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Kodak Alaris rebrands IM Division as Alaris

The Kodak Alaris Information Management division will now operate under the name "Alaris, a Kodak Alaris business." While the division now has an updated website, logo, and social media presence, the parent company remains Kodak Alaris.

For decades, the global technology provider has delivered information capture solutions for businesses.

"Our new name is not about reinvention. It's about reinterpretation," said Don Lofstrom, President and General Manager, Alaris.

"The division's shift to Alaris puts greater emphasis on the image science expertise that helps clients make sense of data and information in their work. Rebranding will also help us target new markets, build new partnerships, and reach new customers."

Kodak Alaris has three other business units – AI Foundry; Kodak Moments; and Paper, Photo Chemicals and Film. Each will continue to use its current name.

Alaris-branded offerings were introduced last year with the launch of the Alaris IN2 Ecosystem. The new brand marked the shift towards integrated offerings that combined scanners, software and services.

"The name is new but our Alaris line of scanners are built with the same unwavering commitment to productivity, reliability, and quality that our customers and partners have come to depend on for years," said Lofstrom.

"The Kodak-branded products that customers know and rely on will continue to be available and are an important part of the Alaris IN2 Ecosystem. Consistent with our 'future proof' promise, all Alaris-branded software is backward compatible to work with our current scanners. The product portfolio includes both 'Kodak' and 'Alaris' branded scanners."

The new Alaris website is live at AlarisWorld.com

Adobe adds PDF tools to Office 365

Adobe is embedding PDF functionality deep within Office365 with editing and conversion functions now available directly from the ribbon in Word, Excel, and PowerPoint online.

All Office 365 users with Acrobat DC subscription for Teams or an Enterprise license will see the PDF tools in their ribbon interface. SharePoint Online will also offer a menu option to "combine files in acrobat" meaning no need to download documents, merge and upload.

OneDrive and SharePoint can also now show rich versions of PDFs and convert PDFs into Word, Excel, PowerPoint or RTF files to be edited. Separately, Adobe is also making improvements to Adobe Sign which will offer deeper integration with Microsoft Dynamics365.

A new dedicated Adobe Sign Azure data centre is also being launched in the US, with other regions to follow

Adobe Sign will also now be able to access information from LinkedIn Sales Navigator to help cut down on contracting errors.

Lastly, the Adobe Scan app is getting the ability to process information from business cards and add it to your contacts using Adobe Sensei, Adobe's Artificial Intelligence (AI) and machine learning platform

20 Year Celebrations for IIM

2018 marks the Institute of Information Management (IIM) 20th anniversary. Formed in 1998 IIM is the premier Australasian body for the information management industry. During the past two decades IIM has brought a wealth of knowledge to its members, kept abreast of trends that are changing the information management industry landscape and witnessed tremendous technology advancements.

IIM Director Robert Goode said, "We at IIM understand current and evolving digital drivers that are changing our industry and we have identified the need to plan for new skills needed for the jobs for tomorrow.

"As IIM celebrates this 20th anniversary milestone we are pleased to announce our "IIM2023 Plan – A Journey into the Future of Intelligent Information Management". This plan aim is to reboot the information management industry, drive innovation and deliver sustainable benefits for our members.

Between now and 2019 IIM will be working towards a new Information Management Competency Framework that covers four key categories: Information Management, Risk Management, Information Protection and Information Technology.

For more information on the Institute of Information Management (IIM) visit www.iim.org.au.

Nuance launches Power PDF 3

Nuance Communications has announced a host of enhancements in its newly launched Power PDF 3 editing suite including user experience, conversion accuracy, document compatibility, eSignature support with workflow integration, collaboration and text editing.

Power PDF 3 enhancements include:

- Accurate and searchable PDFs and Microsoft Office documents are created with layouts stringently maintained.
- Power PDF 3 now supports the ISO PDF 2.0 standard, ensuring Power PDF documents are compatible with the widest range of existing PDF readers and processors.
- Realtime document collaboration is supported, allowing multiple parties on the same network to edit PDF documents without inefficient back-and-forth processes such as email, while also eliminating document merge conflicts.
- Power PDF 3 features eSignature support from DocuSign, allowing workers to quickly and conveniently sign and send documents as part of a secure workflow that can be completed directly from the PDF interface.

• Enhanced user experience: Power PDF 3 improves ease of use with new tabbed document viewing allowing workers to open multiple documents within a single window and display them as tabs.

Nuance Power PDF Advanced 3 is available for \$A260 with volume discounts available. Power PDF Standard 3 for individuals, home offices and small workgroups is offered for \$A189.

www.nuance.com/powerpdf



Publisher/Editor

Bill Dawes

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PO Box 392, Paddington NSW
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Telephone: +61 (2) 9043 2943

Fax: +61 (2) 8212 8985

email: idm@idm.net.au

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Singapore adopts EU e-invoice standard

Singapore is seeking to adopt a nationwide, interoperable electronic invoicing framework based on the PEPPOL system, which is currently used by 19 European countries such as Britain, Germany and Norway

The announcement from Singapore's Infocomm Media Development Authority (IMDA) will make Singapore the first nation in Asia to implement the Pan-European Public Procurement On-Line (PEPPOL) e-invoicing standard.

Some 45 public and private sector organisations, including the Maritime and Port Authority of Singapore and OCBC Bank, have reportedly expressed interest in using the system.

That is a preferred mode compared to digitised invoices, which include those in PDF or Microsoft Word formats, as they require "some level of human input to process", said the IMDA.

IMDA has joined PEPPOL as the first PEPPOL authority outside of Europe, a role that involves being able to set national rules and specifications that meet Singapore's domestic requirements, as well as appoint and certify Service Metadata Publishers (SMP) (colloquially called the address book) and Access Point (AP) providers. IMDA will also ensure conformance to the PEPPOL technical and service standards.

The PEPPOL is an open standard which enables the exchange of standardised machine-readable documents over its network. Within the PEPPOL e-invoicing network, companies that wish to adopt e-invoicing must subscribe to an Access Point (AP) Provider of their choice. Then, companies can send their e-invoices to their AP Provider, which checks and verifies the receiving of the company's PEPPOL address through the Service Metadata Publisher (SMP). The AP Provider then sends the document to the relevant receiving AP Provider, and then to the receiving party. The Singapore Accountant General's Department (AGD) will be working with IMDA to integrate Vendors@Gov into the nationwide e-invoicing framework.

AGD and IMDA will also be looking at how government procurement processes in conjunction with PEPPOL standards can be used to drive industry adoption of other common business messages.

<https://peppol.eu/>

Enterprises Lack Visibility into External Sharing: Report

A survey of over 570 cybersecurity and IT professionals found compliance challenges continue to haunt organisations, with 44 percent of respondents claiming they have visibility into external sharing and DLP policy violations in their cloud application and environments. More shocking was the fact that 85 percent of organisations acknowledged they were unable to identify anomalous behaviour across cloud applications.

Cloud security company Bitglass commissioned the survey for its "Cloud Hard 2018: Security with a Vengeance" Report, "Cloud security is here to stay as is evident by the concerns and challenges survey respondents highlighted," said Bitglass CMO Rich Campagna.

"Enterprise security teams are concerned about the next-generation of cloud threats that pose a risk to corporate data. There has already been immense progress in the past five years as security personnel come to the realisation that legacy security tools and processes are not enough to secure their ever-changing ecosystem."

When asked about biggest security threats to their organisation, most cited misconfigurations (62 percent) similar to the numerous AWS S3 leaks over the past year, followed by unauthorised access (55 percent). 39 percent said external sharing was the most critical threat while 26 percent highlighted malware and ransomware.

- Less than half (44%) have visibility into external sharing and DLP policy violations.
- Only 15% of organisations surveyed can see anomalous behaviour across apps.
- While 78% have visibility into user logins, only 58% have visibility into file downloads and 56% into file uploads.
- To protect mobile data, 38% of organisations install agents and 24% use a trusted device model, where only provisioned corporate-owned devices are allowed access to company systems.
- 11% have no mobile access control solution in place, granting access to any smartphone or tablet.
- 69% of organisations rely solely on endpoint solutions for malware protection, tools which cannot detect or block malware at rest in the cloud or employees' BYO devices.

