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ATO calls tender for mobile ID scanning

The Australian Taxation Office (ATO) wants to implement a new way to identify taxpayers, issuing a tender for a mobile OCR solution to allow identity documents (e.g. driver's licence, passport or Medicare card) to be scanned on a mobile device and the fields prefilled using data held in the national Document Verification Service (DVS).

Known as AUSid, the new platform will be provided via mobile and desktop apps, and is expected to replace the AUSkey digital certificates that are currently employed with accountants and small business owners when dealing with the ATO online. AUSid will also provide a range of enhanced security features including device-based fingerprints and facial verification.

The ATO wants the device document scanning to include enhance OCR functionality that will also assist in detecting fraudulent or altered identity documents. Verification of the prefilled data with DVS, provided by the Attorney General's Department, and any manual error correction of the extracted data will occur within the AUSid application.

The successful tenderer will also need to provide the required OCR templates for scanning document types.

"The services are expected to include updates to templates over time i.e. a new ACT driver's license template becomes available in 2019. Details of how these updates are expected to occur and associated timeframes will be required," the tender documents state

Configuration of the AUSid platform is expected to be completed by the end of 2018.

Meanwhile, the Digital Transformation Agency (DTA) has also issued a tender to enhance its Govpass national digital identity program with the ability to capture "Liveness" on mobile, tablet and PC devices. Govpass is a platform currently being built by the DTA that is expected to be launched some time in 2018

The "Liveness" function involves checking a photo taken on a mobile device against an image stored on a central database to ensure the individual is a 'live' person and not a facsimile image being employed in an attempt to create a fraudulent identity. This could even extend to use of video or a 3D avatar.

The solution will require the ability to perform image correction on the photo and in some cases ask the user to "turn their head a certain/random way and verify that the head turned in the specified direction."

This will require facial tracking such as; Position of face; Distance from camera; and Anti-spoofing (eg. Defocusing techniques).

Other tests will include asking the user to speak a series of words or random digits to determine "liveness".

Investors to Acquire Alfresco Software

Thomas H. Lee Partners, a US private equity firm investing in middle market growth companies, will acquire Alfresco Software, a leading enterprise open-source provider of process automation, content management, and information governance software.

Founded in 2005 and headquartered in San Mateo, California and Maidenhead, United Kingdom, Alfresco provides enterprise content management solutions used by over 11 million people at industry-leading organisations in 195 countries worldwide.

"We are thrilled about the opportunity to partner with THL – a firm with an impressive track record of growing successful technology and information services businesses," said Doug Dennerline, Alfresco's Chief Executive Officer.

"With THL's deep industry experience, operational expertise, and strategic guidance, we will be well positioned to expand our platform, build on our space in the enterprise content management and business process automation markets, and continue providing customers with the best-in-class service they have come to know and expect."

Terms of the transaction were not disclosed.

OpenText Acquires Hightail

OpenText has acquired Hightail, cloud service for file sharing and creative collaboration, with 5.5 million customers globally spanning enterprise accounts, paid subscribers, and individual consumers.

Hightail was founded in 2004 as YouSendIt, which served as a platform for sending large file attachments that were too big to be sent by email. Terms of the deal were not disclosed.

"The acquisition of Hightail underscores our commitment to delivering differentiated content solutions in the cloud that enable marketers and creative professionals to share, produce, and securely collaborate on digital content," said Mark J. Barrenechea, OpenText Vice Chairman, CEO and CTO.

Citadel CM protects its future on Azure

ASX-listed Citadel Group's enterprise information management solution, Citadel-IX, is now running on Microsoft's new Azure AU Central cloud, which has recently achieved the Australian Signals Directorate's 'protected' level certification.

The Content Manager cloud hosted solution, Citadel-IX, combines enterprise information management with secure cloud-based technology, value add software and premium service.

Microsoft Azure and Office 365 have been awarded Protected Certification by the Australian Signals Directorate (ASD), for inclusion in the Certified Cloud Services List (CCSL). The "protected" certification allows government users to host highly sensitive data in applications running on Azure AU.

Citadel CEO Darren Stanley said "Citadel-IX on Azure AU Central will provide secure information management solutions to companies and agencies in support of their digital transformation programs.

"Traditional systems can be complex and lack scalability whereas Citadel-IX can dynamically scale to process both large and small data volumes, which can be securely accessed anywhere, anytime."

"Citadel-IX is already deployed and will be supporting over 17,000 users across different clients. Being hosted in Microsoft Azure's protected cloud provides assurance that your data is being securely stored within Australian data centres."

Informotion ramps up TRIM/CM consulting business

Australian solution provider Informotion is now one of the largest Micro Focus Secure Content Management Solutions reseller in the world – after taking onboard a nationwide team of consultants specialising in the iconic HPE TRIM/CM platform.

Informotion now has over 50 staff dedicated to the TRIM/CM business and is actively recruiting, to support planned expansion. The majority are currently based in Australia, with additional resources in the UK and USA.

Founded in 2013 by CEO Jesse Todd and Solutions Director David Singh, Informotion has developed a strong profile in the government, energy and healthcare sectors specialising in TRIM/CM integration, purpose-built workflow dashboards, real time reporting and SharePoint integration.

Informotion CEO Jesse Todd, said "With this move, we've become one of the world's largest and most accomplished Micro Focus Content Manager solutions providers with a consulting team that is second to none. That was our goal when we first established this business. Now it's on the scoreboard and we're racing towards our next goal – taking our highly innovative ECM solutions to the cloud to help customers meet their digital workplace strategies.

Augmenting its own strong, multi-city ECM skills and resources, the move will boost the company's capabilities and credentials in Sydney, Canberra and Brisbane – and especially Melbourne.

"With Informotion's added skills and strengths, we're excited about the extra value we can now offer both our existing customers and new ones," says former Alphawest BDM and now Informotion's Victorian Sales Manager Andrew Paull.

"The culture is all about striving to be the best. Just like our own group, ECM is something Informotion lives and breathes. And it's a tribute to the robustness of the Content Manager platform that we can continue to produce rigorous, versatile solutions that match the market's needs as they have continued to evolve."

The news coincides with the confirmation of Informotion's formal accreditation as a Micro Focus 'Platinum Partner'.

National Library Board of Singapore (NLB) signs library contract with Civica

Civica has announced a new multi-million dollar deal with National Library Board of Singapore (NLB) to supply the Spydus library management solution and associated services for four years, with an option to extend to eight years.

The contract will support the National Library's 26 public libraries and the National Archives of Singapore.

Civica has been working with NLB since 2012 offering Spydus. The new version, Spydus10, is a web-based integrated library management system (ILMS) that transforms libraries into digital community spaces where anyone can access, explore, share and create digital content.

Spydus10's single repository, discovery layer and simple search ensures searches are quick. The recommendations engine, a key feature of Spydus10, offers suggestions to patrons based on their unique profile making sure that they don't waste time while searching for content.

"Libraries can truly embrace their role as modern day digital public spaces with Spydus10. Its responsive interfaces and mobile features allow patrons and the staff to seamlessly access and personalise its management of the materials.

"We demonstrate a successful track record in managed services which is a new addition to the NLB contract compared to last time," said SS Chopra, Managing Director for Civica Singapore.

Data#3 to replace Govdex File Sharing and Collaboration Solution

Australian technology provider, Data#3, has won a competitive public tender to create and manage a cloud-based file sharing and community collaboration solution for the Department of Finance.

Based on Microsoft Azure and Office 365, the new customised cloud service will replace the existing Govdex whole-of-government platform based on the Atlassian Confluence product, which has over 90,000 users.

The core capabilities of the replacement service will include:

• Real-time collaboration – members will be able to connect, share and work together using document sharing, real-time document co-authoring, and instant messaging.

• Online profiles – members will be able to easily discover each other and work together by searching persistent profiles detailing the skills, experience and interests of each member.

• Discoverable communities – members who administer a community will have the option of an open, semi-private, or private community. The level of access will determine the visibility of the community to other members who might want to be involved.

Not-for-profit sector struggling with IT

A major survey shows more than half of respondents in the disability sector report that their IT systems don't work well for their staff and management.

The survey of 385 not-for-profit organisations identified a significant under-investment in IT, with many organisations using systems that aren't working well enough to provide efficient services.

The report Digital technology for the not-for-profit sector in 2018 , was undertaken by Australia's Infoxchange, a developer of specialised Case Management for the NFP sector.

The company claims there are more than 60 000-plus not-for-profit organisation in Australia and New Zealand.

Other key findings include:

• Many disability service providers are unhappy with their information systems - with just 46 percent reporting systems that work well.

• Disability service providers are spending on average 36 percent less per full time employee on digital technology than other not-for-profit organisations

• Organisations without an IT plan are four times more likely to report that their systems are incapable of capturing client information.

• The biggest challenges facing not-for-profits include IT budgets, technical resources and internal IT capacity.

• Key priorities for not-for-profits include improvements to websites, client/member information management systems and better use of social media.

Infoxchange CEO, David Spriggs, says increasingly not-for-profits are having to invest in technology for staff to efficiently deliver services.

"Having good information systems to enable service delivery and outcome measurement is still a challenge for many. This year's survey shows that having an IT plan for the future is the first step in making sustained improvements," says David Spriggs

"This aligns with our work in the disability sector where the demand to update information systems is high. Survey results show that most disability service providers have not yet made this transition, and are therefore under stress, as reflected in *The State of The Disability Sector Report for 2017*."

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ABBYY Reports 25% Growth in 2017

The rise in digital transformation, artificial intelligence and robotic process automation initiatives are being highlighted as the source of 25% revenue growth in 2017 for ABBYY, the global provider of intelligent capture solution. The company says it is the highest growth rate in five years.

Throughout 2017, ABBYY completed a number of large-scale projects for its corporate clients in the United States, Europe, Australia, and other countries around the world. Licensing technologies to partners like Fujitsu, Epson, Hewlett Packard Enterprise, RICOH, and Xerox also remained a significant revenue source for the company.

Henry Patishman, Director of Sales (Australasia) at ABBYY, said, "This is a tremendous result for the global ABBYY team. I am very proud to be a part of it, and especially proud that the Australasian team ended the year with one of the highest growth numbers of all of the regions."

International Data Corporation (IDC) forecasts worldwide spending on digital transformation technologies to reach $US1.3 trillion in 2018 and maintain a strong pace of growth over the next five years.

Gartner sees AI as the most disruptive class of technologies that will give an unprecedented competitive edge to businesses over the next 10 years. According to Forrester, the AI market will increase tenfold to reach $US29 billion by 2020, while the RPA market will double to $US2.4 billion. McKinsey predicts that by 2036 close to 50% of business processes will be automated.

"Businesses understand to survive in today's markets, where customers have the expectation of now, they need to change. ABBYY's AI-based intelligent capture platforms and solutions help them go through digital transformation and robotic process automation as effortlessly as possible. This is why we see a growing interest in our product portfolio," comments Ulf Persson, ABBYY CEO. "Enterprise clients use our technologies to accelerate the onboarding and decision-making processes, manage risks and extract meaningful insights from large amounts of unstructured data."

Document Management still the Obstacle in Today's Workplace

Document management is still among the most prevalent pain points that plague corporates, according to a study by Nintex, the developer of intelligent process automation (IPA) software.

The study found that 39 percent of employees at US companies with more than 1,000 employees observe broken document management and sales processes within their organisation. These broken processes then contribute to attrition.

More than two-thirds of respondents say their company's broken processes prevent them from maximising their potential, and 86 percent of employees actively looking for new jobs say their company's broken processes were a factor in their decision.

Activities related to document management identified as a 'broken process' by respondents include:

• 49 percent cite locating documents
• 43 percent cite document sharing
• 43 percent cite document approval requests
• 41 percent cite pulling and finding data on sales (number of closed sales, etc.)
• 34 percent completing and filing new client paperwork
• 33 percent cite document versioning

The top five most broken processes identified by the Nintex study include: Technology troubleshooting; Access to tools that enable good job performance, Annual performance reviews; Promotions and Employee onboarding

Esri broadens its view of GIS

Geospatial software firm Esri has announced the acquisition of location data extraction technology from ClearTerra, a leader in geospatial and activity-based intelligence tools.

This acquisition will provide ArcGIS platform users the ability to easily discover and extract geographic data from unstructured textual data like emails, briefings, and reports, instantly generating intelligent map-based information.

This capability will make mapping this elusive information easier across many industries. Defence, intelligence, and public safety organisations tend to have massive volumes of unstructured data, as do other fields such as petroleum, utilities, and maritime, where locating information on the earth is not as easy as searching for a street address. Esri's acquisition of ClearTerra technology brings workflow-enhancing software technologies into the ArcGIS platform.

ClearTerra LocateXT technology allows analysts to rapidly scan through documents without having to spend hours reading, copying, pasting, and running spreadsheet formulas, placing the results instantly into geospatial features.

Additionally, ClearTerra FindFZ technology provides enhanced search capabilities for the ArcGIS platform, incorporating the powerful techniques found in internet search engines, including a tolerance for misspelled words, as well as wildcard and Boolean logic searches.

Box appoints ANZ leader

Former MD of Pegasystems ANZ, Scott Leader has been announced as regional Vice President for Australia and New Zealand at cloud content management specialist Box.

Today Box has a physical presence in ANZ with offices in Sydney and Melbourne. Mr Leader, the company's first local Vice President, will be responsible for business activities across the region. Based in Sydney he will focus on building the ANZ business with a particular emphasis on large enterprises.

Today Box has multiple offices outside of the US including in the UK, France, Germany, Sweden, the Netherlands, Canada, and Japan.

It is used by more than 82,000 organisations around the world to manage their content in the cloud. The company serves multinational enterprises like AstraZeneca, General Electric, Schneider Electric, Komatsu.

http://www.box.com/

InEight to acquire Australia's QA Software

InEight, a US developer of construction project management software, is to acquire Australia's QA Software and its flagship product, TeamBinder, a document management and collaboration solution for the engineering and construction industry. The acquisition price was not disclosed.

InEight's existing portfolio of solutions span projects from design to estimate and from field execution to turnover.

The acquisition provides significant opportunity for global expansion for InEight, especially in Asia Pacific . InEight will enhance its global operations with the addition of offices in Melbourne, Australia and Colombo, Sri Lanka .

"During the last three decades, InEight has transformed the industry, and it is the perfect fit to take TeamBinder to the next level," said Russell Mortimer , chief executive officer at QA Software.

"Both of our teams and products are rooted in decades of engineering and construction project experience, creating a deep understanding of customer needs."

The QDMS, QVDMS, QTIME, QTRAK and QMS product lines will not be included as part of the deal, and Russell Mortimer will continue ownership of these products through QDMS Solutions.

Objective

Connecting content, processes and people for informed business

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Process automation, secure collaboration, trusted information and insights to support the digital workplace.
A suite of applications with built-in governance to extend the value of your existing content management platform.

Objective PERFORM
Streamline content-driven processes

Objective CONNECT
Secure external collaboration in the cloud

Objective REDACT
Cost-effective redaction for government agencies

Objective TRAPEZE
Digitally transform plan reviews and assessments

Objective KEYSTONE
Author, verify and publish on-brand content, with ease

Objective INFORM
Robust governance across all information

Objective ECM
Leverage information and processes across your enterprise

ASIC wants to talk a new language

The Australian Securities and Investments Commission (ASIC) wants to learn if Artificial Intelligence (AI) technology can assist it in regulating the corporate landscape. It has issued tender that focusses on a specific subset of AI, natural language processing (NLP), to help with tasks such as drafting correspondence, monitoring text translations of sales calls and reviewing Product Disclosure Statement documents.

According to CapTech, an IT management consulting company, growing numbers of businesses are adopting natural language processing (NLP), the technology that underlies virtual assistants such as Amazon's Alexa. ASIC wants to undertake a series of trials in 2018 that will allow it to assess how NLP technology works and help it to evaluate its potential to lighten its workload in enforcing and regulating company and financial services laws.

Clamping down on poor financial advice is one of ASIC's major priorities. One of the tasks it wants NLP technology to help with is the time-consuming and costly manual reviews of client files containing records of financial advice.

ASIC undertakes a significant number of file reviews each year, typically on a sampling basis. These files include multiple documents including: Product Disclosure Statements; application forms; a record of the circumstances of the client, file notes from discussions; and the Statement of Advice (SoA).

A selected sample of client files are examined manually by ASIC officers. The regulator wants to assess the ability of NLP technology to provide automated data review of a larger number of files, with key risk indicators identifying files for further investigation or to refine ASIC targeting of client file reviews.

Another onerous task that could be undertaken more efficiently via AI is ASIC's reviewing of the advertising and promotion of financial products. The job of reviewing advertising from radio, TV, print, billboards and online is currently undertaken manually.

"As social media advertising is often targeted to individuals based on their browsing history, ASIC is only getting an exposure to a small fraction of the promotions. This means that there is a potential gap that ASIC is not reviewing."

When ASIC reviewers find an issue of concern, their first step is to draft an initial letter to the financial entity setting these out.

As part of the trials, ASIC wants to discover if NLP technology can not only help it monitor advertising across all media, including social media, but also automate as far as practical the drafting of initial correspondence.

Micro Focus Partner of the Year 2017

Information Management and Governance (IMG) specialist, iCognition, has been awarded Micro Focus Asia-Pacific Information Management & Governance (IMG) Partner of the Year Award for 2017. Michelle Phillips, Micro Focus Partner Business Manager, said, "The award is based on a number of factors including; revenue, certifications, improved performance year over year and delivering innovative solutions to our combined customers."

"This is a wonderful and well-deserved achievement for everyone in our organisation," said iCognition CEO, Joe Mammoliti. "It recognises us as the premier business partner for Micro Focus products such as Content Manager, ControlPoint and Structured Data Manager."

"It is just reward for our hard work and continued focus on providing excellent service to our clients, backed by quality solutions that deliver real and tangible outcomes. We ensure our clients receive the very best service we can provide – ranging from an excellent service delivery methodology, to improving the user experience, and bringing it all together in 'as-a-Service' cloud solutions," said Mr Mammoliti.

In 2017 iCognition successfully expanded its portfolio to include cloud EDRMS-as-a- Service provision, with clients including University of NSW, Australian Children's Education and Care Quality Authority and National Capital Authority.

"Not only did you deliver on all of these things, iCognition was the first official Managed Service Provider for the IMG portfolio in Australia", said Ms Phillips.

For more information contact Nigel Carruthers-Taylor, Principal and Director, Ph: 0417 692 178 Email: nigelct@icognition.com.au

www.icognition.com.au

Corrs launches ediscovery as a service

Corrs Chambers Westgarth has launched an independent ediscovery services company based on a cloud platform developed by its Legal Technology Solutions Group on Amazon Web Services. Telesto will operate independently from Corrs, utilising legal and technical expertise developed at the top-tier law firm. It uses EDT Software for data ingestion and review, and FTI's Ringtail discovery and document management platform.

Telesto offers e-discovery consulting, forensic preservation and acquisition, processing data for use in e-discovery, early case assessment, advanced analytics, technology-assisted review (predictive coding), paralegal review and document production.

In 2017, Corrs Chambers Westgarth, received a patent from IP Australia for a new optical character recognition (OCR) analysis technology. The technology identifies documents with low quality searchable text and was to be used as part of a new service launched by Corrs called JustOCR.

JustOCR is a cloud-based OCR service that is claimed to be 50% faster than standard in-house OCR processing and 50% cheaper than existing OCR outsourcing options, in addition to offering the newly patented analysis technology at no additional cost.

"The legal market in Australia and globally has been calling for an e-discovery solution that not only takes advantage of the rapid developments in cloud computing, but passes on the speed and cost benefits of cloud computing and ever advancing technology to clients," according to Telesto Founder, Consultant and Corrs Partner, Michael do Rozario.

"Structurally, it is clear that e-discovery should continually get cheaper but that is not often the experience in the market. Much of this comes down to the dominance of the one-size-fits-all model offered by e-discovery providers and technology platforms.

"Telesto's cloud-based solutions bring down the costs of e-discovery and forensic technology in matters, internal document reviews and investigations.

"Telesto can handle litigation and inquiry matters of any size and gives clients access to experts who are at the cutting edge of the global e-discovery market and world class technology."

Telesto Director Brian Borskjaer said: "From collection to review, court production and storage, we can provide clients cost effective solutions.

"Our services are flexible, customised to the needs of the matter and the client and, because our solutions are cloud-native, they are extremely fast, secure and highly cost effective.

"Most importantly, we are uniquely positioned to provide clients with a top-tier forensic and e-discovery end-to-end solution that is often lacking in the e-discovery market.

