeline designed to process and enable complex documents for generative AI applications. The solution, which is now generally available as part of the company’s Trillo Doc AI product suite, operates on Google Cloud.

The new pipeline combines natural language processing and machine learning technologies to tackle document processing challenges across various industries. By automating document parsing, entity extraction, and content enrichment with metadata the system aims to streamline the preparation of documents for use with generative AI models.

The technology addresses specific needs across multiple sectors. Media publishers can use the system to convert content archives into searchable

digital formats with AI-powered Q&A capabilities. In the financial sector, investment advisors can accelerate data collection from financial documents, while sales and customer service representatives can quickly access information from technical documentation to improve response accuracy.

Trillo’s solution arrives at a time when businesses are increasingly seeking ways to leverage generative AI while maintaining efficiency and accuracy in document processing. The platform’s integration with Google Cloud suggests a focus on scalability and enterprise-ready features, potentially making it easier for large organizations to adopt and implement the technology.

The system is now available worldwide, targeting industries including media, finance, healthcare, legal, and education. Companies interested in implementing the technology can access the solution through Trillo’s Doc AI product offering.

<https://trillo.io/>

Secuvy Enhances Data Security/Compliance

Secuvy has announced enhancements to its AI-driven data governance and security solution that strengthen its capabilities in compliance, risk management, data leakage prevention, and secure collaboration.

The new features include advanced integrations and policy-based engines that provide actionable insights and automation to address today’s most pressing security and compliance challenges.

1. Observability Classification This feature enables organizations to establish a baseline of classification patterns and automate the creation of labelling configurations. By providing insights into data types, policy conventions, and user behaviours, Secuvy empowers teams to define more effective classification rules. Integration with DLP, SASE, IAM and CASB platforms to ensure labelling is applied as a first line of defence, reducing exposure to data breaches and insider threats.

2. Risk Assessment with Remediation Secuvy’s risk assessment feature allows organizations to schedule automated scans to detect sensitive data misclassifications and elevate the security risk profile. The automated remediation capabilities help reduce the potential costs associated with unresolved risks. Security and governance teams can visualize the impact of these risks and adjust security controls accordingly.

3. Secuvy-Netskope Integration Through its integration with Netskope, Secuvy significantly improves the accuracy of DLP and CASB policies. By comparing CASB alerts and taking action on false positives and negatives, Secuvy enhances cloud security effectiveness. This integration allows users to update policies based on sensitivity classification and enforce appropriate actions for misclassified documents.

4. Secuvy-DRM Integration for Secure Collaboration With this integration, Secuvy enables secure collaboration through policy-based file encryption. Secuvy’s insights detect highly sensitive documents integrating with DRM platforms to encrypt and protect sensitive data, preventing data leakages during collaboration with external partners.

5. Privacy Risk Threshold Review with DPIA/PIA Delegation Streamline privacy operations by automating DPIA and PIA workflows. Customizable surveys, case management, and task delegation simplify compliance efforts, enabling organizations to manage privacy risk efficiently. This solution reduces manual effort for Data Protection Officers (DPOs) by automating ROPA activities and generating accurate reports based on system scans rather than manual inputs.

“These new AI driven features are “game changers” and are redefining the ability to automate data protection” said Mike Seashols, CEO of Secuvy. “By integrating advanced automation and AI-driven insights, we are empowering organizations to safeguard their data with greater precision and ease.”

<https://secuvy.ai/>

ServiceNow boost with Raytion buy

ServiceNow, the AI-powered business transformation platform, has announced the acquisition of Raytion, a German company specializing in information retrieval technology. The acquisition aims to significantly improve the GenAI-powered search and knowledge management capabilities on the Now Platform.

The deal aims at uniting fragmented data into a single, intelligent platform that helps customers access and share knowledge across their organizations.

Jon Sigler, Senior Vice President of Platform and AI at ServiceNow, said, “ServiceNow is accelerating work, uniting fragmented data into a single, intelligent platform that helps customers access and share knowledge across their organizations.”

He added that Raytion’s technology would set ServiceNow apart by making relevant data sources searchable, ensuring that employees, customers, and agents can get the answers they need promptly.

Raytion’s GenAI-powered search and knowledge management capabilities allow for cross-enterprise data integration, pulling from the full universe of enterprise knowledge that exists in various knowledge repositories, rather than a subset.

When combined with the ServiceNow Now Assist GenAI experience, data moves beyond disparate information to now providing users with more comprehensive, relevant search results in one centralized location, helping boost self-service and case deflection.

“Enriching GenAI with the specific up-to-date

information an employee has access to across all relevant data sources makes not only business processes smarter but the whole enterprise,” said Valentin Richter, founder and CEO of Raytion.

“The combination of ServiceNow’s single platform with Raytion’s secure enterprise data integration technology gives businesses a competitive advantage, allowing employees to solve problems and take informed action faster. We’re bringing together business-critical information with intelligent GenAI-powered search and reliable data retrieval, all in one place.”

Claude 3.5 Sonnet in AWS Sydney Region

Anthropic’s Claude 3.5 Sonnet, is now generally available on Amazon Bedrock in the AWS Asia Pacific (Sydney) Region, offering organizations in the area access to advanced AI capabilities while maintaining local data compliance.

The upgraded AI model introduces a new experimental computer use capability in public beta, allowing it to generate computer actions like keystrokes and mouse clicks to accomplish complex tasks. According to Anthropic, it is the first frontier AI model to offer this functionality, albeit experimentally, and Anthropic expects the capability to improve over time.

Performance data shows significant improvements over its predecessor, particularly in coding. The model achieved a 49% score on SWE-bench Verified, surpassing all publicly available models. As a multimodal model, it can process images and interpret charts and graphs, including text extraction from poorly scanned documents.

Several major organizations have already expressed interest in the regional deployment. Commonwealth Bank’s Chief Data & Analytics Officer Andrew McMullan said the technology will help accelerate AI-driven customer experiences while keeping Australian data secure. Mat Finch, Head of Data & AI at nib Group, noted that the local availability will help them maintain data residency requirements while leveraging advanced AI capabilities.

“We’re currently leveraging Claude 3 Sonnet and Claude 3 Haiku models on Amazon Bedrock,” said Chris Fletcher, Chief Consumer & Business Officer, One New Zealand.

“AI allows our people to focus more on helping our customers and makes interacting with One NZ easier for those customers. AI supports our people in a number of ways, including providing automated case notes, putting customers through to the right person to help them first time, and understanding the root causes of customer pain points so we can fix these for customers”

The model’s availability through Amazon Bedrock comes with IRAP assessment certification, allowing Australian government agencies and organizations to develop AI applications at the PROTECTED information classification level.

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