AOBox extends Google Drive

AODocs has announced the launch of AOBox, a platform that allows users to access and share files directly through Google Drive, regardless of whether they have a Google account.

Available at launch for both Enterprises (AOBox Enterprise) and SMBs (AOBox Pro), AOBox is designed to tackle a common headache: companies and individuals using G Suite and other Google tools are often working with networks of customers, partners and suppliers who are not on G Suite. This can create chronic issues around version control and security.

]The most common resulting scenario is that workers and teams turn to workarounds, often called "shadow IT," to overcome file sharing limitations.

Even if these "rogue" workarounds are conducted on widely adopted platforms like Box and Dropbox, G Suite-based companies face long-term issues around risk, compliance and cost control.

AOBox empowers teams and collaborators to reconcile differences in file management, file sharing, and collaboration platforms.

Uploaded files are added by AOBox to the Google Drive folder and downloaded files are read by AOBox from the Google Drive folder in which they're stored. Meanwhile, file and folder owners can access an audit trail containing the detailed activity of the external users accessing their content.

Anyone can open the Google Drive files shared with them via AOBox by authenticating their existing Office 365, Outlook, Facebook, LinkedIn, Windows Live, or AOBox account.

"At AODocs, we believe it's possible to provide security and processes without limiting collaboration or sacrificing user experience, and this applies regardless of the content and collaboration platforms," said AODocs CEO Stéphane Donzé.

"By allowing G Suite users to securely share their Drive files with anyone, AOBox improves user's collaboration experience while helping the company maintain confidentiality!"

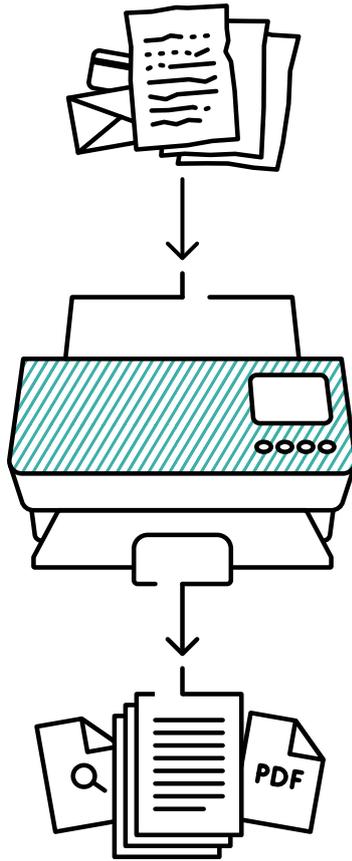
Major features of AOBox include:

- Secured Workspaces: Non-Google users can access and/or upload files in selected Drive folders.
- Activity Tracking: Users can monitor activity in shared files and folders by utilizing a detailed audit log.
- Realtime Collaboration: Teams can trust they are working on the latest version of documents with external partners and collaborators.
- Cost Reduction: Companies can avoid paying for additional licenses from other software vendors.
- Risk Reduction: Teams can eliminate file duplicates created when a file stored in Google Drive is copied to other platforms to be shared with non-Google users.

www.AODocs.com

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Australian BORDER FORCE

Stuff and nonsense in Border Force record-keeping: Report

The Auditor-General has launched another scathing indictment of record-keeping practice in the Australian federal government, following a wide-ranging investigation into the Australian Border Force (ABF), a mega agency created in 2015 through the merger of the border control functions of the Department of Immigration and Border Protection and the Australian Customs and Border Protection Service.

While the scope of the Australian National Audit Office (ANAO) report was quite broad, it specifically found that “record-keeping continues to be poor” at the new merged agency and it agreed with the department’s own assessment is “that its records and information management is in a critically poor state.

“Inadequate record keeping has been a persistent theme in the ANAO’s audits of the department. Since July 2010, seven audit reports of the department have identified issues with record keeping, with three of the reports having made specific recommendations aimed at improving the department’s record keeping, to which the department agreed.”

“As far back as 2005, a report into the unlawful detention of Ms Cornelia Rau found evidence of a record keeping system that is seriously flawed.”

“The problems and their solutions are known to the department, and it has an action plan to address them, although numerous previous attempts to do so have not been successful.”

The ANAO uncovered fragmented systems and manual records, with use of the agencies TRIM EDRMS not mandated and staff not properly trained.

“In accordance with its usual practice, the ANAO sought the department’s assistance in locating key documents which were referred to in other documents.

“In some cases, the ANAO was able to subsequently locate the documents through its own searches of the department’s systems, although key records forming parts of series were not able to be located. In a significant number of cases, the department was unable to locate the documents.

“Searches are made difficult by the fact that although the department has an Electronic Document and Records Management System (EDRMS) called TRIM, many staff do not use it, preferring to store documents in ‘network drives’ or

local area networks (LANs) which are not designed or approved for electronic document storage, retention or retrieval. The department’s inability to locate some documents requested was not assisted by a high turn-over of senior staff, leading to a loss in corporate memory.

“The ANAO found numerous non-personal network drives with names which give no indication of their contents such as ‘Random useful stuff’, ‘old stuff’, ‘Ministerial stuff’ and simply ‘stuff’.

“The department is aware of the record keeping issues. A November 2016 submission to the Executive Committee entitled Records and information action plan 2016–20 stated: Since 2006 at least 17 reviews of various aspects of records and information management (IM) have been completed, all of which identify significant scope for improvement.

“An assessment of the collective review recommendations confirms a consistent theme throughout each; a lack of sustained follow through, which in turn has left the Department’s IM in a critically poor state.

“The department has 200 million documents stored in network drives (estimated to be growing at 55 per cent per year), 238 million records in TRIM, 553 000 cartons (or 241 ‘shelf kilometres’) of paper-based files and an ‘unknown quantity’ of records stored in emails.

“These issues aren’t new and have been highlighted in various reviews over the last decade resulting in:

- Poor decision making and advice to key stakeholders or for individuals
- Failure to comply with legislative requirements due to poor information and records managements policies, systems and practices
- Failure to deliver on strategic objectives and priorities (risk and crisis management).

“Unless urgent and significant action is taken to address the record keeping problems and issues which have previously been repeatedly identified, the ANAO continues to consider that there is a risk to the department’s core functions,” the report concludes.

The full ANAO report is available at <https://www.anao.gov.au/work/performance-audit/integration-department-immigration-and-border-protection-and-australian-customs-and-border>

Making record-keeping work

By Stephen Bounds

Even through all government agencies are well aware of their obligations to maintain records under the law, public sector organisations continue to struggle to comply with record-keeping requirements. A significant reason for this is that many people see record-keeping as adding work without adding value.

But what if there was a way to demonstrate practical records compliance, while allowing teams to optimise their processes at the same time?

The purpose of compliant record-keeping systems is not just to put a “tick in the box”. Broadly speaking, there are three questions that record-keeping seeks to answer:

- What happened?
- When did it happen?
- Why did it happen?

Record-keeping controls are then applied to the information answering these questions to:

- prevent loss, fraud, and malfeasance
- guard against accusations of loss, fraud, and malfeasance.

Every team should care about these outcomes. Further, organisational processes that clearly demonstrate the intent to have a complete and accurate record of activities are a sign of mature, responsible governance. This creates stakeholder trust and improves an organisation’s reputation.

Conversely, where systems cannot be shown to routinely and comprehensively capture records, legal challenges are more likely to have extensive discovery exercises approved.

Discovery processes in organisations with immature record-keeping practices are more likely to require examination or disclosure of all e-mail accounts, shared drives, and even back up tapes. This leads to a significant increase in organisational expenses when legal proceedings do occur.

According to the UK records boffin James Lappin, the ISO15489 records management standard still provides the best technologically neutral description of how record-keeping systems need to work. The standard outlines five key tasks of a reliable record-keeping system:

1. Routine and comprehensive capture of all records arising from activities that it covers
2. Act as the main source of reference for the activities it covers
3. Link records to the activities from which they arose
4. Protect records from amendment or deletion
5. Preserve access to records over time

As Lappin explains, when record-keeping was predominantly a paper-based exercise it was feasible to institute control points in centralised delivery operations: the mail room, the typing pool, and the file registry. Each applied appropriate governance controls as paper documents were moved around.