"Phil Magness is one of Australia's leading forensic technologists and is able to assist clients to acquire electronic data from computer systems, surveillance systems and all types of portable and mobile devices.

"He is backed up by a team of experienced legal technologists with decades of experience in the e-discovery market."

https://www.telesto.com.au/
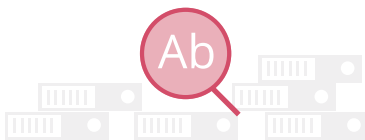
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Document Archiving
Captures paper documents and converts them into searchable digital files that include metadata, and which are optimized for digital archiving and records management processes.

Accounts Payable Automation
Automated invoice processing can help make AP departments more productive, and offer significant potential for immediate savings and fast ROI.

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

Document Classification
Automatically identifies various types of documents based on their layout, text or images.

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

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

OAIC reports 63 data breaches in first 6 weeks

The Office of the Australian Information Commissioner (OAIC) has published the first quarterly report on data breach notifications received under the Notifiable Data Breaches (NDB) scheme, which came into force on 22 February 2018.

The OAIC received 63 data breach notifications under the scheme during the first six weeks of the scheme's operation. In the 2016–17 financial year, the OAIC received 114 data breach notifications on a voluntary basis.

The NDB scheme requires entities with obligations to secure personal information under the Privacy Act 1988 to notify individuals when their personal information is involved in a data breach that is likely to result in serious harm. These data breaches are referred to as 'eligible data breaches'. Entities must also notify the OAIC about eligible data breaches.

The NDB scheme formalised the community's expectation for transparency when a serious data breach occurs. According to the 2017 Australian Community Attitudes to Privacy Survey, 94 per cent of Australians believe they should be told when personal information is lost by a business.

The OAIC's acting Australian Information Commissioner and acting Privacy Commissioner, Angelene Falk, said 'a data breach notification provides individuals with the chance to take steps that reduce their risk of experiencing harm, such as changing relevant passwords for online accounts. This can reduce the overall impact of a breach.

More broadly, the transparency provided by the NDB scheme reinforces Australian Government agencies' and businesses' accountability for personal information protection and encourages a higher standard of security.

'Over time, the quarterly reports of the eligible data breach notifications received by the OAIC will support improved understanding of the trends in eligible data breaches and promote a proactive approach to addressing security risks.

'Just over half of the eligible data breach notifications we received in the first quarter indicated that the cause of the breach was human error. In the 2016–2017 financial year 46 per cent of the data breach notifications received by the OAIC voluntarily were also reported to be the result of human error.

'This highlights the importance of implementing robust privacy governance alongside a high-standard of security. The risk of a data breach can be greatly reduced by implementing practices such as Privacy Impact Assessments, information security risk assessments, and training for any staff responsible for handling personal information.'

Key statistics from the first quarterly report include:

 • Top five sectors that notified the OAIC of eligible data breaches included health service providers (24 per cent of notifications), legal, accounting and management services (16 per cent), finance (13 per cent), private education (10 per cent), and charities (6 per cent).

 • 78 per cent of eligible data breaches were reported to involve individual's contact information. 33 per cent were reported to involve health information and 30 per cent to involve financial details.

 • 51 per cent of the eligible data breach notifications received indicated that the cause of the breach was human error. 44 per cent of breaches were reported to be the result of malicious or criminal attack, and 3 per cent the result of system faults.

 • 59 per cent of data breach notifications reported that the personal information of between one and nine individuals was affected. 90 per cent of data breach notifications related to breaches involving the personal information of less than 1,000 individuals.

CaptureIT launches data breach remediation service

Is your organisation curious about the impact of Australia's Notifiable Data Breaches (NDB) scheme? Australian image scanning bureau CaptureIT has launched a new specialised offering designed to put those concerns to rest by offering a comprehensive framework for managing and reporting on the entire data and content lifecycle of relevant personal and enterprise information.

"There is no silver-bullet technology solution for NDB compliance," said Glenn Smith, Managing Director at CaptureIT – Global. "Instead, NDB compliance requires a mix of technology, policy and workflow that incorporates a deep understanding of the regulations."

Smith recommends the focus for an organisation must remain clearly on the protection of personal data and the ability to demonstrate all reasonable steps have been taken to detect and manage any incursion or breach. Organisations should undertake an initial risk assessment and be prepared to deal with a breach of personal data should it occur.

"To minimise the risk of any privacy breach, organisations should consider the option of digitising all possible content immediately it is received and process within secure applications as quickly as possible. It should be noted that physical documents present the highest risk with regard to the NDB privacy detection process," said Smith.

Solutions that securely manage data and content from creation to disposal are an essential component of an effective and demonstrable strategy to manage the obligations and governance responsibilities arising from the new Privacy laws.

The key components of the CaptureIT solution include the Smart Capture platform from Ephesoft, along with a range of content management applications offered as a managed service in-house or in a secure cloud environment based in Australia. The solution will additionally enable organisations to identify information as it is ingested through daily activity, and generate reports as required, whilst maintaining the content in a secure manner. CaptureIT recommends that access to digital content should be controlled by user and group profiles limiting access to defined content on the basis of agreed roles and responsibilities. Where content is particularly sensitive then solutions that enable security marks should be selected.

This combination minimises the potential for personnel to carry out any privacy breach reportable action. Secure APIs ensure information transferred to other legacy applications is controlled and traceable. Another essential component relates to the creation of audit trails recording all access and actions undertaken by users, including unauthorised attempts to access content from both internal and external sources.

The content management application should be configured to report potential audit breaches as quickly as possible to enable management action and reporting. Audit trails should provide extensive details of the areas and actions undertaken by a user and provide the substantive record for reporting of privacy breaches and the extent of impact, should they occur.

For further information contact CaptureIT on (02) 6040 9325

Azure measures up for secure government cloud

Microsoft's Azure platform has been certified for secure government hosting, based on a new offering known as Azure Australia Central.

Deployed at the commercial facilities of Canberra Data Centres, the new Azure offering benefits from the facilities "Secret" accreditation for Commonwealth government data.

Microsoft also announced that Azure and Office 365 have been awarded Protected Certification by the Australian Signals Directorate (ASD) across all Australian regions where the Microsoft cloud is available: Sydney, Melbourne and now Canberra.

Objective Corporation has announced it will become one of Microsoft's launch partners as it migrates the hosting of its cloud collaboration platform, Objective Connect, to Azure Australia Central.

Jon Palin, Chief Technology Officer, Objective Corporation, said, "For nearly thirty years, Objective has been trusted to provide governance for the public sectors most sensitive information and processes. With the launch of Azure Australia Central we can leverage the scale, connectivity, resilience and security of Microsoft's mission-critical cloud to deliver cross-agency collaboration and processing. This opens opportunities for agencies to innovate new ways of working, extending the value of their existing information assets and investments."

Objective is working directly with public sector agencies looking to transform their existing Information Management infrastructure by moving to cloud delivery and will also be offering specific public sector solutions such as Ministerials processing, Correspondence management and Open Data (FOI) through Azure Australia Central.

A ground-breaking national security platform that would mobilise citizen's smartphones as critical incident data sources is under development. The prototype app is being created by ASX-listed The Citadel Group and runs on Microsoft's new Azure Australia Central.

The app is being designed to allow real time video uploads and information capture to enhance national security. The app would let users instantly collect data, such as video and audio, which along with telemetry information from the phone itself, can be transmitted to a centralised command and control centre.

The solution is being designed so that data coming from multiple sources can be instantly consolidated and analysed. It will perform analytics on the incoming data streams to generate real time intelligence about a situation to help direct rapid response when and where it is needed. The app could also be used to actively push notifications out to citizens and users with alerts as required.

Citadel CEO Darren Stanley said "The concept for the solution can be traced back to the day of the Lindt siege terror attack when it became clear the first responders did not have immediate access to real time information they needed to rapidly deal with the situation. We felt we could design and develop a citizen-centric solution to make that information available and keep people safe.

"In simple terms this turns a smartphone into an intelligence reporting device. Citizens choose to report this information. From a national security perspective, you see something, you're in a bad situation, you hear an explosion. Even if you can't tell if it was actually an explosion or just a car backfiring, you're able to submit your recording.

"Now emergency services can see what people are seeing, hear what people are hearing and understand whether it's a single incident or co-ordinated attack.

"Instead of three separate incidents being called in separately and treated individually, the in-built analytics of this platform determines that there are three incidents reported within two kilometres of each other which are atypical and may be a co-ordinated attack. Traditionally that sort of insight may take hours to develop – this app makes it seamless."

Banning MPs from private messaging apps is a simplistic response to a complex problem

By Bruce Baer Arnold, University of Canberra

Queensland updated its Ministerial Code of Conduct last month, which reflects the state's legislation regarding official accountability. The Code now bans Ministers from using private email and messaging apps, such as Facebook Messenger, WhatsApp, Wickr and Snapchat, for ministerial business.

Meanwhile, the question of whether government and law enforcement should have access to encrypted communications between citizens is currently the subject of a national inquiry.

But simply banning politicians from using these apps altogether is a simplistic response to a complex problem – one that is difficult to enforce and easy to subvert.

It raises questions about the privacy of ministers, advisers, officials and their family members, and should be accompanied by a willingness to strengthen official accountability through positive administration of FOI)schemes.

Digital messaging systems such as email and SMS are so embedded in public and private life that we take them for granted. We use them a lot. Some of these systems allow the dissemination of photos, videos and documents. They are useful. They are often inconveniently durable, and readily copied for sharing with unintended recipients. On that basis executives, academics, mums, dads, celebrities and teenagers are turning to low-cost "private" messaging systems that encrypt messages, or automatically erase them after reading.

Use of such systems is not prohibited by Australian law. If you value your privacy, are dealing with commercially sensitive information, are engaged in an illegal activity, want to evade FOI obligations, or want some protection when whistleblowing or briefing a journalist "off the record", these systems are attractive.

And their use is likely to increase in concert with the growing distrust of traditional messaging thanks to official overreach through mandatory metadata retention, and the privacy fears raised by the current Cambridge Analytica imbroglio.

Changes to the Queensland Code may have been triggered by former Queensland energy minister Mark Bailey's use and deletion of a private email account. Even though he was cleared of any criminal wrongdoing by the Crime and Corruption Commission, the investigation into his email use raised questions about government transparency.

Therefore, one reason for the ban is simply appearances. Ministers need to be seen to be accountable. Accountability erodes when people use non-official mechanisms for communications that should be findable under FOI or litigation.

An official message that disappears once read – just like the traditional post-it note that disappears off the file, or an unrecorded meeting in a coffee shop – makes a mockery of accountability.

Will it work?

One of the biggest problems is policing of the ban. Compliance with the Code is a matter of trust. Some people might ignore the Code and use private phones with private messaging capability. They might rely on family members and friends – "I just want to borrow your phone for a moment" – leaving no fingerprints for FOI.

The ban also provokes thought about deeper issues, such as whether politicians have a right to space in which they are not under the public or official gaze. Some people will be chilled by the thought that an invisible observer has the scope to hear or read expressions of affection, or mundane reminders to pick
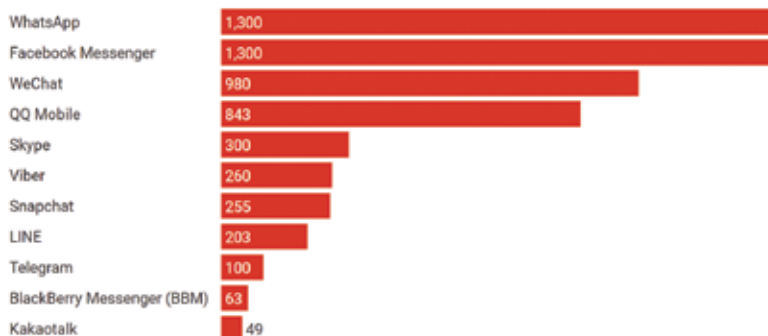
Most popular global mobile messenger apps as of January 2018, based on number of monthly active users (in millions)
Chart: Shelley Hepworth Source: Statista

up some milk on the way home. Do we regard that erosion of privacy as "just part of the job"?

Then there is the question of where to draw the line. Should the restriction extend only to MPs, or should it include all ministerial staffers, judges and mid-level officials?

And, of course, there are times when it is imperative that communications be protected. For example, the Premier and senior officials are strongly encouraged to use "secure lines" for discussions about law enforcement regarding terrorism, tax evasion and drug trafficking.

Queensland's ban isn't inherently good or bad. It is instead something that should be considered in terms of administration, rights and responsibilities. It should be explored by civil society advocates and other governments, such as NSW and Victoria, that are currently silent on the issue.

Accountability is an issue across Australia, and several governments – such as that in the ACT – are resisting establishment of well-resourced integrity watchdogs. We can recall the history of corruption or perceived misbehaviour involving ministers, senior officials, magistrates and at least one very senior judge.

We can also recall ministerial and official resistance to accountability via FOI, epitomised by the national Public Service Commissioner's denunciation of FOI as "very pernicious". We need to be practical and recognise that both privacy and accountability must be balanced.

Queensland has previously set an example for Australia by making ministerial appointment diaries open for scrutiny. Such scrutiny was strongly resisted by national Attorney-General George Brandis, perhaps because sighting who he was meeting – and making inferences about that meeting's influence on public policy – would be as disconcerting as knowing who he called.

We currently don't have timely access to the diaries of all advisers and senior officials. We are unlikely to get that access. We will not get disclosure of who met whom at the various dinners where advocates pay a lot of money for a quiet word with a policymaker. Politicians need to heed public disquiet about opaque funding of political parties.

As things stand, the Code in Queensland is likely to be disregarded.

Bruce Baer Arnold is Assistant Professor, School of Law, University of Canberra. This article was originally published on The Conversation.
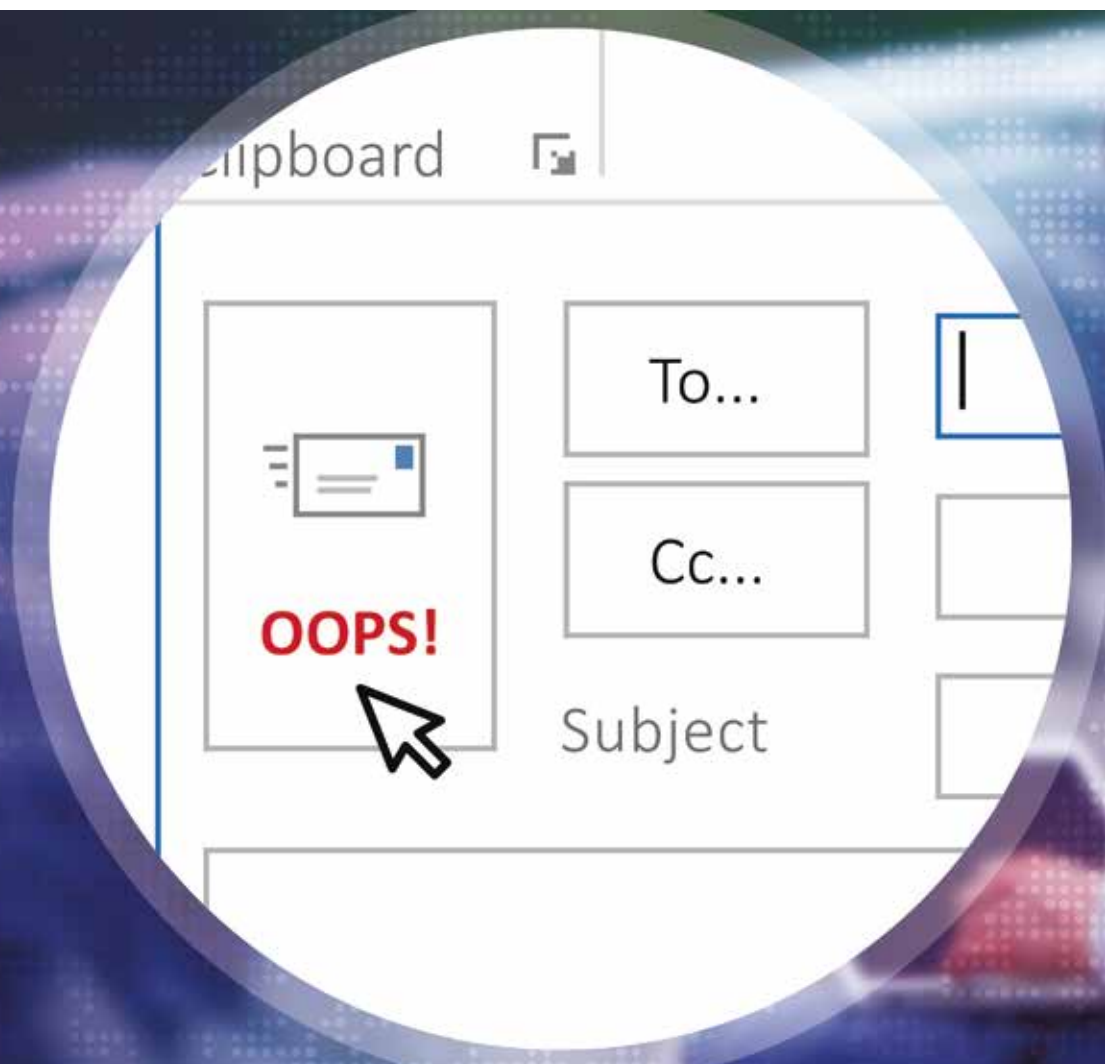
Next-gen optical disk to solve data storage challenge

Scientists from Australia and China have drawn on the durable power of gold to demonstrate a new type of high-capacity optical disk that can hold data securely for more than 600 years. The technology could offer a more cost-efficient and sustainable solution to the global data storage problem while enabling the critical pivot from Big Data to Long Data, opening up new realms of scientific discovery.

The recent explosion of Big Data and cloud storage has led to a parallel explosion in power-hungry data centres. These centres not only use up colossal amounts of energy - consuming about 3 per cent of the world's electricity supply - but largely rely on hard disk drives that have limited capacity (up to 2TB per disk) and lifespans (up to two years).

Now scientists from RMIT University in Melbourne, Australia, and Wuhan Institute of Technology, China, have used gold nanomaterials to demonstrate a next-generation optical disk with up to 10TB capacity - a storage leap of 400 per cent - and a six-century lifespan.

The technology could radically improve the energy efficiency of data centres - using 1000 times less power than a hard disk centre - by requiring far less cooling and doing away with the energy-intensive task of data migration every two years. Optical disks are also inherently far more secure than hard disks.

Long Data

Lead investigator, RMIT University's Distinguished Professor Min Gu, said the research paves the way for the development of optical data centres to address both the world's data storage challenge and support the coming Long Data revolution.

"All the data we're generating in the Big Data era - over 2.5 quintillion bytes a day - has to be stored somewhere, but our current storage technologies were developed in different times," Gu said.

"While optical technology can expand capacity, the most advanced optical disks developed so far have only 50-year lifespans. Our technique can create an optical disk with the largest capacity of any optical technology developed to date and our tests have shown it will last over half a millennium.

"While there is further work needed to optimise the technology - and we're keen to partner with industrial collaborators to drive the research forward - we know this technique is suitable for mass production of optical disks so the potential is staggering."

The world is shifting from Big Data towards Long Data, which enables new insights to be discovered through the mining of massive datasets that capture changes in the real world over decades and centuries.

Lead author, Senior Research Fellow Dr Qiming Zhang from RMIT's School of Science, said the new technology could expand horizons for research by helping to advance the rise of Long Data.

"Long Data offers an unprecedented opportunity for new discoveries in almost every field - from astrophysics to biology, social science to business - but we can't unlock that potential without addressing the storage challenge," Zhang said.

"For example, to study the mutation of just one human family tree, 8 terabytes of data is required to analyse the genomes across 10 generations. In astronomy, the Square Kilometre Array (SKA) radio telescope produces 576 petabytes of raw data per hour.

"Meanwhile the Brain Research through Advancing Innovative Neurotechnologies (BRAIN) Initiative to 'map' the human brain is handling data measured in yottabytes, or one trillion terabytes.

"These enormous amounts of data have to last over generations to be meaningful. Developing storage devices with both high capacity and long lifespan is essential, so we can realise the impact that research using Long Data can make in the world."

> "Developing storage devices with both high capacity and long lifespan is essential ..."

The novel technique behind the technology - developed over five years - combines gold nanomaterials with a hybrid glass material that has outstanding mechanical strength.

The research progresses earlier groundbreaking work by Gu and his team that smashed through the seemingly unbreakable optical limit of blu-ray and enabled data to be stored across the full spectrum of visible light rays.

How it works

The researchers have demonstrated optical long data memory in a novel nanoplasmonic hybrid glass matrix, different to the conventional materials used in optical discs.

Glass is a highly durable material that can last up to 1000 years and can be used to hold data, but has limited storage capacity because of its inflexibility.

The team combined glass with an organic material, halving its lifespan but radically increasing capacity.

To create the nanoplasmonic hybrid glass matrix, gold nanorods were incorporated into a hybrid glass composite, known as organic modified ceramic.

The researchers chose gold because like glass, it is robust and highly durable. Gold nanoparticles allow information to be recorded in five dimensions - the three dimensions in space plus colour and polarisation.

The technique relies on a sol-gel process, which uses chemical precursors to produce ceramics and glasses with better purity and homogeneity than conventional processes.

Moving ahead with FileBound Connect

To mark the latest release of Upland's FileBound workflow automation solution, Jon Eilers, General Manager FileBound US presented at a series of Roadshows across Australia. IDM asked John to highlight some of the recent and upcoming enhancements in the platform roadmap.

IDM: What are some of the new things coming up from FileBound in 2018?

JE: We have a number of exciting developments in Collaboration on the roadmap, including the new Web-based document editor (due out mid-2018) and expanded desktop integration between LOB applications and FileBound. FileBound Connect is our new Windows client application that hooks directly into web apps such as Salesforce and this will expand in 2018 to cover more desktop LOB applications such as Microsoft GP, Navilon, Superion, and more. This allows Salesforce users for example to automatically view and access documents in FileBound related to a Salesforce contact. They can also drag and drop documents and emails into FileBound from the Salesforce interface.

Site OCR is a feature that is now offered in all editions. Previously it was provided in the Enterprise edition to allow users to upload a PDF document and have it OCR automatically.

IDM: FileBound Connect , what specifically does it offer?

JE: FileBound Connect is like having a personal attendant doing the work for you. People don't want to spend their time in a content management solution or an imaging solution. What they want to do is spend their time in the core applications that are driving their work. In fact, Nucleus Research estimates that toggling between applications can take up as much as 1-2 hours of an employee's time each week.

With FileBound Connect integrated into your LOB application it can sit in the background doing the work for you. As you go from a contract to an invoice to an HR file, FileBound Connect is there doing the search and retrieval and giving you what you want at the time you want it. So you can perform all the tasks you would need to in FileBound, from a simple user interface. It reduces the number of clicks to get your work done.

IDM: FileBound is now promoted as a cloud-based enterprise workflow automation rather than ECM, why is that?

JE: Our parent company, Upland Software, has created three distinct product lines including Workflow Automation, Digital Engagement and Project/IT Management. We sit firmly in the workflow automation stack. ECM is ever evolving, and we are doing it in ways that make customers more productive. At the end of the day it's got to be easier for the user to do what they need to do and I think we sometimes lose sight of that.

Across the three product lines we now have 12 distinct SaaS Applications, so the entire company is firmly focussed on cloud services. At FileBound we are directing our efforts towards delivering realtime productivity optimisation, enhancing collaboration and functional automation across your organisation's entire value chain.

IDM: What are the main priorities moving forward?

JE: From my perspective, it's also about partner enablement and how we make the lives of our partners easier. All of the decisions inside our organisation are driven now with that in mind.

Whether it's a product decision around the new Viewer or FileBound Connect, how do we make the partners more successful with the tools their customers want.

In turn we've also invested heavily in education and our Learning Management System and the way our partners are using The Upland University for FileBound is very exciting. We now find that customers are using the University before our partners go out and perform discovery before a deployment, so they don't have to spend the first few days explaining the product nomenclature for instance.

For further information visit http://www.filebound.com.au/

GDPR set to shake up the way Australian businesses protect personal information

By Dan Pearce, Partner and Alicia Bray, Holding Redlich lawyers

The European Union's General Data Protection Regulation (GDPR) is one of the most comprehensive overhauls of privacy regulation in recent history, and represents a significant expansion of the territorial scope of European privacy regulation. With less than two months to go until the scheme commences, Australian businesses should be asking the question: do I need to comply?

If your business:

• has an establishment in the EU

• provides goods or services to individuals located in the EU or otherwise monitors their behaviour,

then you must comply with GDPR from 25 May 2018.

The GDPR imposes strict new conditions on how businesses engage with and utilise EU residents' personal information.

Set to come into operation on 25 May 2018, the GDPR will replace an out-dated directive that has been in operation since 1995. The GDPR will provide consistency throughout all 28 member States in the EU, including countries such as the United

Kingdom, France, Germany and Italy.

The GDPR won't just affect businesses located in EU member States. If an Australian businesses (of any size) processes 'personal data' (as defined below) through a business establishment in the EU or in the course of one of the following activities, it must comply with the GDPR:

• offering goods or services to individuals located in the EU (irrespective of whether connected with a payment); or

• monitoring the behaviour of individuals located in the EU.

Circumstances in which the above qualifying factors may be met include where an Australian business has an office located in the EU, a website allowing customers in the EU to order goods and services or a website that monitors individuals located in the EU through the use of cookies (which identify an individual either directly or indirectly). However, an Australian business that merely allows individuals located in the EU to access their website (without monitoring that individual or offering goods or services for sale) would not be caught.

While Australian privacy laws contain similar requirements, the GDPR is more far-reaching in terms of the future of data protection. Australian businesses should therefore take steps to

determine whether the GDPR is applicable, and consider revising their information handling processes to ensure compliance.

Personal data

The GDPR applies to 'personal data', which is defined in Article 4 of the GDPR to mean "any information relating to an identified or identifiable natural person."

A natural person may be identified by a wide range of factors including their "name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person."

This broad definition of personal data, which includes identification by way of an online identifier, may cover individuals that can be identified by their devices, such as through internet protocol addresses or the use of cookies.

Significantly, due to the new consent requirements outlined below, it is no longer sufficient to rely on messages which state "by using this site, you accept the use of cookies."

Special protections also apply to 'special categories' of information, which includes personal data relating to matters such as racial or ethnic origin, religious beliefs or health information.

EU representative

Australian businesses that are not established in the EU but meet one of the qualifying factors set out above must, in some circumstances, appoint a representative established in the EU as a point of contact for the relevant authorities.

The appointment of a representative will not be required where processing is occasional or does not include large-scale processing of 'special categories' of data, and is unlikely to result in a risk to the rights and freedoms of natural persons (taking into account the nature, context, scope and purposes of the processing).

Similarities

Some features of the GDPR which are similar to Australian privacy laws include:

 • the privacy by design approach, whereby controllers must implement appropriate measures to ensure compliance (such as data protection policies)

 • transparent information handling practices; and

 • the requirement to demonstrate compliance.

Consent

Processing of personal data will only be lawful if one of the requirements set out in Article 6 of the GDPR applies.

One circumstance in which the processing of personal data is permitted is if the data subject has given their consent. Consent will generally occur if there is a freely given, specific, informed and an unambiguous indication of the person's agreement (by either a statement or a clear affirmative action). This means that silence or pre-ticked boxes will not be sufficient.

Notification

Data controllers must, without undue delay, notify the relevant supervisory authority (for example, the Information Commissioner's Office for the United Kingdom), no later than 72 hours after becoming aware of a personal data breach, unless the breach is unlikely to result in a risk to the rights and freedoms of natural persons. Additional requirements will apply (unless an exception applies) if the breach is likely to result in a high risk to the rights and freedoms of natural persons, whereby the controller must also notify the affected individual without undue delay.

Key obligations

Controllers, who are responsible for determining the purpose and means of processing personal data, will be subject to increased accountability obligations. For example, controllers will be required to prepare compulsory data protection impact statements for high-risk activities and keep records of their processing activities

A 'Data Protection Officer' must be appointed to oversee compliance and data security strategy where the controller engages in regular and systematic monitoring of a large-scale, where the controller engages in large-scale monitoring of 'special categories' of data or where processing is carried out by a public authority. This may be an employee of the controller, so long as their professional duties are compatible and there is no conflict of interest

The GDPR includes enhanced rights for individuals, including the 'right to be forgotten', whereby controllers are required to delete an individual's data in certain circumstances, including when data is no longer necessary for the purpose for which it was collected or consent is withdrawn

While personal data may be transferred outside of the EU, it may only be transferred to countries that provide an adequate level of data protection or where appropriate safeguards have been put in place.

Penalties

Hefty fines of up to 20 million euros or 4 per cent of global annual turnover (whichever is higher) may be imposed by the relevant supervisory authority for contraventions of the GDPR.

Prior to the commencement of the GDPR on 25 May 2018, Australian businesses should:

 • act promptly to determine whether you are covered by the GDPR;

 • determine how personal information is currently being collected from EU residents;

 • understand your obligations under the GDPR;

 • review and revise your information handling processes to ensure compliance with the GDPR;

 • if necessary, appoint a representative established in the EU and a Data Protection Officer; and

 • involve staff at all levels to ensure your business is prepared to deal with the above.

Our Data and Privacy professionals can assist you in determining your obligations under the GDPR. Please contact us if you have any queries in relation to the above.

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Disclaimer

The information in this publication is of a general nature and is not intended to address the circumstances of any particular individual or entity.

Australian companies unprepared for dealing with GDPR data regime

When the European Union's General Data Protection Regulation (GDPR) comes into force on 25 May 2018, it represents the most comprehensive update to global data protection regulations in decades. Despite this regulation coming into force in under three months, reports have shown that many companies, particularly outside of Europe, are not well enough prepared for the profound ramifications the GDPR brings.

According to Ernst & Young's 2018 Global Forensic Data Analytics Survey, very few companies globally are as prepared as they should be for GDPR.

When asked to describe their company's current status with respect to complying with GDPR, only 33 percent of the 745 executives (from 19 countries) surveyed said that they have a
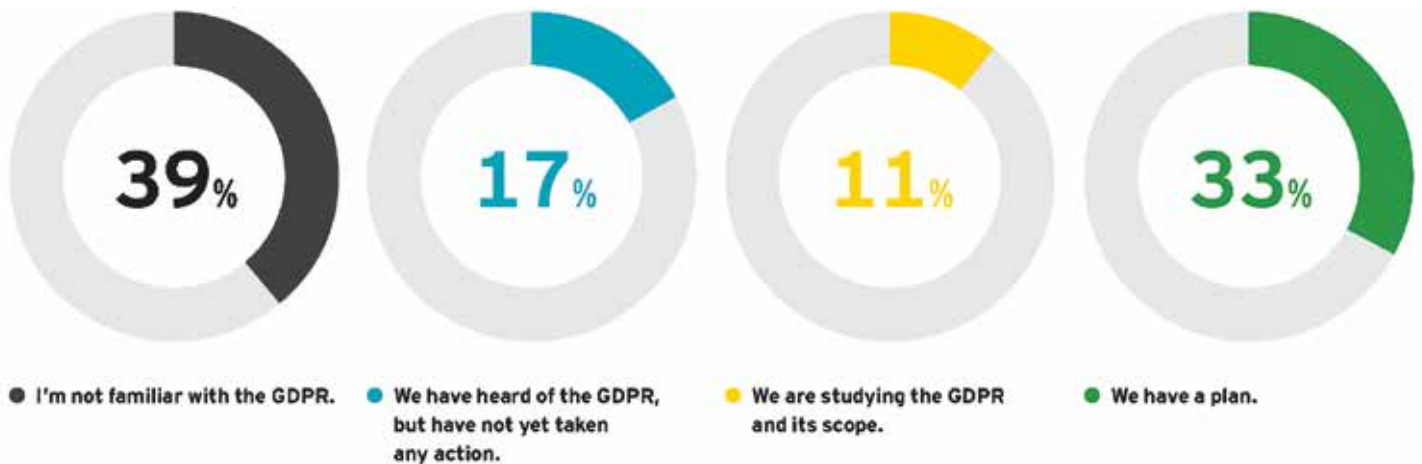
companies to identify, locate, contact or single out an individual, including, unique identifiers such as IP addresses or mobile phone identifiers.

Ernst & Young's survey found that the most prevalent increases in concern over data risk are in the following four areas:

1. Data protection and data privacy compliance
2. Cyber breach and insider threat
3. Industry-specific regulations
4. Regulatory response

Respondents reported that spending on Forensic Data Analysis (FDA) has increased substantially. The average annual spend per respondent is 51% higher than what was reported in 2016.

Companies with annual revenue of more than US$5b

- I'm not familiar with the GDPR.
- We have heard of the GDPR, but have not yet taken any action.
- We are studying the GDPR and its scope.
- We have a plan.

Base: all respondents (745)

GDPR compliance readiness — overall, Ernst & Young's 2018 Global Forensic Data Analytics Survey,

plan, while 39 percent said that they are not familiar with the GDPR at all. The survey found that only 13 percent of respondent companies across the Americas and only 12 percent in Asia-Pacific, including Australia, have a compliance plan that addresses the GDPR.

"Although the EU developed the rules, Asia Pacific businesses are likely to need to meet the GDPR's regulations if they have a presence, offer goods or services or monitor individuals' behaviours in the EU," says Sasha Kalb, GBT's vice president of compliance in Asia Pacific.

The aim of the GDPR is to ensure businesses are transparent about, and accountable for, how they handle individuals' information. It touches all aspects of business and has the potential to impose strict sanctions on businesses. These include fines of up to £20 million or 4 percent of global turnover, whichever is higher.

The GDPR goes much further than many existing national privacy laws. For example, Australia's privacy laws apply only to businesses with annual turnover of more than AU$3 million. In contrast, the GDPR applies to businesses of any size.

In order to comply with the GDPR, first it's important to understand what personal data is. It includes things that would traditionally be understood as personal data, like names, passport numbers and dates of birth. But the GDPR clarifies that personal data also includes other information that allows

reported the highest spending, with 26% of respondents spending US$1m or more.

For its third biennial survey, E&Y asked respondents questions about robotic process automation tools for the first time and learned that 14% are currently using them to manage legal, compliance and fraud risks.

Further, 39% of respondents reported that they are likely to adopt robotic process automation within the next year. In addition, 38% plan to adopt artificial intelligence.

It also found that with the better adoption of advanced FDA technologies, many companies have shown improvements in the inclusion of a wide range of data sources, both structured and unstructured.

"While unstructured data is not as widely used by companies as structured data, its use still has increased significantly since our 2014 survey when almost half of the unstructured data sources had an inclusion rate below 40%.

"In this year's survey, the inclusion rate for unstructured data sources is above 40% across the board. This indicates that companies are investing in the technical capabilities for collecting and processing unstructured data, which often provides context and meaning to structured data."

The full Global Forensic Data Analytics Survey 2018 is available at http://www.ey.com/gl/en/services/assurance/ey-global-forensic-data-analytics-survey-2018

Data Professionals Waste Half their Time: IDC

Data professionals are wasting half of their time each week finding, protecting, or preparing data - costing organisations significant amounts of money - based on a survey of 400-plus individuals performing data functions across North America and Europe.

Despite massive growth in data analytics demand globally, this new IDC study *The State of Data Discovery and Cataloging*, commissioned by Alteryx, shows that there is still much work to be done for organizations to get the most of their data assets and infrastructures, particularly when it comes to data discovery and cataloging.

Data professionals are spending more time governing, searching and preparing data than they are on extracting business value.

The survey concluded that data professionals spend 60% of their time getting to insight, but just 27% of that time is spent on actual analysis. Instead, 37% of that "getting to insight" time is spent searching for data and 36% of that time is spent preparing data.

These data workers waste 30% of their time - on average 14 hours per week - because they cannot find, protect or prepare data. They waste another 20% of their time - 10 hours per week – building information assets that already exist. In total, they lose 50% of their time every week on unsuccessful activities or repeating efforts.

Even though data discovery and integrity is important for business, 30 to 50% of organisations say they are not where they want to be.

The inefficiencies of data intelligence and knowledge is costing US organisations $US1.7M per year for every 100 employees, and European organisations €1.1M per year for every 100 employees.

"Data discovery is important to all aspects of business, from operations efficiency to compliance to risk reduction, revenue growth, and beyond," said Stewart Bond, Director of Data Integration and Integrity Software Research at IDC.

"Knowledge of how, where and why data is used, by whom, and what information already exists will help data professionals refrain from repeating efforts, increase personal productivity and free-up time for more advanced analytics."

To download the full IDC InfoBrief, visit www.alteryx.com/idc-data-catalog .

New Victorian data sharing legislation set to impact public sector bodies

By Frances Wheelahan and & Robert Ceglia,
Corrs Chambers Westgarth Lawyers

Victoria has become the third State in Australia to introduce data sharing legislation after the Victorian Data Sharing Act 2017 (Vic) (the Act) received royal assent in December 2017.

The Act aims to improve the sharing and use of data across the Victorian public sector by in two key ways:

 • creating a clear framework for sharing data between Victorian public sector bodies for the purpose of informing policy making, service planning and design; and

 • establishing a Chief Data Officer (CDO), who will lead the Victorian Centre for Data Insights (VCDI).

In this article, we consider the impact the Act may have on Victorian public sector bodies, the opportunities the Act creates, and how to prepare.

How will the Act facilitate the sharing and use of public sector data? One of the key features of the Act is that it permits the 'responsible officer' of a public sector body (defined as the head of the body or a delegate) to share data with the Secretary of a Victorian government department and/or the CDO.

The Act facilitates this sharing by removing two barriers that have previously impeded sharing public sector data:

1. Compliance with requirements under Victoria's privacy laws

Previously, Victorian privacy laws impacted the ability to share personal information or health information (collectively referred to in the Act as 'identifiable data'). The Act now expressly authorises the sharing of such data between public sector bodies and with the CDO. This means that the Act can be relied on to permit the sharing of identifiable data in circumstances where, previously, such sharing may not have been allowed (for example, in circumstances where it was unclear if all individuals consented to the sharing of identifiable data).

However, all other privacy obligations will continue to apply in relation to the handling and storage of data (including the obligation to take reasonable steps to protect the information from misuse, loss and unauthorised access).

Further, one important limitation on the handling of data under the Act (including the sharing and use of identifiable data) is that the handling must be for the purpose of informing government policy making, and for service planning and design.

In addition to this overarching purpose, the Act also requires that the recipient of 'identifiable data':

 • only use it (in its identifiable form) for the purpose of data integration (i.e. combining it with other data sets);

 • after data integration, take reasonable steps to de-identify it so that no individual is reasonably identifiable in the data before analytics work is performed (defined in the Act as the examination and analysis of data for the purpose of drawing conclusions);

 • before disclosing the results of data analytics work, ensure that no individual can be reasonably identified in the results (this requirement is stricter than the requirement to de-identify at the data analytics phase); and

 • notify the Information Commissioner and/or Health Complaints Commissioner if they become aware that the Act, the Privacy and Data Protection Act 2014 (Vic) or the Health Records Act 2001 (Vic) have been, or are likely to have been breached. The recipient must also notify the public sector body who disclosed the data.

2. Compliance with any applicable secrecy obligation imposed by legislation.

While previously, certain data may have been subject to secrecy obligations imposed by legislation, the Act authorises the sharing and use of data subject to a secrecy provision in some circumstances. However, it only permits public sector bodies to disclose data to the CDO (and not to another public sector body). The term 'secrecy provision' is confined to a provision of an act that prohibits the disclosure of information. The authorisation therefore does not apply to a public sector body disclosing information which is subject to a contractual obligation of confidentiality.

The CDO's collection, holding, management and use of such data will not contravene a secrecy provision provided it is for the purpose of policy making, service planning and design.

However, the CDO can only disclose 'secret' data if it has first received ministerial approval to the disclosure. In addition, the party disclosing data subject to a secrecy provision must inform the CDO if it is aware that a secrecy provision applies to the data.

The Act also provides an exception to the Freedom of Information Act 1982 (Vic) (FOI Act) for source documents received by a public sector body or the CDO, and to any integrated datasets that are created. The CDO recommends that any public sector body receiving an FOI request should ask the applicant to instead make a request to the relevant public sector body that disclosed the information.

The establishment of the VCDI

Another key feature of the Act is that it establishes the VCDI, which will form part of the Department of Premier and Cabinet. The VCDI will be responsible for conducting data analytics projects that inform government policy making and service design. For example, the New South Wales Data Analytics Centre is currently conducting 22 data analytics projects, including one on using data to understanding infrastructure needs to enable the government to develop models for future infrastructure investment.