However with the rise of electronic record-keeping, these centralised points of control have been lost. Modern organisations use distributed information flows that bypass any attempts at central governance.

Radical rethinking is required. There are three basic approaches with a reasonable chance of success in achieving compliant record-keeping in a modern organisational environment:

- Stage-gate record-keeping: Set up processes that require information to be sent to a compliant location before work can proceed. This approach captures the correct, minimum set of necessary records but may be seen to add transaction costs.

This approach works well for defined, repeatable processes such as service desk management, executive meetings, and case management. Having KPIs that measure against records placed in the stage-gate location will assist in compliance.

- Comprehensive capture: Ensure capture of all records that pass through known channels or are stored in a known location (e.g. a shared mailbox). This approach captures many records that are of minimal value to the business, but will achieve records compliance with minimal added costs to business transactions.

This approach works best for responsive practices and unstructured team collaboration. The key risk is that these systems may be assumed to be comprehensive points of capture when they are not. Risks can be reduced by focusing on comprehensive capture for key decision makers (for example, by automatically declaring every CEO email to be a record).

- Activity monitoring: Explicitly task people with monitoring business activities and capturing records contemporaneously as they are generated. For example, some health facilities have dedicated staff who record the activities of doctors electronically as they do rounds.

This approach is most valuable where records capture cannot be automated, and it is inefficient or impractical to ask expensive professionals to stop to record work as they go. Obviously this approach comes with greater expense, but – particularly where there is significant risk of legal action – it can be a useful option.

If each team sets their own information flows, each team must also take responsibility for planning how they will discharge their record-keeping obligations. These plans should be tangible, practical, and business-focused, describing (for example) how requests for service are accepted and how records of work performed are stored.

This is the point where things normally break down. Many centralised records teams attempt to overlay traditional archival approaches for records management and storage on team processes, including function/activity classification. This is overkill and more importantly, without draconian enforcement measures such a prescriptive approach to record-keeping is doomed to fail.

All that is really required is to identify:

- (a) the correct baseline retention period for team work and
- (b) any broad exceptions that warrant specific handling.

For example – if a team’s records fall within 10-15 classes that all have a similar retention period, the actual classification is essentially irrelevant. Since storage is cheap and management costs are expensive, “rolling up” all of these classes to a single retention period achieves the same goal in a pragmatic way that respects the time of staff.

Central governance should be limited to noting the group that owns each information space to maintain business continuity (even when restructures occur) and the agreed top-level retention arrangements. Function and activity classification to retain traceability to the organisation’s disposal authority can then be managed behind the scenes.

Beyond this simple piece of governance, day-to-day handling of content in these broad spaces should become the sole prerogative of the team. At the end of the day, record-keeping is about making business work better. The only path to sustained records compliance comes from teams being able to adopt processes that they value. Government records teams need to transform their thinking, working to make a sustained switch from “big brother” to “trusted partner”.

Stephen Bounds is the Executive of Information Management at Cordelta, a Canberra professional and management services firm.

Are ‘Confidentiality Notices’ at the end of emails pointless?

By Gavin Adkins, Lawyer, Senior Associate,
Griffiths Hack Lawyers

A recently published decision of the Australian Designs Office suggests that the automatically generated ‘Confidentiality Notice’ in the footer to your email may not always be effective.

In *Sun-Wizard Holding Pty Ltd v Key Logic Pty Ltd* [2017] ADO 8, Sun-Wizard made a third-party request for examination of Key Logic’s registered and certified design for a “Solar bollard”. Following the submission of evidence by both parties, the matter was heard by a Delegate of the Registrar of Designs.

Sun-Wizard relied on two emails with attached images as invalidating prior publications of the design. During the oral hearing Key Logic conceded that the images attached to the emails were of the design. Therefore, the decision turned on whether the emails were publications, that is, made available to member(s) of the public without any restriction as to secrecy or confidentiality.

Key Logic submitted that the contents of the emails and the attachments “were confidential and received in circumstances importing an equitable obligation of confidence”.

Each of the emails was sent to “All EXlites Associates”.

Exactly how many recipients this constituted was unclear, but it was apparent that most of the recipients were sellers of Key Logic’s products. Each of the emails included after the signature block, in a smaller font size, a confidentiality notice in the following terms:

Confidentiality: This E-Mail is from EXlites. The contents are confidential and are intended only for the named recipient. The recipient is hereby notified that any use, copying, disclosure or distribution of the information contained in the E-Mail is strictly prohibited. If you have received this E-Mail in error, please reply to us immediately at info@exlites.com.au. Please delete the document from your E-Mail system.

In relation to Key Logic’s attempt to rely on the confidentiality notice at the end of each email, the Delegate found as follows (at [46]):

I am not persuaded that the confidentiality notice at the bottom of the email has the effect submitted by the Owner. Case law on the effectiveness of such notices is scant to say the least. Nevertheless, it is apparent that notices of that type are added almost universally by businesses as a matter of course beneath the signature blocks of their emails regardless of the content of the email to which they are appended. It is unlikely that any recipient of an email in a business setting reads beyond the signature block every time they receive an email. It is far more likely that they never read beyond the signature block. While a recipient is likely aware that there is probably such a notice lurking there—should they happen to turn their mind to the question—the ubiquitous presence of such notices means that they are unlikely to have the effect asserted by the Owner, regardless of the nature of the material either in the email or attached to it. It seems to me that in cases where what is contained in emails is truly confidential, and a sender wishes to make that known, a confidentiality notice at the beginning of an email is far more likely to be effective in importing an obligation of confidence to the recipient.

It is possible that the confidentiality notice might have provided more assistance to Key Logic had the circumstances been different, for example, if the number of recipients of the email messages was more confined.

In any event, the presence of a confidentiality notice in its email footer does not appear to have caused Key Logic any detriment. Accordingly, there does not appear to be any need to delete the confidentiality notice from your email footer as a result of this decision, but be aware that the usefulness of such a notice might be limited. Key Logic has lodged an appeal with the Federal Court of Australia.

Gavin Adkins is a patent attorney whose practice now centres around IP litigation (patents, registered designs and trade marks) and commercial legal advice.

MinerEye launches AI-Powered Data Tracker

MinerEye Data Tracker is a new, AI-powered governance and data protection solution, that promises companies the ability to continuously identify, organise, track and protect vast information assets including undermanaged, unstructured and dark data for safe and compliant cloud migration.

“Companies cannot protect, manage or utilise information they can’t find,” said MinerEye CEO and Co-Founder Yaniv Avidan.

“Using our Interpretive AI, MinerEye fuses computer vision and machine learning to track information at the byte and pixel level, which no other solution has achieved.”

MinerEye claims most data tracking and classification technologies categorise data based on descriptive elements such as file size, type, name and location. Using AI, and a small number of exemplar files, MinerEye learns, detects, and categorizes unspecified types of information. For example, it can detect and group sensitive contracts, customer complaints, log files, corporate videos, or legacy employee information.

“In addition, DataTracker is easily installed and maintained, with no agent and insignificant network and CPU footprint,

with fast deployment (120TB is managed by a single virtual machine) resulting in an exponential ROI for our clients,” says Avidan

MinerEye promises to immediately save millions in data storage costs, fast-track cloud migration, and continuously protects against security breaches and ensure regulatory compliance – especially GDPR. Data Tracker helps companies consolidate internal file server data into OneDrive as part of Office 365 and Azure adoption by swiftly identifying, classifying, tracking and downsizing the on-premise data before and after it moves to the cloud. It integrates with Azure Information Protection to automate the propagation of labelling and protection to undermanaged and unstructured data.

MinerEye classifies and mediates the movement of current and legacy data and eliminates redundancies while continually monitoring both cloud and on-premise repositories.

MinerEye tailors automated classification capabilities to current data security controls, ensuring consistent and comprehensive classification of all essential data.

<https://minereye.com>



TOTAL:
14,622
INV No

ABBYY® FlexiCapture®

Take the data. Leave the paper.

Capture data from any documents, from structured forms and surveys to unstructured text-heavy papers.



Mobile Capture

Captures content from document images and photos via tablets and smartphones for instant integration into organizations' business processes.



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



IP Australia meets Metadata Challenge

Semantic Sciences has published details of a Metadata Extraction Project for IP Australia, the Australian Government agency responsible for administering intellectual property (IP) rights and legislation relating to patents, trademarks, designs and plant breeders' rights.

IP Australia had 390,000 historic patent documents, dating back to 1904, with little or no metadata. It was impossible to search through them effectively. IPA asked Semantic Sciences to extract items of metadata using the extraction capabilities of its Sintelix Text and Data Analytics Software so that these records would be accessible to clients.

Many of these documents were only available in hard copy and some of them over 100 years old, in black and white and of moderate quality. Using OCR, these documents were converted into a PDF format, creating new opportunities for storage and analysis.

IP Australia's Project Requirements included:

- Capture/extract bibliographic fields from OCR'd patent records and specifications from 1904 to 1979.
- Provide IPA with captured/extracted data in a specified structured XML format

Sintelix provided a solution to IP Australia's challenges within 2 months by:

- Extracting and transforming existing patent specification documents into 390,000 PDF documents;
- Loading those documents into Sintelix;
- Normalizing and extracting information from those documents, creating 390,000 xml files; and
- Placing the metadata back into IP Australia databases in a searchable and easy to analyse format, making records accessible to clients.

With Sintelix, IP Australia were able to transform a significant amount of data, extracting a large amount of information, including:

- Filing date (lodging or lodged date) of patent specification
- Invention title
- Applicant(s) name
- Inventor(s) name
- Agent's name
- OPI date
- Filing date of basic application/ priority application

- IP Office of priority country
- Priority application number/number assigned to priority application
- Divisional application numbers (parent/child applications)

The screenshots below showing the original patent document followed by the metadata extracted from historic patent specifications:

With Sintelix, IP Australia were able to successfully extract metadata from 390,000 patent specifications within 6 weeks, meeting the tight deadline and delivering the required level of accuracy.

"The project was organised in two stages: a proof of concept and a main delivery, with a decision gate in between. The results IPA received from the proof of concept were good and achieved within a very short period, so IPA authorised the main project to proceed. Its timelines were tight (6 weeks) and required high accuracy," said Veena Bhat, Patent Search Capability Coordinator, IP Australia.

"Semantic Sciences Research provided IPA with visibility of its progress via online access to progress reports with drill-down to the source and processed data provided from its Sintelix software platform.

"Delivered results were excellent. A field accuracy of 99.7% was achieved, which is significantly greater than IPA would expect from human transcription. The project was performed on time and on budget.

"IP Australia enjoyed a positive experience of working with Semantic Sciences Research and using Sintelix. The company met our procurement and performance expectations for service providers. We valued Semantic Sciences Research's timeliness, responsiveness and proactivity."

A free trial of Sintelix Text and Data Analytics Software is available at <https://sintelix.com/trial/>



Queensland win for Citadel SaaS

Citadel has signed a major new hosted SaaS information management contract with a large government organisation in Queensland. The contract incorporates migration to the Citadel-IX cloud platform, 24/7/365 premium support, integration to business systems and the Kapish Productivity Suite. The contract is for 10 years, supports over 7,000 users, and is expected to manage over 25 terabytes of data. Citadel's solution leverages the Microsoft Azure cloud platform, and adds to last year's 12-year Citadel-IX contract with the Queensland Department of Transport & Main Roads (which also allows other state agencies to join under the same commercial terms).

In addition to these two large contracts, Citadel has also added over 3,000 other state and local government users onto the Citadel-IX platform, including: Victorian Department of Treasury & Finance, NSW Office of Sport, TAFE NSW, Baw Baw Council and Surf Coast Council.

Citadel CEO Darren Stanley said: "Citadel continues to commercialise its IP across key markets, and our focus on 'cloud first' initiatives is driving this growth. Citadel now has over 24,000 users signed up to its Citadel-IX platform and premium support service, which compliments the 110,000 on-premise Government clients and over 45,000 users we support on our proprietary IP systems in Health."

"Our partnership with Microsoft to deliver Citadel-IX and other innovative technology solutions, such as our world-leading citizen safety application 'Keep Us Safe' on Azure AU Central, provides effective secure information management solutions to organisations in support of their digital transformation and efficiency programs."

Citadel was also recently awarded a \$A2.4 million contract to provide collaboration services to the RAAF in NSW with two projects of similar scale in the pipeline for FY19.

The Company's focus on higher education is delivering results, with work as the core supplier of collaboration technologies to Deakin University commencing earlier this year. Whilst the contract is valued at \$A12 million over three years, other advisory and logistic support services are now being provided that will provide a material uplift to this expected revenue.

The second year of Citadel's engagement as the core technology partner for Monash University has now been completed, with technology successfully delivered into over 800 collaboration spaces valued at \$A24 million.

"The pipeline of opportunities in our key growth sectors of eHealth, Defence and National Security are continuing to grow, exceeding historical run rates, and strengthen confidence in our outlook. Our growing SaaS portfolio and user base are providing strong recurring results and our continued investments in innovation and talent will further support our valued clients", said Mr Stanley.

NZ Healthcare provider tackles application unification

MercyAscot, one of New Zealand's leading private healthcare providers, has signed contracts with two IT providers, InterSystems and Umbrellar, in a major step towards replacing and extending its existing patient administration and clinical information systems.

"When we saw the need to replace our administrative and clinical systems, a central element in our Digital Health strategy, we wanted a unified system that would help improve delivery of care for our patients while enabling our clinicians and other staff to perform at their very best. We wanted a long-term partnership with providers who could offer thought leadership and support, to help us to digitally transform," says MercyAscot Chief Executive Dr Geoff Sparkes.

The selected partners are InterSystems, a global leader in health information technology, and Umbrellar, a New Zealand-based Cloud computing company that specialises in digital transformation. MercyAscot has selected InterSystems TrakCare electronic medical record (EMR).

"Through the implementation of TrakCare, MercyAscot will transform care delivery and streamline operational and clinical processes," said Kerry Stratton, Managing Director Asia Pacific at InterSystems.

"TrakCare will enable clinicians at MercyAscot to make informed decisions more quickly and improve safety, efficiency and patient experience."

MercyAscot knew it needed to leverage cloud computing capabilities to deliver benefits in interoperability, potential long-term scalability, and a data platform with the capability to unlock actionable insights from patient data.

"We are excited that, by working with our staff over two years to scope this project and understand their needs, and by engaging with these two expert providers, MercyAscot has been able to achieve this key milestone.

"We are starting recruitment for three pivotal project, technical and change management positions to guide our digital transformation. We expect to launch this project in January 2019 and look forward to its full realisation in a couple of years," says Dr Sparkes.

Maddocks adopts Luminance AI

Law firm Maddocks has adopted Luminance's machine learning technology to streamline the due diligence processes at the Australian firm.

The firm selected Luminance due to its ability to significantly reduce the amount of time spent on a due diligence review compared to typical manual methods. In particular, Maddocks valued the platform's unsupervised machine learning capabilities, which identified new clauses, similarities and differences within contracts in the data room from day one of the pilot.

"We have been looking for an AI tool to help assist with the streamlining of our due diligence processes and Luminance provided a good solution for us," added Ron Smooker, Partner at Maddocks.

"The platform provides our lawyers with an instant insight into the data room, allowing them to structure our review and deliver considerable time savings and efficiency gains compared to a manual review alone. We're looking forward to exploring the opportunities Luminance can deliver in our business and pass these benefits on to our clients."

Luminance applies machine learning technology developed by mathematicians from Cambridge University. The platform reads and understands legal documents in a similar way to humans, coping with volumes and working at speeds that no human can match. The technology instantly sorts and classifies documents while highlighting possible anomalies for lawyers' review.

Top-tier Thai firm Weerawong, Chinnavat & Partners has become the first law firm in Thailand to deploy Luminance's technology to improve the efficiency of their contract review. This follows the opening of Luminance's office in Singapore and shows the growing demand for the technology in the APAC region.