To facilitate data analytics, the Act grants the CDO power to request that the responsible officer of a 'data sharing body' or a 'designated body' provide data to the CDO. [10] The CDO may also request information about the types of data held by the relevant body. After receiving a request, 'data sharing bodies' (e.g. Victorian government departments, statutory agencies and the Victoria Police) must respond to the request by either providing the data or reasons for refusing the request within 10 business days. On the other hand, 'designated bodies' (e.g. Victorian judicial bodies, tribunals, independent oversight bodies and Royal Commissions) may respond to the request, but are not required to do so. Despite this broad power to request data, the Act permits the responsible officer of the relevant body to choose to refuse the request for any reason.

New offences under the Act

In order to strike a balance between data sharing and privacy considerations, the Act creates two offences for the unauthorised access, use or disclosure of data:

1. A general offence. This applies where a person makes an unauthorised access, use or disclosure of data that the person has obtained under the Act. The general offence has a penalty of 2 years imprisonment, a fine of 240 penalty units (approximately $A38,000 at the time of writing), or both.

2. A more serious offence. This applies where a person makes

an unauthorised use, access or disclosure of data that the person has obtained under the Act, and the use, access or disclosure of data may endanger life or safety, assist in committing an offence, or impede justice. This offence carries a penalty of 5 years imprisonment, 600 penalty units (approximately $A95,000 at the time of writing), or both.

Next steps: Key considerations for public sector bodies

The Act came into force on 5 December 2017, meaning that public sector bodies can already rely on its data sharing benefits.

However, there are a number of procedural steps that public sector bodies may wish to consider to prepare for making and receiving data requests.

Conduct a data audit - The first step public sector bodies may wish to take is to review the types of data they hold. There are two benefits to this. Firstly, it will allow bodies to identify which data they can freely disclose, and which data may be subject to limitations (i.e. a secrecy provision or contractual confidentiality provision). Secondly, a data audit will allow the body to determine what information it wishes to acquire from another public sector body to assist with future policy making decisions.

Determine how best to respond to the CDO and other departments - Public sector bodies may also wish to consider their approach to requests for data.

Three questions to consider are:

 • Is the body required to respond to a request from the CDO? Only 'data sharing bodies' are required by the Act to comply, whereas 'designated bodies' may do so if they wish.

 • Does the head of the body wish to remain responsible for responding to requests for data, or should this responsibility be delegated to another 'responsible officer'?

 • Are there any reasons for refusing to disclose data (e.g. disclosure of some types of data would prejudice legal proceedings or breach a contractual provision)?

Consider requesting data - Keeping in mind that the Act's main purpose is to facilitate the sharing of data, public sector bodies may wish to consider whether there is data held by other public sector bodies that may assist its decision making on policy making, service planning and design.

Public sector bodies should keep in mind that if any shared data is 'identifiable data', the body will be responsible for ensuring that the data is de-identified before it is used for the purpose of data analytics, and that all data handling processes comply with both the Act and Victorian privacy laws.

We recommend that public sector bodies ensure that data obtained by a request under the Act is identified as such in its records (including identifying the disclosing body).

This is so the body can ensure this data is handled in accordance with all the requirements of the Act.

Update your privacy documents - Finally, public sector bodies may wish to update their privacy policies and collection notices to ensure that data subjects are aware that the body may share data with the CDO and other government departments in accordance with the Act.

The content of this publication is for reference purposes only. It is current at the date of publication. This content does not constitute legal advice and should not be relied upon as such. Legal advice about your specific circumstances should always be obtained before taking any action based on this publication.

Information Transformation: Creating Process-Ready, Digital Output

By Bill Kristich, OPEX

Let's start with a few questions regarding digital output:

Q1: Does your document scanning platform provide digital output that is ready to connect to business workflows and records and document management systems?

The answer to this question will always be 'yes'.

Q2: How is digital output made ready for business workflows and records & document management systems?

Now the answer gets a little more challenging – it's usually not just one answer.

Q3: Are you happy with the costs to have digital output made ready for consumption in your customer's applications?

More complex; maybe the better question is, are there some applications that shouldn't require an expensive

Sometimes the required metadata is not all that complex. It requires formatting, some organisation, clear naming and bringing like records together. It is here where a highly versatile document capture platform can take over and provide output without the need to run the images and metadata through complicated and expensive software.

This is an important facet of maximising connectivity. The best-in-class tools provide ways to serve both highly complex and less complex needs.

Ultimately the question is, do your current tools provide a secure, fail-safe means to process and deliver digital records in a way that minimises complex or inefficient dependences on other applications, and enables those applications to perform their high-value functions more easily?

If you are re-evaluating your toolchest or looking to improve customer service and decision making, it might be a good time to see how OPEX can provide flexible,

output-tailoring application to meet a simple set of needs?

A versatile document capture platform should provide the tools to capture as much information as possible from the images and records. It should also provide tools to organise this information in multiple ways, so that it's as usable as possible in downstream processes.

These tools are only useful in the long run if they are really helping you maximize the power of paper being captured.

The classification of electronic records is sometimes highly complex and requires equally complex software. Most vendors and digital document capture providers have a wide variety of partners that make connectivity with complex applications possible.

The role of a high-quality document capture platform is to maximise this connectivity; providing consistency and customisation to bring the most useful information forward in the process, securely and without exceptions.

process-ready data.

The OPEX document capture platform includes Transform tools that …

• Builds file structure and file naming;

• Automatically groups like information, into like folders (referred to as virtual batching);

• Auto-indexes groups and sets based on any information from images;

• Formats output in multi-page documents and makes documents searchable;

• Allows metadata to be customised into multi-stream output, allows custom naming through tables, manages batch splitting and provides for conditional and counter-based processing.

To learn more contact: Byron Knowles, Business Development Manager – APAC
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NZ Local Govt. Elections Count on ABBYY

Every election is critical, but a complicated set of requirements will add up to a unique challenge for the 2019 Local Government Elections in New Zealand. A new customised scanning and processing system supplied and configured by ABBYY will help to automate and simplify the task for electionz.com, the organisation that will be handling the bulk of processing.

The task of running Local Government elections in NZ is the responsibility of the individual authorities, although most outsource the task of printing and mailing ballot papers and counting the votes. Around 2/3 engage New Zealand Election Management company electionz.com which also runs about 170 elections per year for company boards among others, many of which have an online voting component.

Triennial NZ Local Government elections, however, are strictly postal ballot only (there is no online voting allowed as yet). Council voting papers are also complicated by the need to include an average of five elections on each ballot paper and provide different methods of sequencing of candidates (alphabetic, pseudo random and random). A double-sided A3 ballot paper must be configured to handle options for the triennial elections of regional councils, city and district councils, community boards and local boards which are all held at the same time as elections for district health boards and licensing trusts.

Steve Kilpatrick, Managing Director, electionz.com said "We act for 42 Councils. All Council elections are held concurrently with voting running for a three week period. This amounts to about 1.2 million scanned images being processed in a short window."

Adding to the complexity, there are two different voting methods employed for voting: First Past the Post (FPP, where voters use ticks or crosses to indicate their votes) and Single Transferable Vote (STV, where voters use numbers to indicate their preference for candidates by writing a 1 beside their most preferred candidate, a 2 beside their second most preferred candidate, a 3 beside their third most preferred candidate, etc.).

"Because Council elections are postal elections, we cannot control the pen or pencil used to cast the votes which obviously, can also have a big impact on image processing," said Kilpatrick

Electionz.com has been employing scanning and OCR at its Christchurch processing centre since the 1990s, however in 2017 it has chosen to completely refresh its software processing for vote counting and input into its backend electoral management system.

"Our incumbent supplier gave very poor support. We were definitely made to feel we were a very small part of a large, world-wide customer base. Also, the product was priced on a fixed number of licenced users rather than being based on the volume of work being processed," said Kilpatrick.

"When you have a business like ours with a massive three yearly peak (for the Local Council elections), we wanted a flexible pricing model based on our workload rather than a model based on the number of seats we needed for our peak as though we were maintaining that level every day of every year."

"ABBYY, a global provider of content intelligence services, solved these problems for us by providing a volume-based pricing model which meant outside our peak periods, we don't pay so much (just for our business as usual work) and we pay more during our peaks when we are doing more work.

"An early Proof of Concept system was invaluable in showing how FlexiCapture could interface to our backend Election Management System. The software is powerful, flexible and it works (no strange results). We have been able to configure ABBYY Flexi Capture so that we can confidently defend our results before a court judge and that they will endure a judicial recount."

Local Government elections begin with supply of individual electoral rolls by the Electoral Commission.

These must then be printed and displayed to the public to allow for alterations to be fed back before electionz.com is supplied the final roll.

More than 1.2 million voter packs must be then mailed out by electionz.com with up to 1500 different formats of the ballot papers which can vary based in individual council, district or even street or household.

First job when the completed ballot papers arrive back at the processing centre is to scan the unopened envelopes which includes a visible identifier barcode. Voting is voluntary, so typically around 600,000 ballot papers must be processed by electionz.com spread out over a 16 day period. The envelope scanning is handled by 10 low cost Fujitsu fi-7160 desktop scanners.

Next step is to open the envelopes and extract ballot papers which are supposed to be one per envelope, although occasionally some voters incorrectly include multiple papers in the one envelope and some even throw in their rate payments and perhaps a letter to council.

The ballot papers are scanned by a fleet of six Kodak i4200 high-volume scanners which can handle up to 100,000 pages per day

"The ABBYY FlexiCapture solution has allowed us to obtain a form definition file from the print company which is then able to be loaded into the scanning platform. This was developed for us by ABBYY and their local support team. It means we do not have to manually configure the software for 1,500 different form types," said Kilpatrick.

"The form definitions have been imported to define places for numbers, ticks and crosses which it can decide if it is confident otherwise an operator must review and determine what the voter meant. If a 9 looks like a 4 it will be presented to a human to make a decision and a second operator must agree

otherwise it must go through to a 3rd person for adjudication. Everything is audited and must be able to stand up in case it is brought in front of a judge."

"The support we have had from ABBYY has been nothing short of outstanding! From account management through to their technical support, their willingness to make sure we are getting the software to perform to suit our business requirements, has been incredible."

While there have been discussions of the potential for of e-voting for NZ local Government elections, currently there no publicly announced plans.

Henry Patishman, Sales Director, ABBYY Australasia, said, "Electionz.com was a true test for us as they are expert users of Data Capture technologies and we were placed head to head against their incumbent technology vendor which they have been using for many years. ABBYY are very proud to have delivered this complex, highly scalable and highly regulated (auditable) solution. It was great to receive external expert validation on the great functionality of FlexiCapture, our technical delivery capabilities and flexible commercial approach."

Centralised capture keeps the Followmont fleet on the move

To unlock growth and profitability in a challenging sector, transportation and logistics companies need to make bolder and more astute strategic choices than ever before. Time is definitely money in the world of transportation – where workflow solutions save time and are critical in maintaining safety and profitability.

The largest independently-owned transport company in Queensland, Followmont Transport, is ensuring its future with a host of state-of-the-art technology deployments including a new centralised EzeScan scanning and capture solution.

Followmont Transport employs over 750 staff, runs a fleet of more than 700 vehicles and has 18 company-owned depots throughout Queensland over an area that's 7 times the size of Great Britain. Followmont specialises in express freight and is responsible for pharmaceuticals, hardware, mail and many other everyday household and business delivery requirements.

The company fleet carries out around 60 freight movements every night, the fleet driving 85,000km in every 24-hour period.

"We have a responsibility to regional Queensland to make it happen and this is why we go the extra mile," said CEO Mark Tobin.

Efficiency, optimisation, speed and timing have always been crucial in logistics and transportation. Today, amidst a range of accelerating evolutions and in an increasingly digital environment, digital transformations are providing the next revolution for the industry.

There are over 35 locations across Queensland where Followmont's critical documents are scanned at the end of each working day, including its own company depots and agency sites. Each time a driver goes out and freight is delivered, a Connote document must be signed to indicate Proof of Delivery and the document returned that evening for capture. This adds up to between 5000-10000 document scans a day, including Proof of Delivery (POD), Proof of Pickup (POP) and Client Manifests.

In the end, transport and logistics has one major task: making sure their customers' freight arrives at the right time and place in the best possible condition. Scanning and capture applications help transportation companies to real-time manage important documents quickly and accurately and close the loop on so called 'paperwork' associated with pick-ups and deliveries, eliminating the risk of lost documents.

The speed with which these documents can be scanned and made available within the company's Synergize document management system is critical to invoicing and hence cashflow. Followmont engaged EzeScan to implement its Central OCR platform in 2018 after experiencing problems with its existing processes.

Shane Els, Followmont Transport's Project & Systems Support

Manager, explains, "Our previous imaging system required that all scanned documents have a corresponding document number (as the file name). Only then could our document management system marry the imaged document to the relevant information in our operations system.

"If the system did not correctly rename each file when imaged, it would have to be manually corrected, which was very time consuming. On average it would take 3-4 hours in our large branches to complete document processing.

"Since the rollout of EzeScan Central OCR we have managed to save on average 2-3 hours per location on document processing, freeing up resources. EzeScan has improved our standard reporting and the Proof of Delivery documents are in the system faster.

"This improves our invoicing turnaround times and directly decreases our debtor days.

"As always through testing phases, we needed to iron out any issues, fortunately for us EzeScan were always on hand to help with whatever issues we might have encountered or changes needed, allowing the application to work and fit in with our internal process.

"I would recommend EzeScan to anyone!" said Mr Els.

Transportation and logistics companies operate within a highly regulated environment. Teamed with the overall paper intensive nature of the industry, this reality makes the management of documents and files a highly labour-intensive process.

As a result, transportation and logistics companies make considerable investments for properly storing and organizing their business records. Even then, workflow processes are often stymied by the inefficiencies of retrieving and sharing paper documents.

Data Integrity Manager Judie Thompson said the new EzeScan solution has provided Followmont with much faster data verification, shortened billing and payment cycles, with proof of delivery available for the office within a few minutes

"Once the documents are imaged they are passed through to Synergize and the hard copies kept for a week and then destroyed."

Following its success in processing delivery documents Followmont Transport is now implementing EzeScan SERVER for AP invoice processing automation and the EzeScan Remote Indexing Assistant (RIA) WebApp for Approvals and cost centre coding.

The transportation/logistics industry is driven by a host of new challenges from the hyper-impatient world today. Capturing, storing, and distributing valuable information in real-time (no matter the location) is one example where technology is providing some much-needed light at the end of the tunnel.

Aussie collaborative tech takes APAC innovation prize

One of the latest offerings from Esri Australia, the Smarter Planning Perth platform, provides a visual representation of scheduled works from multiple government agencies allowing them to come together to plan, schedule, and collaborate on project work, saving time and cutting costs.

ATCO Gas Australia, City of Perth, Main Roads Western Australia, Water Corporation and Western Power are among the initial partners in the program, with more councils, utilities and agencies expected to enable this sort of technology within their organisations across the country.

Esri Australia's managing director, Brett Bundock said Smarter Planning Perth is an intuitive smart-city solution that is easy for organisations to implement and delivers benefits whole communities will see.

"This innovation will help put an end to public works duplication and dramatically minimise disruption," Mr Bundock said.

"This sort of Australian inventive spatial thinking is revolutionising business processes and radically improving communication and collaboration between organisations that previously may not have worked this closely together," he said.

President of ATCO Gas Australia, Pat Donovan, said Smarter Planning Perth builds upon ATCO's already collaborative approach to works around the Perth metropolitan area and would result in savings for customers.

He estimated a collaborative effort with Water Corporation to replace gas and water pipes at the same time on Rokeby Road in Subiaco slashed the cost of the gas project by thirty per cent.

"Our experiences have shown that there are significant benefits that flow to all parties," he said.

"Coordinating our schedules has enabled us to reduce the amount of time on site, and also remove and reduce redundant duplication of effort."

Spatial Industries Business Association (SIBA) chief executive officer Deanna Hutchinson said the award is a testament to Esri Australia's commitment to lead innovation within the spatial industry and answer the needs of their customers.

"Esri Australia's collaborative technology platform shines the spotlight on the real-world effects that spatial technology innovation can have on communities," Ms Hutchinson said.

Hundreds of organisations from across Australia have already deployed the platform and with interest now flowing in from New Zealand, it's fast expected to attract global attention.

For more information visit www.smarterwx.com.au

Avantix faces up to new BPO era with OPEX

Formed in 2001, Avantix is one of Australia's leading Information Processing providers, operating throughout Australia as a dedicated government and enterprise solution supplier. With a key focus on Mining, Government and Healthcare, Avantix has enabled hundreds of firms to understand and optimise productivity, efficiency, skills and service levels.

The company prides itself on helping organisations manage hard copy and digital information – hence the recent installation of two OPEX Falcon scanning workstations. Falcon is a one-step, drop-feed scanning workstation that allows operators to scan a wide range of document sizes with minimal preparation.

Since installing the Falcon, Avantix has seen productivity gains ranging from 35 to nearly 90 percent. These gains have been realised by eliminating the time-consuming document preparation that was necessary using their old document scanning system. Falcon is a one-touch, universal document scanning workstation that allows operators to scan a wide range of document sizes with minimal preparation. For a company that handles a wide variety of document sizes and types for many clients, that adds up to significant gains in efficiency. Image quality has also improved because the Falcon provides higher-quality scans than their previous production scanners.

"We're not sacrificing image quality at all for the labour efficiencies gained through the Falcon," said Avantix CEO Duncan Lord.

Archiving and beyond

In addition to day-forward transactional scanning, many of Avantix's clients also have large stores of back files that need to be converted.

"We've found that the Falcon is an unbelievable tool for converting documents of different sizes and in varied conditions," Lord says.

"We no longer have to tape smaller documents to a piece of paper before we scan. All of that prep time has been completely eliminated."

"Our biggest bottleneck for archive scanning was the labour-intensive nature of mixed documents that had been kept over time in folders, containing staples, folds, and in various states of disrepair.

"The OPEX Falcon has provided dramatic increase in productivity for this type of job where also faced the challenge of having to quote on jobs 'sight unseen.'

"With OPEX we can now quantify within a 20% tolerance how long a box would take even without sighting originals, previously this could vary by up to 300% depending on the content of box and the condition of the documents. We can now quote sight unseen with confidence," said Lord.

Emerging technologies such as robotic process automation (RPA) continue to change the face of Business Process Outsourcing (BPO) and the strategies used drive a range of efficiencies in many different types of organisations.

Transactional processing

For many years, mailroom processing has been the bread and butter of the BPO business model. However the rapid shift to electronic communications has reduced this significantly. Avantix is finding a new model providing transactional processing support to its customers.

"Avantix has traditionally focussed on being able to take over particular processes that our clients are finding difficult in-house so that they can focus on areas of greatest value.

"We now find the opportunity is in offering an integrated service to our customers, who may have their own scanning departments yet still face challenges in marrying up the hardware expertise with software solutions and customised workflows. We add value on top of our bureau facilities with professional services."

"Typically, businesses will resource to accommodate mean demands of processing volumes. In reality, there are peaks and troughs of demand throughout the year. By building a relationship with these organisations and understanding the business drivers, Avantix is able to identify areas of improvement that may not have been thought possible."

This approach allows Avantix to respond to overflow or continuity of service where clients have encountered interruptions or disruption, allowing the bureau to step in and plug the gaps without any drop-off.

"For transactional processing the ability to integrate with customers is key, to become an extension of their workflow," said Lord. "This allows us to work with front-line staff and support them in hybrid environments where there are paper inflows needing to work in tandem with the electronic."

Due to the rise in RPA and software automation systems, it becomes even more imperative that unlocking paper-bound information is done in a seamless manner and does not halt or hinder the process. With automation being the backbone for these solutions, any non-conforming documentation can really throw a spanner in the works.

"The OPEX solution gives our scanning operators the ability to classify documents and manual adjustments on the fly by any combination of physical triggers, touch screen buttons or the multi-function ID Assist tower. This allows for efficient handling of items that are normally a huge drain on productivity.

"Coupled with the ability to integrate with our automation systems, Falcon creates an environment that operates smoothly under difficult circumstances and removes additional steps and effectively reduces break points.

"Under high volume, time-critical applications this is huge for us," said Lord.

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Falcon® Series of Scanners: Universal Document Scanning Workstations are designed to attack the most difficult and daunting workflow challenges. Falcon and Falcon V, with two additional sort bins, 600dpi, and enhanced multi-feed detection, allow operators to prep and scan documents faster than traditionally separate "prep then scan" processes, which significantly reduces labour costs. From thick paper to onion skin and fragile or damaged pieces, from envelope and file folders to receipts, to small forms of business cards - nearly any style or type can be scanned!

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Wannon Water removes the need for paper-based forms

Victorian service provider Wannon Water has partnered with Intelledox and FYB to implement next-generation forms and set new standards for best practice across the industry.

Completion of a Job Safety Analysis (JSA), required before any high risk on-site work event, was the catalyst for organisational change. Following a successful pilot, the digital process has been extended to incorporate all forms across the business.

"Safety and compliance are huge priorities at Wannon Water, and we identified an opportunity to streamline our processes in a way that also delivers on these commitments," says Wannon Water GIS & Digital Workplace Manager, Chris Crossland.

"All employees who carry out works such as fixing pipes or digging holes need to complete a JSA to record safety hazards and mitigate risks; the cost of this being carried out incorrectly could have serious consequences. Our previous paper-based approach was lengthy and arduous, and could see each worker needing to complete multiple forms depending on the nature of the job."

"Since introducing e-forms, we've seen a marked increase in the number of forms submitted as well as improvements around the quality of information provided. The digital process allows us to access 'live' information when required, and this is particularly important if we need to assess risks as they happen. A smart algorithm has enabled 11 paper forms to effectively become one online – and when you consider we record around 300 JSA a month, this is a significant improvement."

The upgraded digital process replaces a cumbersome paper-based approach to improve efficiency, safety and compliance by:

 • Making it faster and easier for employees to complete forms via their smartphone or tablet.

 • Eliminating the need for off-site employees to carry reams of paper, as well as the associated risks of misplaced or forgotten forms.

 • Incorporating a smart algorithm that automatically re-directs users to the relevant sections of the form to deliver a streamlined customer experience.

 • Introducing an automated workflow, thus ensuring forms are captured directed into a

 • records management system. Online completion removes the need to scan and email documents, and manually manage the process. This has led to redeploying people to other higher value programs within the business.

 • Using a standardised pick-list, which makes it easier to capture activities performed and analyse the data post-submission.

The simple layout, clear instructions and standardised wording have also helped to improve the quality of information entered.

Data analytics has also presented opportunities for Wannon Water to improve safety and quality training.

"Capturing data digitally has enabled us to understand where we need to focus our attention in terms of safety. We can track the most common hazards, and adapt the frequency and content of our training programs to suit. "

"We've also been able to highlight forms that have been completed to 'best practice' standard and use these to set new benchmarks across the business. All in all, employees have a better understanding of the importance of a JSA and how they need to complete one. This has helped to enhance our safety culture across the business and that is an incredibly important outcome for us."

Business analysts FYB supported the planning and implementation at Wannon Water over a six- month period, and designed the processes prior to their digitisation by Intelledox.

"Wannon Water exemplifies industry best practice by leveraging data analytics to continually improve operations," says Intelledox CEO Ray Kiley. "Introducing next-generation forms to JSA has delivered value beyond efficiencies by enabling Wannon Water to better uphold safety and compliance in the workplace and set a new benchmark for the industry."

Mitcham transforms with TechnologyOne

South Australia's City of Mitcham has implemented TechnologyOne's local government enterprise solution to replace paper-based work orders and provide greater visibility into the status and progress of requests, driving an improvement in overall customer experience.

City of Mitcham's Chief Executive Officer Matt Pears said one of its key business goals is to constantly improve the way it does business for its community.

"To deliver efficiencies and better meet the needs of our customer, we needed a system that would provide a foundation from which we could build from," Mr Pears said.

"This technological transformation allowed our business to work together to centralise systems, processes and data to improve our key processes across the organisation. "It has fostered the development of a strong culture focused on improving customer service within the organisation. This is a crucial step in our journey to continually drive change and improve customer service."

Chief Executive Officer Edward Chung said "This project exemplifies collaboration at its best. We were able to pull together a complex solution which met Council's expectations and delivered on budget.

Cloud beckons for Anglicare

Anglican Community Services in Sydney (Anglicare Sydney) is implementing Basware's purchase to pay solution delivered via the cloud. The SaaS solution includes many of Basware's core features, including: procurement, marketplace, accounts payable automation, scan & capture service, analytics as well as the supplier portal and vendor manager.

Anglicare Sydney is a large organisation working in the Aged Care and Community Services sectors. Its Villages operate Retirement Living Units and Residential Aged Care Services. A wide range of Community Services include Fostering, Counselling, Family and Children Services, Mental Health, Migrant and Refugee Services, and shops.

In 2016, Anglicare and Anglican Retirement Villages (ARV) merged under the Anglican Community Services banner and formed a shared services environment to consolidate resources and boost efficiency for the not-for-profit organisation.

Anglicare is employing Basware to further simplify their operations and standardise processes, while gaining greater control across its purchasing and accounts payables departments.

Michael Pyliotis, Vice President, APAC at Basware said, "We are excited to form a strategic partnership with Anglicare and provide our comprehensive purchase-to-pay cloud services that will enhance their financial operations and provide the visibility they need to make better financial decisions.

Shimano Streamlines Warranty Claims Processing With Laserfiche

Laserfiche Value-Added Reseller Ricoh Australia has announced the successful deployment of a Laserfiche Avante workflow business management solution at Shimano Oceania Holdings, the Australian subsidiary of Shimano, a global manufacturing and distribution organisation.

The Ricoh solution transforms Shimano's entire Australian warranty claims process by providing a purpose-built workflow to guide the warranty process from start to finish. This has resulted in a significant reduction in call volumes and greatly improved visibility across the entire warranty process. More accurate and timely reporting has also been made possible with Shimano anticipating a slashing of up to 30 hours per month in time to generate reports.

"Up until recently, the warranty process handled by our dealers was very manual in nature," says Tim Clarke, IT Manager at Shimano Oceania Holdings. "Dealer staff had to print out forms and fill them in by hand and then capture the data in Excel spreadsheets."

This resulted in a lack of visibility on the progress of warranty claims for dealers and distributors which led to higher service call volumes and also made it difficult for Shimano's internal warranty team to ensure it had the resources and stock available to process claims within a reasonable time period.

"Also, we had an internal reporting requirement that meant we had to capture certain data about the product and the claim and pass it back to Shimano in Japan."

"This reporting could take up to two hours per day and resulted in duplicated effort on the part of our technicians. After seeing Laserfiche in action, it quickly became apparent that it would help us in resolving issues, not only with our warranty process, but also with many other processes across the business," says Clarke.

Laserfiche has given Shimano the ability to allow its dealers to track warranty claims throughout the entire process via the customer portal which also gives them the ability to track return packages via the company's transport partners.

The Laserfiche platform also allows the dealer network to submit a web form to raise a new warranty request from their Part-

ner Portal. This negates the need for data re-entry and reduces the chance of errors being made.

Buoyed by the success of the program, Shimano plans to roll out Laserfiche across other parts of the company. Initial areas are likely to be the warranty process used for cycles in New Zealand as well as Australia and New Zealand fishing areas. Shimano is also looking at warehousing processes that it can automate with Laserfiche including customer pickups and deliveries.

DET switches off SharePoint Web sites

Canberra-based service provider OPC IT has won a contract to migrate five Department of Education & Training websites from SharePoint to the govCMS Drupal 7 platform.

"The migration of these websites to the govCMS platform follows the strategy all levels of government have increasingly been adopting to take advantage of the numerous benefits offered by this Open Source platform," the company announced.

"Aside from the financial benefits derived from not paying licencing costs, govCMS offers agencies with limited resources and staff the security and necessary skills to manage their websites whilst complying with Australian Government standards around design, accessibility, privacy, security and information/records management."

As of mid-March 2018 there were 184 govCMS live websites with 37 in development across 70 agencies.

These five DET websites cover a wide range of subject matter including requirements and procedures for higher education, overseas study, assistance for financing tertiary study, skills assessment and licence recognition.

According to OPC IT operations manager for web services, Michael Goss, "The challenge OPC faces in migrating these websites is replicating SharePoint functionality as closely as possible in Drupal, particularly ensuring that it works in the govCMS SaaS environment.

"OPC's credibility and extensive experience in migrating websites to govCMS contributed to us edging out all competitors in the Drupal space nationwide to win this prestigious contract through the Digital Marketplace."

Mobile Capture streamlines food inspection for Dunedin City Council

Dunedin City Council supports a population of 120,000 and is one of New Zealand's largest territorial authority areas. Environmental Health staff at Dunedin City Council (DCC) are charged with protecting and improving the health of the city's residents.

Staff regularly check restaurants, cafes and other businesses, which sell food to ensure that good food safety practices are in place and that the business is keeping records that demonstrate food safety.

This means that the public can visit their favourite food premises and know that the food is safe, while food business operators know they're complying with their legal food safety obligations.

Multiple page paper checklists were used for every food premises visited, then written reports were produced and usually a hard copy was posted to food business operators.

DCC wanted a greener approach, so going paperless and reducing the carbon footprint were key objectives. Environmental Health staff were keen to minimise their use of paper files and checklists, but also to find a way to get information flowing back to food business operators in a more timely and efficient way – ideally without paper!

Datacom worked with DCC's Environmental Health and key IT staff, along with Gallus Counsulting to build a food premises verification checklist that would be used on any mobile device – tablet, phone etc. The form was built to meet legal reporting obligations, but also to communicate key information and feedback direct to Dunedin's food business operators in a user-friendly way.

Using Datacom's Mobile Capture solution, the verification checklist can be used offline on a mobile device, with photos, signatures and notes all being gathered on the spot. All information then syncs automatically once the staff member is back online.

The checklist then produces standardised reports for both food business operators and government agencies at a click of a button. Administration staff no longer have to process hard copy files one by one and load food verification results onto DCC databases. Results are instantly dropped into the database once a checklist is completed – a big time saver!

Sparke Helmore Chooses HotDocs

Australian firm Sparke Helmore has selected HotDocs as its document automation tool. Sparke Helmore Lawyers is a firm with more than 750 people working from eight offices across Australia, serving the needs of the insurance, government, financial services, technology, mining, construction and property sectors.

Sparke Helmore's HotDocs solution utilizes a new template creation tool, HotDocs Author, and will serve an initial 360 users via the HotDocs Hub user interface for template management and document production.

The firm has also chosen to integrate HotDocs with its existing BPM workflow tool via the HotDocs for K2 service broker, creating even greater efficiencies with a joined up business process.

Kofax banks $US8M RPA win

Kofax has announced its largest single transaction for a robotic process automation (RPA) solution. The order totalled more than $US8 million from a top 10 global bank, and includes Kofax Kapow and Kofax TotalAgility to provide a comprehensive Robotic Process Automation (RPA) solution.

A long-standing Kofax customer, this financial institution will blend the capabilities of Kapow and TotalAgility to further its digital transformation initiatives on an enterprise-wide basis. By automating more than 2000 labour-intensive, manual legacy processes across all functional areas, the bank aims to improve employee productivity and foster better organisational performance.

Kofax Kapow is RPA software that allows users to deploy smart robots to mimic human actions and automate a wide range of manual, repetitive tasks while driving continuous improvements. The architecture runs all robots on a centralised server and does not require a virtual desktop infrastructure.

These smart robots interact seamlessly with applications, aggregating data, transforming it into actionable information, triggering responses, and communicating across enterprise systems, web sites and desktop applications. Kapow robots can be implemented without complex coding or lengthy development cycles, accelerating project deployment and increasing ROI.

Gartner Says Nearly Half of CIOs Are Planning to Deploy AI

Meaningful artificial intelligence (AI) deployments are just beginning to take place, according to Gartner, Inc. The firm's 2018 CIO Agenda Survey found that four percent of CIOs have implemented AI, while a further 46 percent have developed plans to do so.

"Despite huge levels of interest in AI technologies, current implementations remain at quite low levels," said Whit Andrews, research vice president and distinguished analyst at Gartner. "However, there is potential for strong growth as CIOs begin piloting AI programs through a combination of buy, build and outsource efforts."

As with most emerging or unfamiliar technologies, early adopters are facing many obstacles to the progress of AI in their organisations. Gartner analysts have identified the following four lessons that have emerged from these early AI projects.

1. Aim Low at First - "Don't fall into the trap of primarily seeking hard outcomes, such as direct financial gains, with AI projects," said Mr. Andrews. "In general, it's best to start AI projects with a small scope and aim for 'soft' outcomes, such as process improvements, customer satisfaction or financial benchmarking."

2. Focus on Augmenting People, Not Replacing Them - Big technological advances are often historically associated with a reduction in staff head count. While reducing labour costs is attractive to business executives, it is likely to create resistance from those whose jobs appear to be at risk. In pursuing this way of thinking, organisations can miss out on real opportunities to use the technology effectively.

"We advise our clients that the most transformational benefits of AI in the near term will arise from using it to enable employees to pursue higher-value activities," added Mr. Andrews.

3. Plan for Knowledge Transfer - Conversations with Gartner clients reveal that most organisations aren't well-prepared for implementing AI. Specifically, they lack internal skills in data science and plan to rely to a high degree on external providers to fill the gap. Fifty-three percent of organisations in the CIO survey rated their own ability to mine and exploit data as "limited" — the lowest level.

Gartner predicts that through 2022, 85 percent of AI projects will deliver erroneous outcomes due to bias in data, algorithms or the teams responsible for managing them.

4. Choose Transparent AI Solutions - AI projects will often involve software or systems from external service providers. It's important that some insight into how decisions are reached is built into any service agreement.

"Whether an AI system produces the right answer is not the only concern," said Mr. Andrews. "Executives need to understand why it is effective, and offer insights into its reasoning when it's not."

Although it may not always be possible to explain all the details of an advanced analytical model, such as a deep neural network, it's important to at least offer some kind of visualisation of the potential choices. In fact, in situations where decisions are subject to regulation and auditing, it may be a legal requirement to provide this kind of transparency.

Data Classification:
What It Is, Why You Should Care and How to Do It!

By Ilia Sotnikov

Organisations have limited resources to invest in safeguarding their data. Knowing exactly what data needs protection will help you set priorities and develop a sound plan so you can allocate your budget and other resources wisely, minimising security and compliance costs. But where's the best place to start? Data classification provides a solid foundation for a data security strategy because it helps identify risky areas in the IT network, both on premises and in the cloud.

Data classification definition

Data classification is the process of organising data by agreed-on categories. Thoroughly planned classification enables more efficient use and protection of critical data across the organisation and contributes to risk management, legal discovery and compliance processes.

For years, data classification was purely a user-driven process, but today organisations have options for automating classification. For new data that users create, organisations can establish processes that enable the users to classify the documents they create, send, modify or otherwise touch. If they want, they can leave the older data to gradually be retired without being classified. Alternatively, organisations can classify their backlog of existing data, using data discovery.

Data discovery is the process of scanning data repositories and reporting on the findings. Data discovery can serve many purposes, such as enterprise content search, data governance, and data analysis and visualisation. But when combined with data classification, it becomes the process of identifying resources that might contain sensitive information, so you can make informed decisions about how to properly protect that data.

Benefits of data classification

Data classification helps you improve both data security and regulatory compliance:

• Security of critical data — To safeguard sensitive corporate and customer data adequately, first of all, you must know and understand your data. Specifically, you should be able to answer the following questions:

  • What sensitive data do you have (IP, PHI, PII, card data, etc.)?
  • Where does this sensitive data reside?
  • Who can access, modify and delete it?
  • How will it affect your business if this data is leaked, destroyed or improperly altered?

Having answers to these questions, along with information about the threat landscape, enables you to protect sensitive data by assessing risk levels, prioritising your efforts, and planning and implementing appropriate data protection and threat detection measures.

• Compliance with regulatory mandates — Compliance standards require organisations to protect specific data, such as cardholder information (PCI DSS), health records (HIPAA), financial data (SOX) or EU residents' personal data (GDPR). Data discovery and classification help you determine where these types of data are located, and make sure that appropriate security controls are in place and that the data is trackable and searchable, as required by regulations. By focusing your compliance efforts on data that falls under the regulations you're subject to, you increase your chances of passing audits and maintaining day-to-day compliance.

Guidelines for data classification

There is no one-size-fits-all approach to data classification. However, the classification process can be broken down into four key steps, which you can tailor to meet your organisation's unique needs as you develop your data protection strategy.

Step#1. Establish a data classification policy. First, you should define a data classification policy and communicate it to all employees who work with sensitive data. The policy should be short and simple and include the following basic elements:

• Objectives – The reasons data classification has been put into place and the goals the company expects to achieve from it

• Workflows – How the data classification process will be organised and how it will impact employees who use different categories of sensitive data

• Data classification scheme – The categories that the data will be classified into

• Data owners – The roles and responsibilities of the business units, including how they should classify sensitive data and grant access to it

• Handling instructions – Security standards that specify appropriate handling practices for each category of data, such as how it must be stored, what access rights should be assigned, how it can be shared, when it must be encrypted, and retention terms and processes. Since these guidelines may change, it is best to maintain them as a separate document.

Step #2. Discover sensitive data. Once the policy is established, it's time to decide whether you need data discovery. If you choose to classify only new data, some business-critical or sensitive data that you already have might be left insufficiently protected. If that risk is unacceptable, you need to invest money, time and effort to run data discovery and apply your classification policies to your existing data.

You can automate the data discovery using applications designed to identify systems and resources, such as databases or file shares, that might contain sensitive information. Some tools even report both the volume and potential category of the data.

Step #3. Apply labels. As an optional step, you can give each sensitive data asset a label in order to improve data classification policy enforcement. Labeling can be automated in accordance with your data classification scheme or done manually by data owners.

Step #4. Use the results to improve security and compliance. Once you know what sensitive data you have and its storage locations, you can review your security policies and procedures to assess whether all data is protected by risk-appropriate measures. By categorising all your sensitive data, you can prioritise your efforts, control costs and improve data management processes.

Step #5. Repeat. Data is dynamic: Files are created, copied, moved and deleted every day. Therefore, data classification should be an ongoing process in the organisation. Proper administration of the data classification process will help ensure that all sensitive data is protected.

Data classification categories

There is no one "right" way to design your data classification model and define your data categories. For instance, U.S. government agencies often define three types of data: Public, Secret and Top Secret. NATO used a five-level scheme for the Manhattan Project. One option is to begin with a simple three-level type of data classification:

• Public data - May be freely disclosed with public

• Internal data - Has low security requirements but is not meant for public disclosure (e.g., organisational charts)

• Restricted data - Highly sensitive internal data whose disclosure could negatively affect operations and put the organisation at financial or legal risk (e.g., customer, patient, and employee personal information; logins and passwords).

Your organisation can use these three categories to define an initial data classification model and later on add more granular levels based on data content (PII, PHI, etc.), relevance to compliance standards or business specifics, and other criteria.

As you can see, data classification is not a magic wand that secures data or ensures compliance with regulatory requirements by itself. Rather, it helps organisations improve their security posture by focusing their attention, workforce and financial resources on the data most critical to the business. Once you have prioritised your risks, you better understand how to ensure appropriate data protection and ongoing compliance with security policies and regulations.

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Is RPA the answer for complex Supply Chain Management?

By Mina Deckard, UiPath

Within the next two years, 72% of companies are expected to be using robotic process automation (RPA) to minimize costs, reduce transaction times, increase productivity, and improve levels of compliance. At least that's what is suggested by a 2017 study by global technology research firm Information Services Group, reported on by the Chartered Institute of Procurement and Supply .

Moreover, the ISG study shows that the automation technology is allowing for a 43% reduction in resources needed for order-to-cash processes, 34% for invoicing, and 32% for vendor and talent management.

Those are tremendous gains for any company, but especially for those concerned with effective management of their complex supply chains. The uptake of automation within the supply chain has, until recently, been slow. However, the development of new capabilities for automation technologies means that a growing number of companies globally are relying on RPA to streamline the flow of goods on their supply-side and gain a competitive advantage with customers on the demand-side.

But how, more specifically, is the leading technology trend poised to impact supply chain management? What are potential use cases as well as their logistical benefits? What can be expected of software robots in the future? Let's look at the potential for automation within the supply chain.

Warming up to RPA

In optimizing their supply chains, companies across many industries — manufacturing, retail, healthcare, and more — have long relied on a range of technologies: TMS (transportation management system), ERP (enterprise resource planning), CRM (customer relationship management), and RFID (radio frequency identification). Still, automation technologies like RPA have only gradually been adopted within supply chains... until now, that is.

In the very beginning, RPA software robots were unintelligent and lacked the agility required to handle the skill-based, non-standardized interactions of complex supply chains that depended on human intervention. However, continuing advancements in the evolution of the automation technology show great potential for supply chain management.

More and more, the incorporation of cognitive and knowledge-based capabilities with RPA is allowing software robots to act like human employees. In fact, intelligent automation is developing as an overlap between cognitive process automation, intelligent computer vision, and intelligent OCR (optical character recognition) to automate beyond tasks based on well-defined business rules and clear instructions for processing inputs.