Weerawong C&P is one of Thailand's largest independent firms, with a team of 15 partners and more than 85 lawyers.

Chinnavat Chinsangaram, Senior Partner at Weerawong C&P said, "We are a firm that embraces innovation and we achieve results for our clients by implementing strategies that have not been previously approached.

"Luminance allows us to transform our due diligence processes to create a more efficient system and deliver an even better service to our clients."

Insurer's RPA and AI Success Story

by Mina Deckard, UiPath

Use cases demonstrating the successful merger between Robotic Process Automation (RPA) and Artificial Intelligence (AI) are scarce today, but some fast-moving companies are changing that. Hollard, South Africa's largest privately-owned insurance group, is one such audacious organization where the transformation journey has not only begun, but is already showing the benefits.

One year ago, Hollard mandated LarcAI, an intelligent solutions provider, to come up with a way to help the company drive new efficiencies in an area where complex, non-routine business activities were being performed.

Hollard was faced with a volume 1,5 million emails per year coming in from the broker community. The content of this communication, including attachments, needed to be interpreted and classified in order to carry out the instructions required to process each case. Mounting backlogs represented a big problem, along with the challenge of completing the workflow in compliance with Service Level Agreements (SLAs) and specific regulatory and statutory provisions.

Core values of the Hollard operations required the solution to remain customer centric in all aspects and to provide improvements without affecting the morale and sentiment of the staff. LarcAI turned to UiPath for a solution involved machine learning, natural language processing, intelligent OCR and analytics capabilities, blending into a single user interface with the expert capabilities from Microsoft Cognitive Toolkit, IBM Watson and ABBYY.

"In the AI field where we are employing robots to do the work of humans, open architecture tools may prove very valuable as communication between robots, humans and systems will be vital. The open platform and architecture of UiPath allow for communication between legacy and newer systems that was previously not possible without many hours of analysis and code. An AI and robotic solution is the way forward and UiPath allows us to pave that road," said Jannie Strydom, CEO LarcAI.

The results were outstanding. Not only did the automation remove backlog risks, but processing is now performed in real time, with 98% of cases being dealt with autonomously by the software robots 600% times faster than before, saving around 2000 work hours per month. As part of the objective, the

intelligent RPA solution managed to lower the cost per transaction by a whopping 91%. Quality of information has improved drastically and is virtually error free. The UiPath Robot accesses the email source, interprets the content contextually, classifies and files all the necessary documentation, extracts relevant data and updates necessary systems, interacts with the human users to complete specific instructions and finally delivers confirmation once the process is complete.

Thanks to the Robot's ability to process data with more-than-human accuracy, the workflow error ratio is now drastically improved, guaranteeing full compliance.

"The adoption of UiPath technology into the Hollard document flow has made substantial differences in the way data is being processed. UiPath allowed Hollard to implement intelligent robots with the ability to learn as people do - only faster in order to become invaluable assistants in the document processing flow. The data that is passed between systems is more accurate. The wait time for document processing has been reduced. There is great satisfaction in adopting the automation by staff because of the easy nature in which UiPath is used," said Uven Pillay, Head of Strategic Projects at Hollard.

Both the relationship with brokers and Hollard's own employees have improved significantly. This was particularly owed to the staff's positive attitude towards automation. They were the first to attest to the benefits: their work experience flourished as the pressure posed by the high volumes of processing have diminished considerably.

In The Economist's latest issue focused on AI, it's estimated that while 85% of companies think AI will offer a competitive advantage, only one in 20 is "extensively" employing it today. In a sense, AI is everything that RPA is not.

AI requires more thoughtful consideration, takes longer to implement and is costly, often involving extensive configuration. That is why RPA's ability to quickly and easily integrate with other digital competencies and rapidly scale business processes needs to be paired with AI's ability to emulate human judgement. And that is why UiPath's strategy to build a thriving ecosystem of expert RPA and AI capabilities around—and into—its core Enterprise RPA Platform is the way to go.

Would you like to know more about UiPath's intelligent OCR and NLP capabilities? Watch the webinar with ABBYY at <https://www.uipath.com/webinars/leverage-cognitive-understanding-of-content-with-intelligent-ocr-and-nlp/>

RPA delivers real cost savings for FSIs: IDC

Early adopters of Robotic Process Automation (RPA) in the APAC region are reporting costs savings in the range of 30–60%, according to a study by analyst firm IDC Financial Insights, although the majority of deployments are yet to include advanced automation techniques such as cognitive technologies and advanced analytics.

The IDC Financial Insights latest report titled *Robotic Process Automation in Asia/Pacific Financial Services: Key Learnings from 10 Early Adopters* identifies the top early adopters of Robotic Process Automation (RPA) as seen in Asia/Pacific (excluding Japan) banks and insurance companies. The report highlights a list of financial services institutions (FSIs) such as ANZ Bank, DBS Bank, and Prudential Life Assurance.

Michael Araneta, Associate Vice President of IDC Financial Insights Asia/Pacific, says, "Aside from the 10 early adopters, we note of many more implementations at the pilot stage in 2018, with other FSIs fervently waiting to take their first step.

We expect continued growth in the next 2–3 years as more institutions appreciate the overall quick-to-realise benefits, more use cases are presented in the market, and better and advanced product propositions are made available by RPA vendors."

Apart from cost savings and fast implementation time, these institutions can reduce the turnaround time to complete a process significantly – early indicators point to a reduction of turnaround time by 50% – 90%.

The majority of RPA deployments in the region have been at the basic level of automation.

"The real game changer for FSIs will be the use of cognitive RPA, where cognitive technologies and advanced analytics are combined with RPA. With its ability to deal with data from multiple and disparate sources, cognitive RPA can deliver by designing and launching on-demand, usage-based products that align with current market expectations," says Sneha Kapoor, Senior Research Manager at IDC Asia Pacific.

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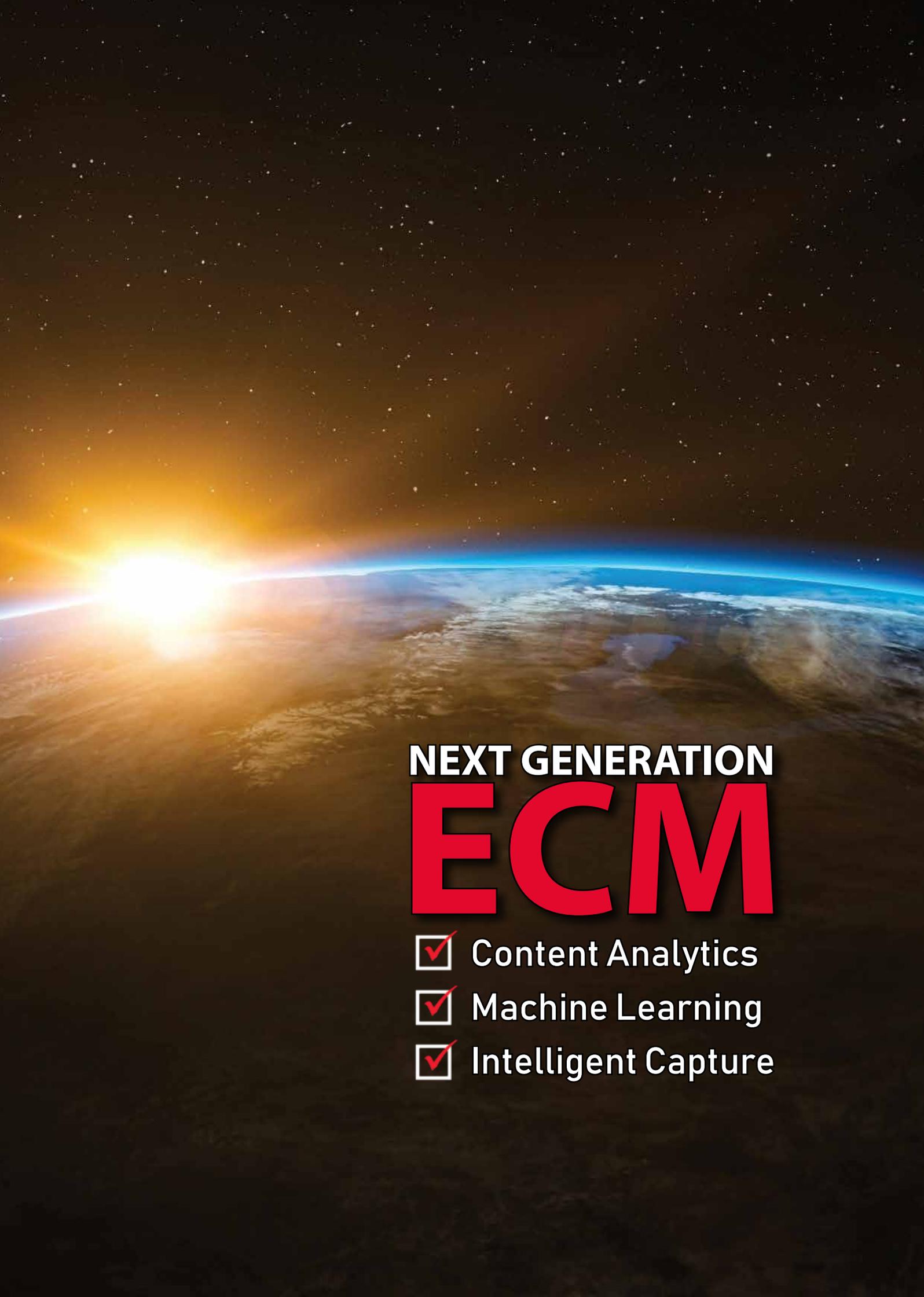
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NEXT GENERATION
ECM