As part of this, knowledge-based capabilities allow for judgements based on data patterns. Within supply chain management, for example, this level of automation can involve automated delivery delay escalation, customer service bot interactions, and change requests for transport slots.

At an even higher level, cognitive automation relies on complex algorithms and pattern recognition guided by self-learning to make predictions and support decision making. With respect to supply chains, cognitive automation can involve the automation of supply/demand balancing as well as vendor selection.

Automated supply chains: a use case

As a result of such cognitive augmentation, RPA is being increasingly adopted within the supply chain to mimic the actions of human employees: capturing, replicating, and processing data, communicating with customers, as well as making judgements and learning from past actions. Take, for example, a leading food producer based in Europe looking to streamline its vendor and customer relationships. With the adoption of RPA, the company was able to automate a range of processes on the supply-side and on the customer-facing side.

Vendor selection & procurement

In selecting and procuring vendors for seeds, fertilizers, and transport materials, the food producer engaged in a highly manual process that involved employees preparing an RFQ (request for quotation) package, communicating to vendors, performing a preliminary analysis of vendor documents, evaluating

the vendor and running a credit check, as well as finalizing the vendor selection. Upon implementation of RPA, the company was able to automate the majority of these steps.

Human intervention was only required for the preliminary work involved with specifying the project for sourcing, generating a list of potential vendors, and engaging in face-to-face site visits and negotiations. Post-automation, the food producer was able to improve cycle time by 25-50% and processing time by 15-45%.

Shipment status communication

The food producer in question regularly receives inquiries from customers about the status of their order shipment. Prior to automation, shipment status communication was entirely manual: the employee received and opened the customer email as well as opened the shipment system to find the shipment record in ERP. The employee then gathered the necessary information, sent a status update to the customer, and closed the case in the system.

RPA, however, was able to take over opening the email system, recognizing text from the customer, logging into the shipping portal, determining the shipment status, replying to the customer, and moving on to the next customer email — with human intervention only being required for exceptions. Post-automation, the food producer was able to eliminate 40-60% of the manual effort required in answering customer status queries.

Supply & demand planning

Planning is a crucial component of the management of any supply chain, especially with regards to predicting future requirements of supply and demand.

Prior to automation, such planning was no easy task: Employees were tasked with seeking out and gathering the necessary data (for example, from vendors, customers, market intelligence, as well as the production and sales teams), combining the collected data into a standardized format, running simulations, analyzing data exceptions, and confirming and communicating the plan.

With RPA, the company was able to automate the majority of these responsibilities: gathering and merging the necessary information from various sources, running data cleansing tools, as well as transforming the final data into a plan and providing the necessary communication to partners, customers, transporters, and logistics teams.

Post automation, the human role was limited to handling robot exceptions, running simulations, and running supply and demand meetings to seek plan consensus. The food producer attained 20-40% improvements in the data collation and admin effort involved with supply and demand planning.

Supply chain 4.0

With RPA, supply chains attain enhanced cycle time and agility, increased capacity and asset efficiency, improved receivables, as well as high levels of supplier, customer, and employee satisfaction. But in addition to recognizing these benefits, it's also important to acknowledge the foresight that is needed in order to leverage automation successfully at scale. Companies should set up an RPA governance team and steering committee, put thought into process selection , and foster discussions around the redeployment of employees.
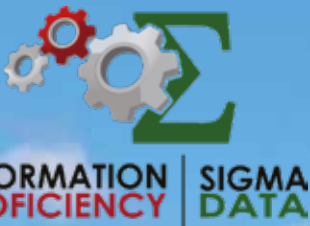
Artificial Intelligence is Dumber Than a Bee. For Now!

By David Yang

The nervous system of a mosquito consists of about half a million neurons. That of a bee – of 800,000 neurons, of a dog – of 160 million neurons. A human has 85 billion neurons in the system. Modern computer systems contain only a few hundred thousand neurons and in rare cases, a few million, which, in terms of intelligence, is comparable to a bee. Bees are technically 100 times dumber than dogs and 100,000 times dumber than humans.

However, if computer technologies continue to develop at the current speed, then, according to futurist Raymond Kurzweil and other researchers, desktop computers will outsmart or even surpass the human brain in computational capabilities by 2030-2040.Does this mean that robots will triumph over people in 2030-2040? Not quite. But the future will still be exciting. Artificial intelligence will learn to create other artificial intellects more efficient and powerful than human-designed systems. And, by that time, AI will be in use in every business, in all parts of our life.

The evolution of the electronic intellect

In the 1990s, the first AI technologies required rules. Engineers and experts laboured long, teaching intelligent technologies to produce and test different hypotheses and rules.

For example, this is how text is recognized when there are millions of fonts: an expert lays out letters on the elements and creates a rule: if you see a small bar attached to the left side of a circle, it is the letter "p". Other hypotheses are developed when recognising the circle and the bar – these are "p", "d" or "b", and are either proven or refuted. This is how ABBYY FineReader software learned to recognise even fonts it has never seen before. That was magic.

Modern machine learning technology is even more magical. Modern artificial intelligence does not need to define data structure and invent rules. You just need to feed in a million texts and show it a thousand characters, similar to the letter "p". The artificial neural network will learn from these examples, find consistent patterns in them and start generating its own solutions, picking all the "P"s. This is very similar to a black box and to how a human thinks: the neural network builds its own neural connections in such a way that enables it to understand incoming signal.

More advanced artificial neural networks are capable of training themselves without any human input. There is no need to show them letters "p", the system itself understands that sentences consist of words, that words comprise letters, and that the English alphabet for example, consists of 26 letters. This is the highest league – the self-learning neural networks.

A similar network taught itself to play the game Go and won with a score of 100: 0. That is, despite the number of combinations in Go exceeding the number of atoms in the universe. And the game cannot be won by force.

Self-learning artificial neural networks are already able to select cats or dogs from images of a million animals. Next is the ability to distinguish between soft and hard objects, between water and trees. Intelligent technologies understand the meaning of words and sentences in vast complex texts, they are able to extract the necessary information, for example, about persons, dates, locations and see connections between them. Neural systems have already started to learn how to make complex decisions.

There are still some broad challenges for AI, as many hypotheticals demonstrate. If a self-driving car sees a person running across the street, it will either brake or move to the side of the road. But the situation may be complex: suppose a group of children is crossing an icy road while an elderly man stands on the roadside. Any outcome suggests a victim.

What must AI do when critical sacrifices are inevitable? Should we entrust this decision to the "black box" of artificial intelligence or should we introduce rules in such a situation? We still have to provide answers to many questions about how intelligent systems should operate.

What is around the corner?

Progress in technology is irreversible. "AI is the new electricity," said Andrew Ng. The question is whether we will use its high-voltage wires for development or get a short circuit.

We can expect real business to apply intelligent technologies in the near future and see a rise in efficiency as AI helps make business decisions. These are the some of the projects already underway:

• Banks are using AI technologies as a much faster way to analyse documents for customer-onboarding, assessing risks when issuing loans, and identifying financial irregularities.

• In large corporations, AI checks tender documents and determines the best supplier.

• In telecom and retail networks, AI can process client requests, respond to comments in social networks, analyse open sources and internal documents to identify reputational risks.

• In construction and manufacturing AI sends notifications about various incidents to quickly fix a workplace emergency, verifies project documentation and helps reduce project costs at an early stage.

Another emerging trend is recognition in the video stream. When you point the camera at any surface or object, such intelligent technologies instantly extract information. Very soon they will be used everywhere to recognise data from documents – passports and id-cards, driving licenses, as well as car numbers, signs, counters, monitors and much more.

In addition, systems that analyse images from video cameras and instantly understand what is happening will soon come into everyday use. They will be able to understand who went to the pool – a dog, a child or a kangaroo, to analyse the actions of the object and decide how to react. In retail outlets, analysis of the video stream will allow owners to monitor and evaluate the behaviours of both staff and buyers. So, the elements of artificial intelligence will be present in all spheres of life.

Will artificial intelligence replace people and provoke unemployment? I don't think so. Most likely, we will simply reduce the working week to 3 or 4 days. The rest of the time can be devoted to self-development.

David Yang is a co-founder of ABBYY, the leading developer of document recognition, data capture and linguistic software. He holds an M.S. in Applied Mathematics and Physics, is the author of a large number of scientific publications and holds many patents.

Driving Real ROI with Intelligent Capture

By Henry Patishman

Many technological advancements in the past 100 years have changed the way businesses operate, but perhaps none will have a greater impact than Artificial Intelligence. The past few years have seen new wave of innovations brought about by Artificial Intelligence (AI) that automates business processes and improves efficiencies across enterprises. A recent research by PwC reveals that Artificial intelligence (AI) will contribute as much as $15.7 trillion to the global economy by 2030.

That enormous value creation comes from productivity gains resulting from automating business processes and augmenting the existing labor force, as well as increased demand for higher quality and more personalized AI-based products.

These benefits notwithstanding, the absence of simple ways to measure and compare return on investment for AI-powered solutions makes many businesses wary of investing in them. AI requires a fundamental shift in how organisation collects, processes and leverages its data for intelligent automation. This calls for update of IT infrastructure and internal processes, changes people's roles in the organisations, even while positive results from these changes may not be visible in the short term. Such challenges make changes risky enough and could potentially trigger delays in the return on investments.

This is not always the case, however. A technology like Intelligent Capture that can extract information from any unstructured files and automate an entire business process from start to finish seems like an excellent tool for making money.

As far as workflow goes, modern intelligent capture can transform documents in multiple formats into transaction data even at the point of origination. It can handle the way documents are sorted, filed or routed for approval by applying business rules to the data extracted from those documents. Moving beyond traditional OCR function, Intelligent Capture has taken on more sophisticated roles such as intelligently matching various documents and managing wider range of exceptions. It can read, understand and extract information and insight from any unstructured data source, with a level of accuracy good enough to tackle high-volume, repeatable processes like accounts payable or sales order processing.

An unassailable business case for implementing modern intelligent capture technology is its built-in capability to process virtually any type of document. Every organisation wants to have their business-critical data readily accessible in such a way that they can be traced anytime, anywhere, and by any authorized employee. Intelligent capture technology can capture and process different types of unstructured data ranging from paper-based documents and images to emails and web content. AI-powered capture platforms achieve this by leveraging machine-learning capabilities, which enable the technology to learn, adapt and improve at document processing with experience. As well as improving efficiency and accuracy, intelligent capture can be integrated with structure data systems like ERP software to verify and validate results.

This becomes even more important given that capture technology not only provides data for processing ongoing transactions, it is also a source of training datasets for machine learning algorithms. This smart platform help to automate business processes and leverage AI to practice and "learn" allowing companies to focus more on their strategic goals and ultimately on improving their bottom line.

AI requires training while training requires labelled datasets. If, for example, an organization wants to train AI to control and manage expenses, it needs to ensure that expenses are properly recorded and data from all incoming invoices and receipts is processed accurately and timely. This is exactly what intelligent capture does— capture data with accuracy and precision, which could be used for training of AI systems.

Modern intelligent capture technology extracts data from billions of forms, financial documents, medical records, IDs and other sources in thousands of organizations. Efficiency of this transactional data extraction is proven by strong ROI coming from early payment discounts, no late fees, and higher customers' satisfaction.

For today's businesses, structured data is the new currency with a value and a price. Before the digital transformation revolution, the value of capture technology mostly came from streamlining operations and saving processing costs. That explains why the technology was used mostly in business critical transactions.

With the widespread adoption of AI, the value of data has grown dramatically as new opportunities emerged for leveraging AI to find new insights or create competitive advantage from the same set of data. Whether by extracting information from unstructured files or automating an entire business process from start to finish, the modern AI-based capture technology is driving the real ROI.

Henry Patishman is Director of Sales, Australasia at ABBYY.

How Machine Learning Can Raise the Bar in Customer Service

By Eric Bussy

Machines are exceptionally good students. We can see that in the rapid and widespread adoption of machine learning — also known as auto-learning — to automate and improve the collection and processing of large amounts of data. A version of artificial intelligence, machine learning refers to the ability of computers to adapt and learn new things without having to be specifically programmed with new software.

This capacity to continuously build a knowledge base and to analyse data and identify patterns is particularly useful in industries that generate large volumes of documents, such as healthcare and finance. But it also has important applications in any business situation that requires a company to accurately process sales orders.

The Risk of Human Error

A good way to illustrate the challenge of relying on people to accurately process sales orders is the childhood game of Chinese Whispers. In the game, each player whispers a phrase or piece of information from one person to another in a circle. The last player then says the phrase out loud. Inevitably the original phrase has been significantly altered.

While this may make for a fun game, it doesn't elicit many laughs in the business world. Indeed, sales orders with illegible information, errors or missing details eventually require someone to check and correct any inaccuracies, a time-consuming, expensive and not always error-free process itself.

In far too many instances, error-riddled sales orders lead to lost sales or unhappy customers. In fact, according to a recent Aspect survey, 49 percent of consumers have stopped doing business with at least one company in the last year because of poor customer experience.

Which makes it a problem tailor-made for document process automation that utilises machine learning algorithms.

Removing the Guesswork

Here's how the flip side of the Chinese Whispers game might look with auto-learning technology in a sales order setting. Let's say the company taking the order is a pharmaceutical manufacturer. Traditionally, the customer buys two to five units of a medication. But in this particular instance, the customer opts to order 50 units.

Even the most diligent sales agent - if they are exceptionally busy or distracted by other duties - could miss just how different this particular order is from the customer's past transactions. But an auto-learning-enabled document process automation system would recognize and flag this anomaly. It may very well turn out that the order is correct, but by identifying and flagging the sale, the automation system can trigger a follow up by a customer service representative.

And that is exactly what customer service representatives should be doing. Instead of examining the minutiae of orders looking for errors and anomalies in sales transactions, the best use of employees' time is ensuring that customers are getting what they want and finding new ways to deliver more value to them.

Much has been written about how automation and machine learning will impact future employment. In the best-case scenario, emerging technologies don't actually replace jobs but rather enhance the ability of employees to perform them by taking over duties that are time consuming, error-prone or of low value. That is exactly the case in the order-taking realm of sales.

The application of auto-learning to document process automation builds on past, albeit inadequate, efforts to improve accuracy and efficiency. Document process automation once relied on the construction of knowledge databases that would track users' habits. As the database gained knowledge and experience of users' habits, it would be able to make corrections to common mistakes — much the same way word processing software fixes spelling and grammar mistakes.

But this approach to document process automation was hardly ideal. Document quality had to be high and certain fonts - not to mention all handwriting - simply couldn't be processed. These inadequacies translated into characters not being recognised properly, or at all. It also means that people had to review the documents for accuracy, which hardly delivers on the true promise of document process automation.

A Continuous Improvement Model

In sharp contrast to this static approach, cloud technology-enabled auto-learning gets smarter and better over time. Instead of just correcting data that was entered by an employee, this advance in document process automation is able to examine large numbers of customer orders and recognise which keywords are commonly used in specific fields. As the system learns more about which keywords are associated with specific fields, it becomes adept at filling in the fields itself.

What makes this different and better from past efforts at document process automation? Put simply, it's because the system has a tremendous capacity to learn from past mistakes - it never makes the same mistake twice. For instance, if an employee reviews sales orders compiled by the system and finds a series of mistakes, the system will adjust how it processes information to ensure that its future processing will be more accurate and efficient. This is a system that will only get better in the future, as improved algorithms help it work faster and more accurately.

It's hard enough to land sales in the first place, yet the challenge doesn't end there. It's imperative to any company's brand reputation and bottom line to maintain a satisfied and loyal customer base. The power of machine learning will ensure that the orders you receive will be processed correctly and free up customer service representatives to do what they do best - delivering on promises and fulfilling customer needs.

Eric Bussy is Worldwide Product Management Director at Esker.

ESKER®

TREK BICYCLE REDUCES DSO & IMPROVES GLOBAL CUSTOMER EXPERIENCE WITH ESKER'S AUTOMATED COLLECTIONS MANAGEMENT SOLUTION

TREK

Trek Bicycle is a privately owned corporation headquartered in Waterloo, Wisconsin, USA. As the largest bicycle company in the United States, Trek has 16 international distribution centres and 5,000 independent bicycle dealers around the world. However, if there's one downside to global business success, it's this: Managing important business processes — in Trek's case, collecting payments — is often costly, complex and unsustainable.

Trek didn't have standardised collections tool before Esker. Everyday tasks, like sending reminder letters, were all done manually with no real consistency in their process. With 60% of its business coming from outside the USA, it was crucial that they implement a true global solution.

HOW ESKER'S COLLECTIONS MANAGEMENT SOLUTION WORKS

Esker's solution works similarly to how other departments use CRM software to manage critical workflow functions. Through a centralised digital interface, users can orchestrate post-sale collection interactions with greater ease, oversight and autonomy thanks to tools such as:

- Payment reminder emails
- Rule-based task lists
- Collections forecast
- Root-cause analysis & case resolution
- Account lookups & call logging
- Payment plans

GLOBAL EXPERTISE & PARTNERSHIP

The other credit and collections vendors Trek looked into didn't have Esker's global expertise. Esker worked with Trek to translate the interface into 14 different languages, engaged with Trek's international partners on payment strategies, and even helped the company in improving the look and feel of its statements. It was a true partnership.

SOLUTION IMPLEMENTATION

With Esker, Trek now has a collections management solution specifically designed to standardise global operations, utilised by 32 collectors in 18 offices worldwide, while also making its process faster and more user-friendly for both staff and customers.

The solution was officially rolled out in March 2017 and is currently being released to Trek customers in Europe and the United Kingdom.

> *The discipline that Esker drives in the credit and collections process is phenomenal. In my 20-plus years, it's the **best product** I've ever used based on its **simplicity** and **ease of navigating**.*
>
> Andrew St Clair | Global Director of Financial Services

BUSINESS BENEFITS

- **Reduced past-due percentage by 4%**
- **Reduced Days Sales Outstanding (DSO)**
- **Increased productivity;** several staff members were able to be reallocated to more business critical positions
- **Improved collaboration;** users can now log into Esker, choose an invoice and assign tasks to other departments (e.g., cash application, etc.)

- **Higher satisfaction;** customers now have access to a self-service portal to make payments, manage preferences and more
- **Enhanced visibility;** customisable monthly management reports can be accessed directly from the dashboard

ABBYY

Phone: (02) 9004 7401
E-mail: sales@abbyy.com.au
Web: www.abbyy.com.au

ABBYY is a leading global provider of technologies and solutions that help businesses to action information. The company sets the standard in content capture and innovative language-based technologies that integrate across the information lifecycle. ABBYY solutions are relied on to optimize business processes, mitigate risk, accelerate decision making and drive revenue. Thousands of companies process more than 9.3 billion pages of documents and forms annually using ABBYY technologies.

ABBYY solutions and products are used by many of the largest international enterprises and government organizations, as well as SMBs and individuals.

ABBYY technologies are licensed by world-leading hardware and software vendors to provide Image Pre-Processing, OCR, Data Capture and Format conversion capabilities for their products. ABBYY technologies and products, available on a number of platforms (mobile, desktop and server) and a variety of operating systems (Windows, Linux, Mac, iOS, Android, etc.), include FineReader, PDF Transformer, FlexiCapture, Recognition Server, Mobile Imaging SDK, Lingvo, and ABBYY Compreno-based Semantic technologies.

DocsCorp

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DocsCorp is a leading provider of productivity software for document management professionals worldwide. Our offices and products span the globe with over 500,000 users in 67 countries. Our clients are well known and respected global brands that rely on DocsCorp for their technology needs. Our mission is to provide document professionals who use enterprise content management systems with integrated, easy-to-use software and services that extend document processing, review, manipulation and publishing workflows inside and outside their environment to drive business efficiency and to increase the value of their existing technology investment.

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

Kapish

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Kapish is a member of the Citadel Group (ASX: CGL). Citadel solve complex problems and lower risk to our clients through our tailored advisory, implementation and managed services capabilities.

With over 250 staff nationwide and an ability to 'reach back' and draw on the expertise of over 1,500 people, we are specialists at integrating know-how, systems and people to provide information securely on an anywhere-anytime-any device basis.

Servicing both large and small, public and private sector organisations across all industries, our team of highly qualified staff have global experience working with all versions of Micro Focus Content Manager (CM).

It is this experience coupled with our extensive range of software solutions that enable our customers and their projects to be delivered faster, more cost effectively and with more success. At Kapish we are passionate about all things Content Manager. As a Tier 1, Micro Focus Platinum Business Partner, we aim to provide our customers with the best software, services and support for all versions of the Electronic Document and Records Management System, Content Manager.

Quite simply, our products for CM make record-keeping a breeze. Kapish was recently awarded the HPE Information Management & Governance – Partner of the Year 2017 award.

Fujitsu Australia

Tel: 02 9776 4555
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Web: au.fujitsu.com/scanners

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

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

FileBound

Phone: 1300 375 565
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FileBound is an end-to-end process automation solution for enterprises of all sizes. FileBound is a cloud-native document management system with advanced workflow capabilities that automates the flow of enterprise work. This comprehensive enterprise content management (ECM) solution features capture, document management, workflow, electronic forms, analytics, mobile access (IOS and Android) and much more. It presents in a single, easy-to-use application that manages business processes from beginning to end and reliably connects people and information. FileBound provides organisational efficiencies, drives out manual paper-based processes to decrease costs, increase productivity and support compliance with internal and external mandates. FileBound users have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.

Information Proficiency/Sigma Data

Tel: 08 6230 2213
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Web: infoproficiency.com.au

Information Proficiency/Sigma Data specialise in Information Management Solutions, Technology and Services. Our focus is on implementing efficient processes critical to enhancing productivity, improving transactional speed, reducing costs and achieving regulatory compliance for your organisation.

We supply and support Records and Content Management software and solutions that improve business processes, as well as our range of leading productivity and connectivity tools. We work hard to understand our client requirements and implement solutions to match. Our team is made up of experienced and diverse industry certified professionals. We strive to build lasting relationships with our clients, providing continuous improvement and mature solutions which significantly improve your end-to-end business processes and outcomes.

UpFlow

Phone: 1300 790 360
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PSIGEN, PSICapture is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability. PSI:Capture provides unmatched integration with just about any ECM or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc.] and allows the utmost in flexibility for deployment in large or small organisations. Whether you want a simple scan workflow or complex document capture, PSI:Capture provides a solution to meet your specific needs. Document Capture and Scanning is a challenge in any organization. With an array of scanning devices, capture needs and backend content management systems, it is ineffective to settle for multiple applications to accomplish one goal. PSI:Capture provides a single capture platform that can meet all the needs of an organisation. UpFlow is the Asia Pacific distributor for PSIGEN, PSICapture.

EzeScan

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EzeScan is one of Australia's most popular production capture applications and software of choice for many Records and Information Managers. This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002. Solutions range from centralised production records capture, highly automated forms and invoice processing to decentralised enterprise digitisation platforms which uniquely align business processes with digitisation standards, compliance and governance requirements. With advanced indexing functionality and native integration with many ECM/EDRMS, EzeScan delivers a fast, cost effective method to transform your manual business processes to highly intelligent digital workflows.

EzeScan benefits include:
- initiate intelligent automated processes;
- accelerate document delivery;
- minimise manual document handling;
- capture critical information on-the-fly; and
- ensure governance, regulatory and digitisation standards compliance.

OPEX

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OPEX is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide. OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecomm unication, service bureaus, educational institutions, and fulfilment operations. OPEX has developed innovative prep reducing scanners that address the root causes of workflow issues our customers face. Minimising preparation, paper handling, and other manual tasks not only improves efficiency, but also results in superior transaction integrity and information security. As documents are removed from envelopes/folders and scanned, operators can view each image to ensure it is properly captured. This prevents time-consuming and costly re-scanning later in the process. Moving image capture upstream also reduces information management risks.

Objective

Phone: 1800 065 640
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Web: www.objective.com

Designed for government and regulated industries, Objective's solutions extend governance across the digital workplace;
enabling information, processes and collaboration that support modern business.
Objective's core software is a suite of applications with built-in information governance, including: document management, records management, drawings and plan management,
digital redaction, reporting insights, workflow, enterprise content management, collaborative authoring and secure collaboration with external parties.
Objective's industry solutions bundle selected content services to address specific business challenges. Based on extensive customer experience and industry best-practice, they are pre-configured to fast-track implementation and realise benefits sooner.
These solutions integrate with existing information management platforms such as Micro Focus Content Manager, SharePoint, TechOne ECM and Objective ECM.
Solutions include:
• For state and federal government: Ministerial correspondence; Parliamentary briefs; Cabinet papers; Freedom of Information.
• For local government: Licenses and permits; Building and development assessments.
• For health services: Provider contracts and invoicing; Patient referrals.
• For financial services: Product disclosure statements.

Epson

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

Bottomline Technologies

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The ability to pay and get paid is critical for every business. But business payments are inherently complex and getting more so every day, making it difficult for organizations to create a business payments strategy that helps them be successful.
Bottomline Technologies, an innovator in business payment automation technology for 30 years, eliminates that struggle by helping companies make complex business payments simple, smart and secure.
The proof of our success lies in the fact that Bottomline's solutions are being used by thousands of companies in 92 countries to simplify and streamline payment processes, dramatically improve cash management and rapidly gain full control over payments.
That's billions of transactions processing trillions of dollars of payments every single year. Corporations and Banks worldwide rely on Bottomline for domestic and international payments, efficient cash management, fraud detection, regulatory compliance and more. What can we do for you?

Esker Australia

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Esker is a global leader in cloud-based document process automation solutions.
Esker's solutions are compatible with all geographic, regulatory and technology environments, helping over 11,000 companies around the world improve efficiency, visibility, and cost-savings associated with the processing and exchange of information.
Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin and AUS/NZ headquarters in Sydney, Australia since 1997.
Esker's solutions span order-to-cash and purchase-to-pay - allowing organisations to automate virtually any business process:
- Order Processing: automated entry and routing of incoming customer orders
- Accounts Receivable: automated sending and archiving of paper and e-invoices
- Collections Management: streamlined post-sale collection interactions
- Accounts Payable: automated entry and routing of incoming supplier invoices
- Purchasing: electronic processing and delivery of supply chain documents

Ephesoft updates Smart Document Capture Solution: Transact 4.5
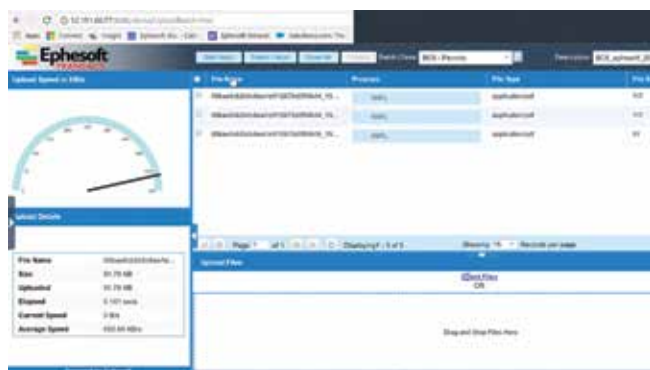
Uploading a batch class in Ephesoft Transact 4.5

Ephesoft has launched Ephesoft Transact 4.5, for smart document capture, classification and export of unstructured content.

New features in Ephesoft Transact 4.5 include:

 • Machine learning Web Services APIs. This provides developers and IT professionals with flexibility to integrate machine learning into existing document capture solutions to capture metadata fields.

 • Auto extraction using supervised machine learning. Ephesoft Transact introduces powerful capabilities to configure and extract metadata from tables and line items. Admins can train the system to "learn" tables, improving accuracy—particularly with accounts payable processing.

 • Improved processing speed. The Ephesoft platform runs on a 4-core processor as its baseline, which can be upgraded depending on the volume of documents to be processed. Users with higher volumes of data will see up to a 64% performance increase and more than 750 pages processed per minute.

 • Export functionality for Box, SharePoint, SAP and Web Services. Ephesoft's Box and SharePoint export plugins are ready-to-use connectors eliminating the need for custom code. The new Web Services export feature lets developers export directly from Transact to any custom Web Services endpoint.

 • Added language support. Chinese, Japanese, Korean and Thai have been added to OCR functionality in addition to Dutch, English, French, German, Spanish and Italian that are currently supported. For Transact on Linux (using the Nuance OCR engine), Transact 4.5 adds Arabic and Asian languages.

 • Other features. Transact 4.5 adds knowledge bases, side-by-side table extraction, the ability to perform RESTful API lookups into other systems, as well as support for Microsoft Exchange Web Services.

 • Additional supported operating systems. Windows 10, RHEL 7, Ubuntu 16.04, centOS 6.9, and centOS 7.2.

Quick Start Solution for Data Governance

A new Data Strategy Package from DATUM leverages a proprietary Information Value Management platform to focus on the capabilities necessary for organisations to easily get started with data governance.

This new Data Strategy Package arms users with the core functionality necessary to start formulating and executing on a well-rounded data governance program, within a departmental initiative or even within a smaller enterprise.

With key automation for integrating data governance into analytics and MDM infrastructure, the results drive a sound data governance program connecting ownership to the data that matters and accelerating time to value for digital transformation

initiatives. The Data Strategy Package offers a manageable, entry level option for organizations just getting started with data governance. As customers mature their program, adding additional capability such as Discovery and Search, Data Catalogue, Data Quality integration can be integrated

www.datumstrategy.com

Redwood broadens robotics support

Redwood Software has announced the launch of its latest Redwood Robotics solution, an evolution of its existing technology that taps into its catalogue of more than 35,000 plug-and-play robots. The updated offering includes a revamped interface, and now supports wider processes across HR, IT operations, supply chain and others.

Business users are empowered to define robotic business processes without having to resort to scripting and low-level user interface-based manipulation. This allows them to shift the focus from worrying about controlling the RPA tool, to improving the process and delivering value to the business.

The solution delivers across the whole lifecycle from defining the process, interacting with systems, manipulating and managing data and applying business rules and logic. In addition, it manages the interactions with people whose skill and knowledge is still required and orchestrates this end-to-end across the whole enterprise.

In November last year, Redwood Software announced the release of its new Plug & Play robot catalogue for Oracle EBS and PeopleSoft suites, delivering up to 100% automation for organizations while also offering accelerated delivery and greater levels of flexibility.

https://www.redwood.com/

Making a case with digital evidence

Investigative teams are promised the ability to identify relevant evidence more easily and tell a holistic story more efficiently with an enhanced user interface and new customisable investigator reporting in Cellebrite Analytics. Cellebrite has added interface upgrades so that investigative teams can capture, organise and produce case reports in an easily understandable format that can be shared with peers or effectively presented in court.

Cellebrite Analytics allows investigators and prosecutors with all levels of technical skill to quickly surface more insights from text and media artifacts via:

• Image Similarity: innovative machine learning algorithms automatically detect and pinpoint images that contain similar items such as faces, objects, symbols and themes. By simply uploading or selecting an image, the system immediately identifies only the relevant media.

• Expanded language search capabilities including enhanced Arabic OCR and key-word search capabilities that immediately identify any text and image artifacts that contain Arabic textual elements.

Investigators can now develop profiles, and examine suspects and victims in a thorough, streamlined approach by leveraging new capabilities such as:

• Device Owner Colour Indication: improve the visual understanding of all digital evidence and quickly differentiate between device owners by assigning a unique colour identifier to each owner. This simple yet powerful capability is extremely useful when viewing data in any of the contextual views (List, Graph, Map) from multiple owners in one single view.

• Enhanced Person View: identify people faster and generate a comprehensive digital profile by automatically unifying all digital identifiers (i.e., phone numbers, email addresses, aliases and user accounts) into one contact card.

h*ttps://www.cellebrite.com/en/home*

Kapish launches Explorer Version 5

Australian solution provider Kapish has updated its popular Kapish Explorer tool designed to allow easy access to Micro Focus Content Manager via the familiar Windows Explorer interface. Version 5 of Kapish Explorer incorporates more than 200 bug fixes, new features and enhancements for document and records management.

Zip and Email is a new feature that provides the ability to select multiple Records (yes both Documents and Folders), zip them and then send via email. Once the Records are selected it is possible to stipulate the name of the zip file as it will appear in the email attachment.

This opens a new email and attaches the zip file ready for sending. The user's Outlook email signature is also included in the new email message.

If for any reason that you don't want to email the zip file straight away, it is possible to create the zip and save it for later use.

Kapish has created a new way to customise the display settings for Columns. There are 9 Object Types that can be applied to customise which columns are available for selection and the order and width of the columns.

This allows for the default columns to display differently in different modes, for instance when working in Workflows or at Classification level.

Locations can be set to show a particular set of columns while Records can have a completely altered set of columns that display information that is relevant to documents.

Once the Administrator sets these options, all users will be required to have these new display settings, which is ideal for new implementations. Alternatively, the settings can be saved as a Global setting that users extract as they need.

Another new feature is designed for those who often work remotely and have the frustration of losing connection to their CM database.

Previously, if you were working remotely on a document and became disconnected (e.g. losing a Citrix or VPN connection) you couldn't save the document to check it back in. This required contacting Admin to have them retrieve your file and save it back on top of the metadata-only record sitting in Content Manager.

Kapish Explorer 5 sees the introduction of the 'Missing File Manager' which assists the user in retrieving their missing files.

This allows a user to match the metadata-only record with the electronic document that has been autosaved by Kapish Explorer. The user can open and view the document before reconnecting it to ensure it is the correct document. Then it will reconnect the metadata and electronic document and check it back into Kapish Explorer.

All this happens in the one interface that the user controls, eliminating the need to get IT or CM Administrators involved.

The Kapish team were just about to release Kapish Explorer 5 when Micro Focus released a new version of Content Manager. The release was delayed to ensure all the functionality is compatible with the new version of Content Manager, version 9.2.

Another new feature is the option to navigate to the email thread of a particular record and view the conversation history. There is also a new Workflow option to "Acquire and Complete" in the same step as assigning a Workflow Activity to a Position/Group which of which you are a member.

There is a growing interest in dealing with images and photos in Content Manager.
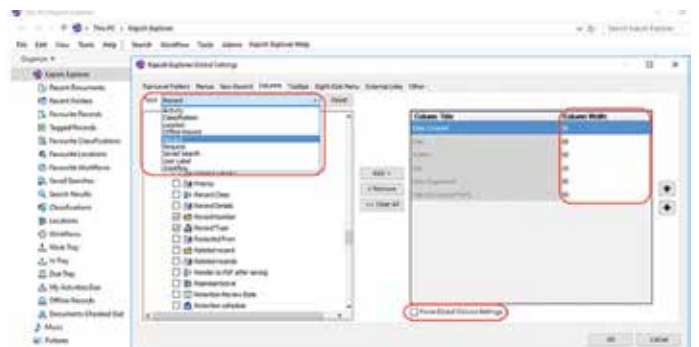
In particular, users want to check-in multiple images from their cameras or mobile phones and at the moment this is a time consuming and labour-intensive process.
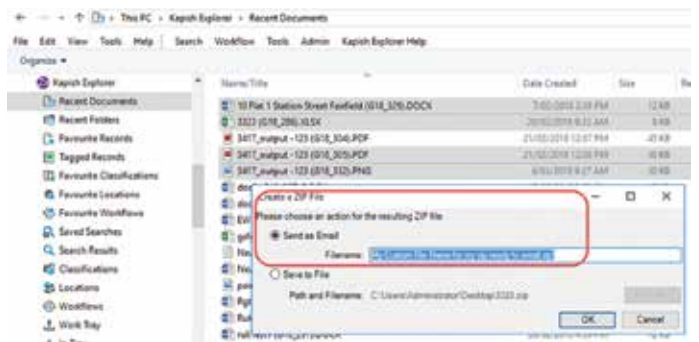
Kapish Explorer 5 – Zip and Email
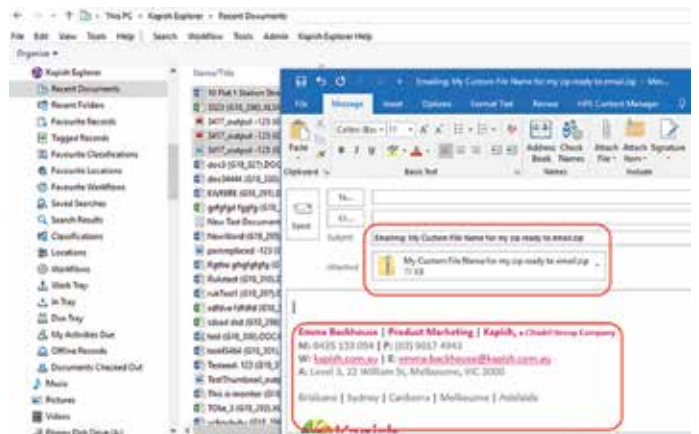
Kapish Explorer 5 Zip and Email attached to new email message

Kapish Explorer 5 Default Display Columns Global Settings

Kapish Explorer 5 features a new 'Import Images Option's tab to assist with the resizing of images upon import.

A range of different image manipulation options can be applied on bulk when the images are imported to save time.

Other smaller enhancements that should save users time and improve their efficiency include:

• Drag & Drop folders from one Classification to another;

• Import Record Type search is not filtered to the current selection;

• Support for multiple tagged records in External Links;

• Assigning Workflows to Active Internal Locations only; and

• Emailing records from Kapish Explorer now appends Outlook email signatures to the outgoing email.

Kapish Explorer is still compatible with HP TRIM and HP Records Manager, and delivers that system in the familiar Windows Explorer interface whilst retaining the security and integrity of an EDRMS.

A free 30 day trial of Kapish Explorer is available. Contact Kapish on (03) 9017 4943 or email sales@kapish.com.au.

Tighter links to Critical Business Apps in latest release of FileBound

Upland Software has announced a new release of its FileBound workflow automation solution. The latest release focuses on content availability, performance and reliability, security, and enhances the day-to-day interaction between FileBound and an organisation's everyday line-of-business applications.

The latest release bridges the FileBound platform to a company's critical business applications, such as Salesforce CRM, Microsoft Dynamics GP, and Skyward School Management Software. The new capability provides FileBound administrators with more control over notifications and exports through process and data collection improvements.

FileBound Connect is a new feature that anticipates and intelligently delivers content relevant to your needs, eliminating the tedious process of searching to retrieve related content.

Connect anticipates the content you need based on the business applications (e.g. ERPs, CRMs, accounting systems, etc.) you work with and automatically delivers it straight to your fingertips. Users are alerted of assignments the moment they are received.

A new Drag and Drop feature adds content to FileBound simply by dropping it into the file – Connect does the rest.

Additional features in this release include:

 • Enhanced business automation by transforming PDFs into clickable, html-based forms in seconds

 • More efficient routing of workflow assignments by collecting pertinent details via online, fillable forms with conditional capabilities

 • Improved flexibility and enforcement of security and content control through more granular security and permission controls.

 • Improved user adoption and understanding across the organisation via context-sensitive help documentation

For more information visit http://info.uplandsoftware.com/filebound-v7.4release.html

Request a demo here: https://uplandsoftware.com/filebound/demo-request/

Veritas adds Classification to ediscovery

Veritas Technologies has unveiled advances to its eDiscovery Platform with new data classification features designed to help compliance and investigation teams ensure regulatory compliance, avoid massive fines and mitigate reputational damage. The new technology also helps organisations to manage personal identifiable information (PII) and Subject Access Requests (SARs).

Within the European Union, individuals already have the right to make SARs and they can ask an organisation to deliver all of the personal data that the organisation holds about them. In addition, individuals can request the purposes for which that data is being processed and which organizations receive it.

These requests will soon become of global significance as the forthcoming General Data Protection Regulation (GDPR) enhances data subjects' rights over personal data and will require that organisations adhere to a month time limit on SAR responses.

However, meeting this time frame may be difficult, as many organisations have limited visibility into what data they have and where it is located.

The latest version of ediscovery Platform includes a new set of review and redaction tools that allow for smarter and faster review. Bulk Redaction is a new feature that can automatically comb through a data set and mask all sensitive data in categories pre-determined by the reviewer across the entire corpus in one single motion.

This capability helps organisations to ensure that they are not accidentally leaking risky data that should have been withheld (such as personal data relating to another individual) when responding to a SAR. Additionally, the ediscovery Platform now includes pre-set redaction codes to ensure consistency throughout the document review process and to enable users to demonstrate to individuals why particular data items were withheld.

https://www.veritas.com/product/information-governance/ediscovery-platform.

NOVO CxP lauds intelligent digitisation

German enterprise software developer inovoo has launched a multi-channel capture platform, NOVO CxP, that receives structured and unstructured data and documents in a wide variety of formats, analyses it and hands it over to downstream processes in a standardised fashion.

NOVO CxP expands classical input management to add multichannel functionality, conversion, artificial intelligence, self-learning content analysis techniques, mobile components and output options. NOVO CxP processes incoming information and hands it over to specialist processes, making it an exchange platform for all forms of data.