- Content Analytics
- Machine Learning
- Intelligent Capture

By Alan Pelz-Sharpe

When any technology sector becomes 'mature' it gets into a rut. It's as if there is a collective question of "Why change things, aren't we all doing just fine?". Even so, over the past few years, things have begun to change, and the fundamentals of how an optimal ECM system might work in the future are being reimagined.

The change in our opinion at least is due to interest in the potential of:

- Artificial Intelligence and Machine Learning
- An increased regulatory burden
- Easy access to cloud storage and distributed processing capabilities
- The need to manage, route, and control multiple sources of inputs
- Managing an overwhelming amount of unstructured data
- Increased need to process and act on data quickly
- The cumulative cost of storing large volumes of unmanaged and access data
- The move to API and service-based architectures

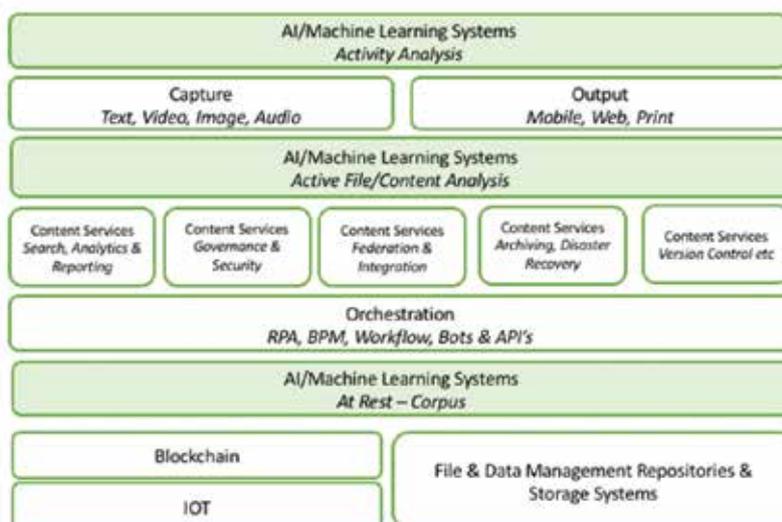
Together these factors provide a tipping point for new technical approaches to manage and draw value from both active and dormant files to emerge.

The fact is that first generation ECM, Document and Record Management systems were all proprietary systems built around the idea of a single repository.

Or as marketers like to call it 'a single source of truth', one repository to rule them all. But the world has moved on, content resides in multiple repositories, in the cloud and on premises. Our attempts at corraling everything into one place has failed.

It's time to approach the problem from a different perspective.

So we thought it would be a good idea to provide some structure for this change in approach from ECM 1.0 to 2.0 and we came up with this diagram.



ECM 2.0

ECM 2.0 systems in the future will take a contrary position to the 1.0 systems that focused on the importance of a single repository.

ECM 2.0 systems will take for granted that although some business documents and files may be closely managed in a closed repository, most will not and never will be. 2.0 also

accepts that there will be multiple workflows and integration points in play within a single organisation.

Again, rather than one workflow system optimized for one repository there will be multiple and (sometimes) competing automation and process systems.

In our architecture outline, 2.0 also extensively utilizes traditional content analytics, AI and ML (and in some cases Deep Learning) at three layers in the stack.

Corpus Analysis

Most established firms have millions (in some cases billions) of stored historic documents sitting in legacy systems and document repositories.

Few have any real insight into what is in these documents or what value (or risk) that these documents carry.

Machine Learning and Deep Learning systems can be trained to analyse this corpus of data for legal discovery, the identification of risks, duplicates, and redundancy.

Active Analysis

Active files and documents in ECM 2.0 leverage machine learning to ensure that intelligent capture, document classification, summarisation, and insight are applied.

It's here that we see most of the current activity in the market occurring, whether that be to improving capture efficiencies or simply applying accurate classifications to meet increasing regulatory oversight needs.

Activity Analysis

Though to date, external activity analysis has been primarily the concern of web content and There is a growing interest in analysing who engaged with the content, how they engaged with the content and when, and in the process extracting key business insights.

It's also worth noting that Blockchain (aka distributed ledger technologies) will likely play a key role in the future of ECM. Blockchains are more than BitCoin and money laundering, they can provide an indisputable and immutable (never to be changed) audit trail of every activity and action that a piece of content or file undertakes.

It's early days but we know of many vendors and buyers of ECM technology that are actively and enthusiastically exploring its future use.

So, in summary ECM 2.0 opens up a range of possibilities to leverage the rich, yet currently unloved legacy silos of data organizations have accumulated, whilst also extracting more value from new content and automating more activities down the line.

The shift will be a major but worthwhile undertaking, and it will play out over many years. But do not be overwhelmed, as in many cases, the first step may just be simply moving your files to cloud storage.

For as the Chinese saying goes, a journey of a thousand miles begins with a single step. Carpe Diem!

If you would like a copy of our new report "*Intelligent Information Management – from ECM 1.0 to 2.0*" send us an email at info@deep-analysis.net

Alan Pelz-Sharpe is an industry analyst with extensive experience in information & process management working with businesses and IT executives to analyse and define needs and priorities.

Realising a Vision for 21st Century ECM

By Ralph Gammon

In today's market, traditional ECM functionality is table stakes. According to noted IT market consultant and Crossing the Chasm author Geoffrey Moore, enterprise content management (ECM) has historically been classified as a system of record. And because most organizations have already made their investments in these types of back-office applications, Moore believes there is little competitive advantage that can be gained by throwing more money at them. Instead, Moore suggests that going forward, successful businesses will focus their IT investments on improving their "systems of engagement."

Systems of engagement are applications that manage interactions. These interactions can come from outside sources, such as vendors, customers and partners, or internal sources like employees. In an Internet-connected world, where real-time response is increasingly expected, effectively managing these interactions can make or break a business. How fast an organization responds to a query can mean the difference between a making a sale and losing a customer.

According to an onboarding study conducted by Cornerstone Advisors for the banking industry, only 10% of potential customers who start a new account application process finish it.¹ Obviously, current systems of engagement could use some improvement. One way of doing that is by effectively connecting ECM systems are designed to serve as repositories for managing unstructured content like documents, e-mails and other records related to transactions. According to Moore, ECM, enterprise resource planning (ERP) and customer relationship management (CRM) applications are used to "capture every dimension of our commercial landscape, from financial transactions to HR to order processing to inventory management to CRM to supply chain management to product lifecycle management, and on and on."

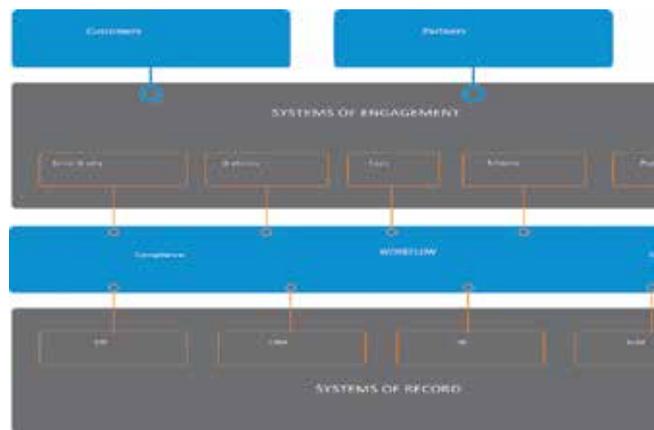
Obviously, these systems contain vital business information, which is often needed to successfully complete transactions initiated through systems of engagement.

And, what good is a system of engagement to a business if it is not leading to a transaction? The definition of "transactions" can vary based on market, but they include signing up new customers for services, selling products or just capturing information that can be used for future product marketing decisions.

Building a Bridge

Capture and workflow represent two key elements of ECM - especially if it is going to be leveraged to improve systems of engagement. Historically, capture applications have been used to manage the input of scanned and electronic documents, as well as their associated metadata, into ECM. Once this input is ingested, workflow is used to route it to the appropriate destinations.

While effective at what they do, most capture applications account for only a small number of the potential input avenues associated with systems of engagement. Especially as more Millennials who grew up depending on computers enter the workforce, traditional forms will continue to become a less popular means for collecting information. Rather, Web sites, mobile apps and new types of means for electronic interaction will continue to evolve and replace paper forms as the standard for doing business. As a result, e-forms are clearly the wave of the future.



Workflow technology can be used to create connections between systems of engagement and systems of record, ensuring compliance and data verification, as well as more efficient interactions, which should lead to improved transactions, processes and business results.

Because of their intelligence, modern e-forms can be designed once and optimized to display on whatever type of device they are being accessed on. They can also be packaged in mobile apps. Because of their versatility, e-forms can be utilized by internal sources like call centre employees, as well as external users like customers and partners.

In addition, because they can be created within an ECM application, they can be attached directly to a workflow. This eliminates the extra step associated with collecting traditional forms and running them through a capture application.

Capturing data from traditional forms can also be manually intensive, while e-forms data is automatically captured when the forms is completed.

Workflow kicks in after a document is captured or an e-form is submitted. It determines how the forms will be processed. For example, an insurance claim might be automatically routed to a claims adjuster for review. Which adjuster receives it might depend on the amount or type of claim. A claim cannot be settled until its workflow has been completed and data has been entered into an adjudication system.

Like a traditional ECM system, the adjudication system is regarded as a system of record. Because ECM systems have historically had to connect with other systems of record, as well as ingest information (through capture) from outside sources, they make an ideal bridge between systems of engagement and systems of record. And workflow represents the network through which information can flow between both sides.

Let's look at the example of a mortgage application. The system of engagement might be an e-form accessed through a bank's mobile app. The mobile app might also include functionality that enables the user to take a picture of any supporting documentation like W-2s and other tax forms.

All this is submitted to an ECM system, which could automatically audit the package for completeness and then either ping the applicant for additional information or pass it on to an underwriter for consideration. At the same time the documentation is being stored for regulatory compliance.

The metadata could also be analysed and used to determine the likelihood that a loan would be issued. If the likelihood falls above a certain threshold, based on business rules, workflow could be used to notify the customer of their impending success, while feeding the data into a loan origination system, where it will receive a final review. This type of automated workflow could be used to reduce the time it takes to secure a

customer from days to a matter of minutes. In addition, it can ensure that the entire loan process is in compliance with regulations.

The bottom line is that leveraging ECM to connect systems of engagement with a system of record addresses multiple hot points:

- It creates a smooth flow of information between the two systems.
- It enables the system of engagement to take full advantage of information stored in a system of record for purposes such as data completion and verification.
- It can ensure that only transactions with a complete set of information are ultimately submitted to a system of record, reducing the risk of non-compliant transactions and the number of exceptions that have to be dealt with downstream.
- It increases the speed transactions are completed, which improves customer service, whether the “customer” is a consumer, patient, student, business partner, internal employee or anyone else. This encourages more return business and reduces the number of lost customers, offering a better return on marketing investments spent cultivating those customers in the first place.

A Future Vision for ECM

So what should the next generation of ECM look like?

Obviously it needs to have a strong workflow component. Workflow is the glue that connects multiple steps in a process. Historically, workflow has primarily been deployed within ECM to manage back office processes which rarely change. But, as workflow moves closer to customer engagements, it needs to become more flexible. This will help it address the constantly evolving nature of systems of engagement — which require

that workflows be able to change with them. For example, what if in response to a Tweet that has gone viral, a bank receives an explosive volume increase in online loan applications? Or a natural disaster overwhelms an insurance company’s mobile claims channels? To best serve their customers and prevent bottlenecks, these organizations are going to require workflows that can be adjusted on the fly.

In relation to workflow, a modern ECM system also needs a strong data analytics component. This will enable users to determine when their workflows need to be changed.

Because if you don’t know that something is backed up or non-optimized, it’s In addition, workflow analytics can be used to help manage other applications. For example, to optimize its accounts payable system, it helps if an organization knows how much the invoices that it currently has in process are worth and when those amounts are due for maximizing early pay discounts.

A modern ECM system should also be cloud-based. This will enable it to meet the increasing desire of businesses to license hosted applications, which reduces the burden on their IT departments while increasing their deployment flexibility. Today’s ECM also needs to be able to run across multiple devices and OS to meet increasing diversity in these areas.

That all said, an organization also wants all the functionality of a traditional ECM application. This includes capture, search, security and records management — as well as e-forms to help users capture documents before they are even printed.

FileBound, a member of the Upland Software family of enterprise work management applications, is offering all this as part its ECM application.

Ralph Gammon is the editor and publisher of the Document Imaging Report newsletter, as well as the Document Imaging Talk blog.

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On-premise, Cloud, or Hybrid?

Which ECM is right for you?

By Milan Vukovic

As a way of capturing, managing, storing and delivering content and documents, an enterprise content management system (ECM) can be worth its weight in organisational gold.

Traditionally, document and content management was done using an on-premise ECM, but the emergence of cloud technologies expands the ECM offering to cloud or hybrid, combining the best of both worlds. You now have to choose a suitable ECM and one of two deployment options.

But which type of ECM is right for your business? Will an on-premise solution be the best fit, or is a cloud-based ECM better for your business?

Or maybe a mixture of both? Here we'll discuss what you need to know about on-premise, cloud-based and hybrid ECM solutions to help you make the best decision.

On-premise ECM

Like most technologies, ECM systems were traditionally kept in-house. That's still an option – it really depends on your requirements.

Pros: Regulatory Compliance - Enforcing regulatory requirements is easier compared to cloud due to complete control of the environment.

More control - Your IT department can continuously develop it to meet your specific needs, rather than those of your vendor. E.g. integrations with other systems can be relatively simpler over the intranet.

Cons: Up-front cost - An on-premise ECM requires a significant up-front cost in terms of IT staff and hardware.

Ongoing costs - The total cost of ownership of an ECM can be more expensive than a cloud-based solution, due to the cost of maintaining and updating the supporting infrastructure. Also, you may need to hire more IT staff.

On-premise systems are great for:

- Enterprise businesses that have the facilities and resources for a large IT department.
- Organisations who process high-volume and large content files (think HD video or large and lengthy documents).
- Industries with demanding needs for information security and therefore need more customisation and greater control (especially when security threats are a daily issue).
- International organisations that need more customisation because they deal with more than one monetary system or tax scheme.

Cloud-based ECM

The cloud is fast-becoming the norm for Australian organisations. In fact, technology that allows organisations to run their systems in the cloud is a major reason why Australian technology spending is projected to grow to \$84.8 billion this year. But like all things, it has its strengths and weaknesses.