NOVO CxP automates email processing within a business. Group mailboxes are automatically processed, while NOVO CxP helps process and archive personal emails using an Outlook plugin or Office documents using an Office plugin.

NOVO CxP offers a range of options for extracting relevant information from a wide range of documents, files and data, either using keywords, OCR technology and language recognition, either from PDF forms or from unstructured or incomplete text.

A combination of these techniques is essential for newer forms of digital communication, since most authors place less value on the clarity of their language in these formats than when using traditional forms such as hand-written letters.

NOVO CxP is capable of running as a client, allowing multiple business processes to run in parallel. Individual processes can be manually started or stopped. Import and export functionality makes it easy to transfer processes from one system to another.

NOVO CxP runs on local servers or in the cloud, and its service architecture means it can be operated as SaaS. NOVO CxP workflows can be integrated into existing solutions as the primary workflow (using a C# interface) or as sub-workflows.

As an open platform, NOVO CxP provides an interface for integrating with other solutions.

www.inovoo.com

SAS enhances text analytics

Analytics giant SAS has announced a new offering, SAS Visual Text Analytics, to extract value from unstructured data using the combined power of natural language processing (NLP), machine learning and linguistic rules.

It addresses business challenges across industries, including managing and interpreting notes, assessing risk and fraud, and using customer feedback for early detection of problems.

Capabilities of SAS Visual Text Analytics include text mining, contextual extraction, categorisation, sentiment analysis and search within a modern and flexible framework.

The software allows users to prepare data for analysis, visually explore topics, build text models and deploy them within existing systems or business processes.

Users can quickly analyse large volumes of data using predefined templates and integrate the output of text analytics with other machine learning and forecasting techniques.

http://www.sas.com/vta

compareDocs can now compare Snippets of Text or Code

DocsCorp's document comparison software, compareDocs, has undergone a major upgrade that includes two new comparison workflows; Compare Selected Text and Compare from Clipboard.

The new Compare Selected Text and Compare from Clipboard functionalities give users the ability to compare specific sections or snippets of text. Rather than comparing an entire document with a modified version, compareDocs users can save time and stay focused on the task at hand by only seeing what has changed between a single clause or the contents of a table, for example. The Compare Selected Text option sends a Word document containing only the selected text to compareDocs, ready to be compared with another Original or Modified section of a document. Users can access this functionality from the DocsCorp Ribbon in Microsoft Word, or by right-clicking on the selected text in the document.

The Compare from Clipboard option creates a Word document containing only the text copied to the clipboard. The clipboard text can be copied from any source including HTML code, web pages, Microsoft Office files and emails. Alternatively, users can paste their clipboard text directly into the Original/Modified fields in compareDocs, automatically creating a Clipboard text document (.docx).

www.docscorp.com/products/see-the-difference-with-compareDocs

Forensic Disk Decryptor 2.0

ElcomSoft has released a major update to Elcomsoft Forensic Disk Decryptor, a forensic tool for extracting information from encrypted disk volumes. The new release makes the toolkit a fully integrated, all-in-one solution for accessing encrypted FileVault 2, PGP, BitLocker and TrueCrypt volumes.

The updated toolkit gains the ability to mount or decrypt encrypted volumes using plain text passwords, escrow keys, or cryptographic keys extracted from the computer's volatile memory image. In addition, a new Microsoft-signed zero-level memory dumping tool is now supplied with the toolkit, allowing experts to image computer's RAM on Windows computers.

Elcomsoft Forensic Disk Decryptor offers realtime access to information stored inside encrypted containers. Supporting all major full-disk encryption products and delivering zero-footprint operation, the tool is designed for conducting digital investigations.

The tool can be truly indispensable for an investigation if the user's computer was seized in a powered-on state. Elcomsoft Forensic Disk Decryptor offers a truly forensically sound solution for mounting or decrypting encrypted volumes if a text password or escrow key is available by mounting the volume or decrypting the data for offline analysis. While full decryption may take hours depending on the size of the volume and the amount of data, the mounting works in real time and offers immediate access to essential evidence.

North American prices start from $US599. Local pricing varies.

www.fulcrum.net.au

SharePoint Collector improves Workflow Automation

What was previously a four-step process to collect entire sites and create a DAT file, can now be accomplished in a single step by simply selecting which processes to perform automatically.

SharePoint Collector provides corporate IT managers, forensic computer examiners, and litigation-support professionals with e-Discovery collection software with advanced features and capabilities to create defensible collections from SharePoint sites, Office 365, and OneDrive files.

With the release of SharePoint Collector 4.0 users will be able set SharePoint collector to automatically proceed to the next step without user interaction. What was previously a four-step process to collect entire sites and create a DAT file, can now be accomplished in a single step by simply selecting which processes to perform automatically.

With a growing number of corporations and government agencies storing files in Office 365 and OneDrive, users will be able to expand the number of sources that can be defensibly collected because SharePoint Collector can use many different authentication options. Sites can be collected in a fraction of the time using the SharePoint Collector 4.0 multi-threaded collection engine. Up to six collection threads can be activated - dramatically reducing how much time is required to locate and collect relevant content.

In keeping with best practices for preserving and collecting e-Discovery data, Pinpoint Labs designed SharePoint Collector 4.0 to easily gather large sites with minimal impact on client systems. When the client project is finished, all the critical data will be neatly organized and forensically sound — keeping the chain of custody intact.

*http://www.pinpointlabs.com *

Nuance unveils OmniPage Server 2

Designed for high volume document and image conversion, Nuance Communications has launched OmniPage Server 2 featuring an enhanced user experience with flexible configuration options, API-enabled document classification and cloud deployment options through Amazon Web Services and Microsoft Azure. The updated user interface includes a new simplified installation option that enables set-up on a single machine in minutes.

Nuance says dealers and organisations without networking or server configuration expertise can install and begin executing high-volume document conversion processes almost immediately. Once setup, users will immediately appreciate the enhanced Web Conversion Client.

OmniPage Server 2's document conversion and classification services are foundational technologies for robotic process automation applications. Document-based information must be converted to machine-readable formats and be identified by "type" to perform advanced analytics.

Utilising OmniPage Server, organisations can drive analytics, streamline document-based business processes and accurately deliver information to an unlimited number of folders and subfolders. "

Folder watching" capabilities can detect PDF and image files and automatically designate them for conversion, bringing greater efficiencies to the end-to-end document conversion workflow. OmniPage Server 2 converts PDFs and other popular file types into searchable PDFs and other editable files. Other updates include improved OCR accuracy and speed, support for right-to-left languages, such as Arabic and Hebrew.

An enhanced Intelligent Workflow Runner, when combined with the Workflow Designer, can create more complex workflows.

https://www.nuance.com

Pendo Systems updates Machine Learning platform
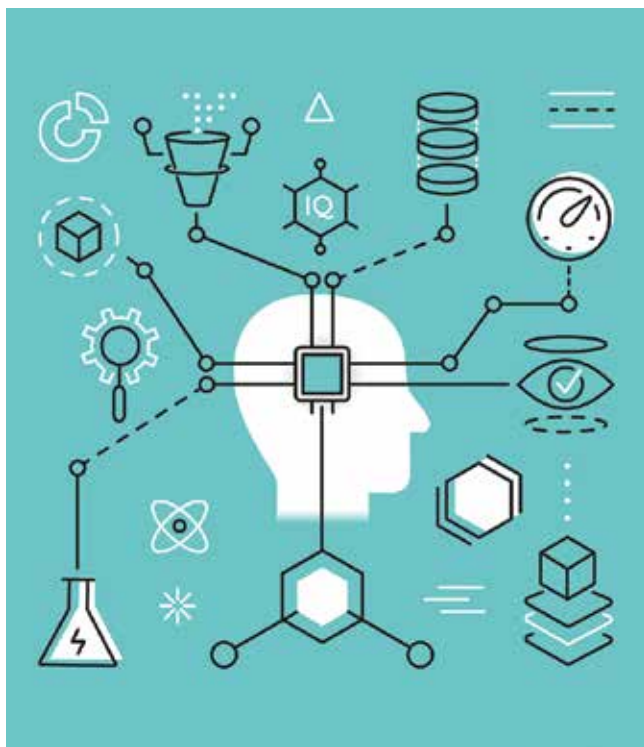
Pendo Systems has released Version 4.0 ts Pendo Machine Learning Platform (PMLP), incorporating a number of new capabilities including an improved Machine Learning toolset which accelerates time to implementation as well as offering the ability to tackle more complex processing challenges.

Other key features include the capacity to create training data via an enhanced UI which streamlines the complex management, classification and processing of all documents and enables users to train models against it.

New connectivity options with CMIS (Content Management Interoperability Services) support and web crawling have also been added.

The upgraded solution now includes new plugins that integrate seamlessly with other systems to provide access to a range of Machine Learning algorithms.

www.pendosystems.com

Out-Of-The-Box Federated Search

Canada's Igloo Software has launched a Multi-Service Search (MSS) widget that promises out-of-the-box functionality allowing users to search multiple file repositories from a single interface.

The first set of services supported through this enhanced search focuses on the major file sync and share vendors, SharePoint Online, Google Team Drive, Box, Dropbox and, of course, Igloo. Support for other file sharing apps will be added later.

The new Multi-Service Search widget allows documents from multiple storage repositories to be searched from any location the drag and drop Multi-Service Search widget is placed.

Furthermore, because custom names for each service can be created and default folder paths can be set, search results can be highly contextualised to the surrounding content on the page.

The added capabilities dramatically reduce time spent searching for information and solves a problem that has plagued intranets for decades.

https://try.igloosoftware.com/multiservicesearch/

Nintex Intelligent Process Automation

Nintex has previewed new process and machine intelligence capabilities within its no code platform designed to drive process efficiencies for enterprise organisations worldwide.

Nintex has created a no code offering that empowers line of business workers to automate, orchestrate, and optimise their own business processes, without having to wait for IT.

McKinsey & Company estimates that 68 percent of enterprise processes remain manual. Nintex believes that intelligent process automation (IPA), which includes capabilities to leverage AI services and actions like smart routing/approvals, smart contract reviews, smart scheduling and more, is the key to realising untapped opportunities in the long tail of automation.

Without having to write code, users can drag intelligent actions onto the workflow canvas to do things such as:

• Intelligent routing: Using machine learning, the intelligent routing action automatically routes a contract to the legal person most likely to respond and review the contract in the shortest time period based upon the type of contract, the dollar value of the contract, the time of day, the day of the week, etc.

• Intelligent redlining: Relying on natural language processing and machine learning, the intelligent redlining highlights any changes to the agreement that it deems material (e.g., at least one standard deviation change in pricing or contract length).

• Intelligent archiving: Parsing of the metadata and the text of a document is used to determine the type of document being archived and machine learning can intelligently route it to the appropriate location(s) for storage (e.g., within a cloud content management system, CRM system, etc.).

To learn more about IPA, download Nintex's latest white paper at www.Nintex.com

Text Analytics for Sensitive Data

US developer Babel Street has announced the launch of Babel BOX (Blended Onsite eXploitation), a data synthesis engine that is deployed on a classified or private network to support sensitive data analysis.

It uses sophisticated linguistic algorithms and advanced analytics to explore data from internal repositories. Users can also integrate their proprietary data sets with Babel Street's range of unclassified data sources- such as social media platforms, message boards, the deep and dark web, and traditional Web sites- in their own controlled environment.

With Babel BOX, analysts can view all of their data, unbound by source, language, sensitivity level, and format, in a single platform.

This significantly decreases the amount of time spent transforming data while increasing the depth, breadth, quality, and accessibility of their analysis.

Key features of Babel BOX include:

• Advanced linguistic algorithms - search natively in over 200 languages leveraging Babel Street's proprietary, patented cross-lingual search ontology

• Open platform - integrate with customer tools and data sets so that all available data can be viewed through a single pane of glass

• Scalable analytics - conduct data triage, analyse sentiment in 19 languages, detect trends and anomalies, set custom alerts, visualise data geographically, and collaborate with peers.

• Stand-alone technology - operate behind the firewall without accessing the Internet

• Unprecedented data access – ingest and integrate Babel Street's vast data collections from over 40 unique sources and aggregated data sets.

Sigma Logs 2.0 for HPE TRIM/RM/CM

Australian developer Sigmadata has launched Version 2.0 of its Sigma Logs software that provides the ability to search, monitor and report HPE TRIM, Records Manager, Content Manager (CM) audit logs.

The new version offers an intuitive web interface allows you to find the exact information you're looking for quickly. It supports legacy TRIM 6 & TRIM 7 logfiles as well as newer HP RM and CM logfiles, while allowing users to search logfiles stored in RM & CM.

This handy tool helps Administrators track down what happened (and when) without the pain of looking through hundreds or even thousands of individual log files.

Sigma Logs can be used to:

 • Identify who has been logging in,

 • Discover the most active users,

 • Identify failed logins,

 • Know when access controls and security settings have been changed,

 • Take action on security breaches,

 • Report on logged events,

 • Automatically pick up new object and event types that come with new versions, or

 • Automatically add new events as they are added to new versions of CM

Sigma Logs includes an investigative tool to extract information from general use statistics. These include but are not limited to:

 • Determine how many records are being generated over a period of time,

 • Find out how many users are performing a particular action,

 • Extract data into a tab delimited text file which can be read in MS Excel, or

 • Files can be imported into an external database.

Sigma Logs is designed to allow the user to search the CM Audit and Billing Logs using the following parameters: Date range; Event; The user that performed the event; CM record; CM record type; CM location; or Free text.

Search parameters can be saved and loaded. Search results can be exported to a file or printed.

Sigma Logs can be installed anywhere (client or server) where there is access to the log files generated within CM. Searching can then be performed over multiple log files with date range filters to limit results.

A video demo is available at https://youtu.be/KRmn_zLLZS8

## Colligo Email Manager for Office 365

Colligo has announced the availability of the Colligo Email Manager for Microsoft Office 365, an add-in that provides secure knowledge and records capture to Microsoft SharePoint for Office 365 deployments.

The add-in enables workers to easily file emails and attachments to SharePoint on-the-go, from any device. This is the latest addition to the Colligo Engage platform.

The add-in works in conjunction with Colligo Console, the Azure-based administration and configuration platform that enables administrators to onboard add-in users, deploy policies, ensure compliance, and report analytics.

Once it's deployed, users will see the same familiar add-in interface wherever they access Outlook, including the desktop client, native mobile apps, or Office 365 online.

"Empowering productivity by making collaboration and information management easier is a focus for Microsoft Office 365," said Mike Ammerlaan, Director, Microsoft Office 365
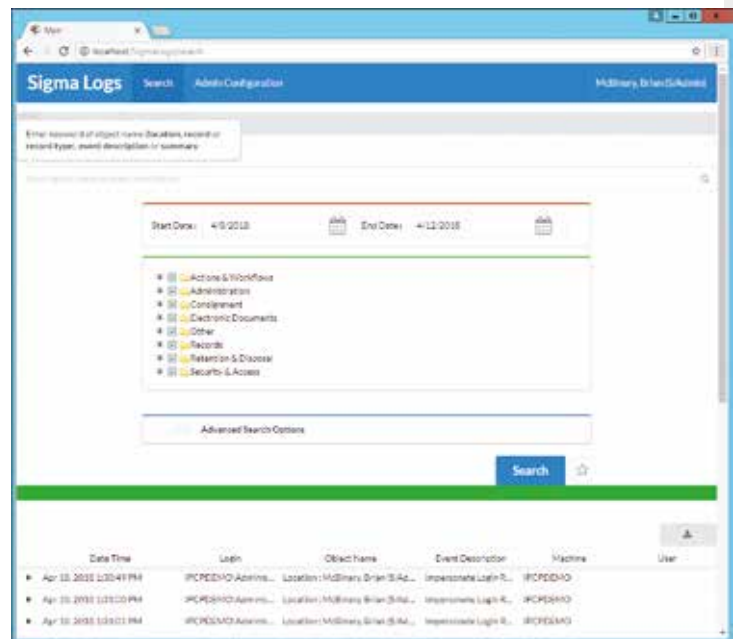
Ecosystem at Microsoft Corp.

"Customers' information governance is strengthened when information, including emails, is properly tagged in the right location. Adding metadata in the form of Microsoft SharePoint properties to content is a critical part of robust records and knowledge management. Colligo's add-in facilitates capture of both the content and the associated properties to a centralized SharePoint repository."

https://www.colligo.com/o365

Epson launches double-sided A3+ MFP

Epson has added a double-sided A3+ printing and A3 copying, scanning and faxing model to the EcoTank range with the launch of the new ET-16500 4-in-1 inkjet.

The ET-16500 utilises an ultra-high-capacity ink tank system, which is filled by high-volume ink bottles. Offering an extremely low cost per page, the ET-16500 can print up to 10,500 pages in black and 11,300 in colour from the included ink.

It offers fax, two 250-sheet front trays for extra capacity, A3+ double-sided printing and print speeds of 18ppm.

The A3 double-sided automatic document feeder (up to 35 pages) can be used to copy, scan and fax multiple page documents. A 10.9cm touchscreen offers Epson's latest user interface. The ET-16500 is backed by a two-year warranty (upon registration). Connectivity features include Wi-Fi and Wi-Fi Direct Ethernet, Google Cloud print and Scan-to-Cloud. The ET-16500 is available for an RRP of $A1599.

www.epson.com.au

Social Media Best Practice

Osterman Research has recently published a report entitled, *Best Practices for Archiving and Securing Social Media and Collaboration Platforms,* which outlines the staggering penetration and growth in use of social media and cloud collaboration platforms in business environments.

It shows that while there are a lot of irreplaceable benefits to leveraging social media and cloud collaboration platforms for business, there are also risks that, if not managed properly, leave organisations vulnerable to business and legal risk.

"It should come as no surprise that the use of social media and cloud collaboration platforms are proliferating virtually every business environment, and for good reason. The ability to freely communicate, access and share information is invaluable and critical to success in today's digital economy," said Michael Osterman, principal analyst and founder, Osterman Research. "However, for many organizations – whether public, private or government, the inability to effectively monitor, manage, capture, store and protect all data and communications puts it at serious business, legal and/or regulatory compliance risk,".

The use of social media – both from "official" corporate accounts and from employees' personal accounts – is growing rapidly. Most organizations and their employees are using a large and growing number of social media tools for a variety of purposes, some of which are related to their work and some used for strictly personal reasons. Add to this the growing number of enterprise-grade social media and collaboration tools that IT and other departments are deploying to improve work processes, enable enhanced employee productivity, and provide more efficient file sharing and communication between employees.

However, while beneficial, the use of these tools comes with significant risk on two levels:

• In many organizations, critical business content generated by and stored in both enterprise-grade and non-enterprise social media accounts is not being properly archived and retained, exposing organizations to a variety of risks. These include an inability to satisfy regulatory obligations, an inability to place important business content on legal hold, and an inability to discover and produce information during litigation.

• Unmanaged social media and collaboration solutions can serve as a conduit for ransomware, other malware and data breaches, and they are an effective method for cyber criminals to use social engineering techniques as an attack vector. Although more traditional tools like corporate email are typically well protected against threats like these, social media and collaboration tools very often are not.

The key for any organization is to enable the use of social media and collaborative tools and gain from the productivity and other benefits they provide, while at the same time properly managing these tools and the content they generate and mitigating the risks they can introduce.

Major findings include:

• Social media use, both approved and unapproved, is growing at a healthy pace in most organizations.

• The vast majority of organizations have well-established policies in place for corporate email, but these types of policies are much less common for tools like consumer-focused social media, collaboration systems, unified communications systems and other social platforms.

• A large number of organizations have experienced a malware infection through a social media channel, most commonly through Facebook.

• Non-enterprise social media tools are unlikely to secure and protect account access and content to degree necessary to satisfy corporate security policies.

• Most organizations do not retain social media content from non-enterprise accounts, and fewer than three in five do so for social media content from enterprise accounts. Neither is content from collaboration systems retained to the same degree as more commonly used tools like collaboration solutions.

• While true archiving is quite common for corporate systems like email and file shares, it is less common for social media, text messages and other types of content, despite that these solutions often contain important business information.

• There are a number of important best practices that any organization should consider and implement in the context of proper social media management. These include understanding why social media and collaboration tools are used, development of detailed and thorough policies, monitoring and managing employee use of these tools, archiving business content from them, and deploying enterprise-grade alternatives where possible.

The white paper was sponsored by Archive360 a provider of data migration and management solutions for the Microsoft cloud, and is available at http://info.archive360.com/osterman_research_build_a_better_archiving_strategy_around_social_communications

Difficult Documents, Simple Solution.

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www.opex.com