Pros: Ease of access - For remote workers all you need is an internet connection – and you won't run into intermittent connectivity issues like those often experienced on a VPN.

Also, modern ECMs support smart devices for your mobile workforce.

Less hassle - There's no need to for hardware or storage space,

and the vendor will take care of service reliability, security and maintenance for you.

Low upfront and ongoing costs - Because it is a managed service, you can count on the vendors to keep an eye on security and upgrades, and focus on running your organisation.

Cons: Less flexibility - The ECM can't be customised to your specific needs, because it's sold as a set package.

Reliance on vendor - The data delivery really depends on your ECM vendor and internet provider. If they're having technical issues, so will you – until the issue is fixed.

Contract-based - Because you are working with a vendor, you are probably locked into a contract for pricing and service. If you want to switch vendors, you have to wait until the contract is over.

Cloud-based ECM systems are good for:

- Small-to-medium sized businesses and other companies that don't have the facilities to house servers, or the budget to hire specialised staff.
- Industries who serve remote customers.
- Industries who work online or on-the-go.

Security is often cited as an issue when it comes to cloud-based services. However, this is usually not a technology issue, as many vendors are able to offer companies a private cloud option for a premium.

Instead, security is more of an internal process issue. The AFR reports that while 50% of data held in cloud-based systems is considered sensitive, 90% of Australian executives said they believed people within their companies were using systems in violation of their approved policies.

Hybrid ECM

A hybrid ECM system combines the best of both worlds to suit your organisational processes.

For example, you could keep confidential and priority systems on-premise, and have it automatically push data through the cloud for remote or mobile staff.

That way, you could have a document created internally, sent to the cloud for external feedback, and returned to original user to sign-off. Once documents are processed you can keep them stored in the archive (since you will rarely need to access them again).

Pros: Allows you to meet the compliance needs of your specific industry while allowing remote staff to be efficient. Good for collaboration and review.

Cons: Can be complex to set up and test. You'd have to consider the total cost of ownership of both systems.

So, what kind of ECM do you need? The type of ECM system you need really depends on the specific needs of your organisation. Besides regulatory compliance, there are a bunch of other factors that you need to consider. How can you keep your ECM secure and accessible at the same time? Have you considered things like disaster recovery and backup? To make sure you've considered everything, download our ECM checklist – the complete guide to finding the right ECM for your business.

<https://offers.kyoceradocumentsolutions.com.au/checklist-enterprise-content-management-ecm-system>

Milan Vukovic is Product Manager - Solutions at Kyocera Document Solutions Australia.



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A Strategy for Search – the key to an effective Digital Workplace

By Marcus Dervin

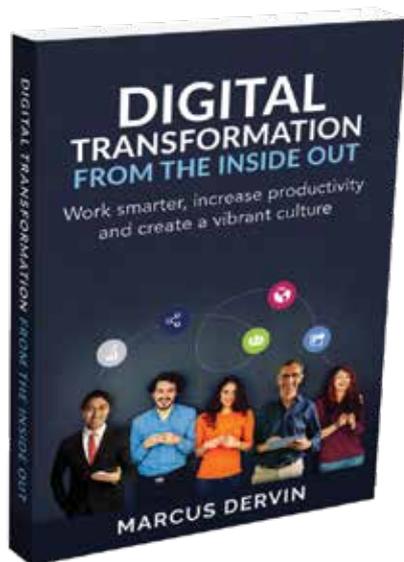
An oft-quoted statistic has information workers spending 1.8 hours each day or 9.3 hours per week searching for information. If you are in a team of five, this equates to one of you making about as much progress as if they spent the day at the football.

Before everyone volunteers for this job, it's worth taking a look at search from the perspective of a Digital Workplace, as this is often a significant source of:

- 1) Essential information in the form of templates, policies, staff profiles and project status reports; and
- 2) Frustration driven by irrelevant search results, out of date content, duplicates and absent authors.

Effective information sharing is invariably a key goal for new Digital Transformation projects and one that must deliver from launch if staff are to engage successfully with their new intranet platform.

Even with the best data hierarchy in the world, the fastest way to locate relevant documents is often through search.



Search is just one of the 9 Pillars of Digital Workplace Success featured in Marcus Dervin's new book: Digital Transformation from the Inside Out
<https://webvine.com.au/book/>
Use Discount code: 'IDM' for 20% off.

We are used to the efficiency of Google search and expect our internal systems to work the same, perhaps forgetting that high levels of content redundancy and a lack of data lifecycle management mean SharePoint has to wade through a lot of data to try and deliver the content users are searching for.

Your intranet does not have the search engine luxury of rewarding good content and penalising bad.

With a poor search experience, people will quickly lose faith in their digital workplace and stick to existing methods of information storage like shared drives, or even worse, storing

everything on their desktop.

Like most things in the Digital Workplace, search is an area where early planning delivers dividends. The more help you can give your intranet or collaboration platform to deliver expected results, the more accurate your search outcomes and the more satisfied people will be.

Help people find what they need by:

- 1) Encouraging Search – place it front and centre, and make it available from every page. With both SharePoint Online and on-premise, you can create a different user interface for search that is more relevant for users.
- 2) Creating relevant Search filters. Rather than relying on out of the box filters like date range and author, create filters people can relate to. Use data visualisation to make searching easier such as creating a map as a refiner instead of a list of city names.
- 3) Shortcuts: Give people the ability to search in different ways through your Information Architecture. For example megamenu can link directly to information without too many clicks, or custom search functionality can sift through legal documents only.
- 4) Displaying Templates are reusable HTML designs you can build to show Search Results in whatever design you wish. Slick presentation breeds user confidence.
- 5) Managing content from day one: multiple copies of the same file, out of date content and no approval process in place for critical documents or pages make it harder to search. Set up managed metadata or tags to filter results early on and communicate these throughout your organisation. Ensure teams know to store documents in libraries and link to them instead of keeping them in Yammer streams for example.

After launch, the work continues. In a recent CMSWire webinar, H&R Block Intranet Program Manager Karen Dawns described her focus on search as a central intranet experience.

H&R Block added a simple feedback mechanism to their intranet search results, then drilled down into people's responses to find what they had searched for and what they hoped to find. The top issue was that the information being looked for simply wasn't in the intranet.

Karen's response was not to tell users to look somewhere else, it was to extend the search function to additional sources and visually highlight recommended search results from external systems. This, among other search and content refinements, improved their favourable user rating for "finding information" to 86% in 2018.

Search is crucial to the success of your intranet and collaboration solution. Understand Search from the outset, create and implement an effective strategy and you and your teams will see the benefits every day.

Marcus Dervin is the founder of Digital Transformation consultancy Webvine.



Using PDF/UA in accessibility checklists

By Duff Johnson, PDF Association

Organizations tasked with ensuring their electronic content is accessible aren't really interested in the technical details. They need straightforward solutions, usable workflows, reliable results and accountable systems. Throughout the US federal government, the accessibility requirement these agencies must meet is Section 508, which itself identifies WCAG 2.0 Level AA as its standard, among other requirements.

Many other governments worldwide also use WCAG 2.0, and increasingly, it's being adopted in commercial settings engaged in improving their accessibility to disabled populations.

As an operational matter, the process of assuring that content is accessible involves substantial training, adequate software and sufficient staff-time. Anything that helps streamline this process, reduces costs, or facilitates accessibility upgrades or validation in more content, is of interest.

PDF remains indispensable. A recent analysis presented at PDF Days Europe 2018 concluded that one in 20 static web pages was a PDF file. But the web holds just a small fraction of documents. Trillions of PDF files exist in private collections as the embodiment of documentation, contracts, invoices, statements, policies, records, terms, maps, academic papers and so many more applications.

Due to PDF's inherent flexibility, the testing required to account for the potential variety of content in PDF files can be substantial. PDF/UA, the ISO specification for accessible PDF, packages these requirements together and includes (according to the Matterhorn Protocol) 136 distinct tests for accessible PDF files.

This might seem daunting. Which is unfortunate, because it should be liberating. Of the 136 tests described in the Matterhorn Protocol, 87 may be fully automated with software. Human intervention is only required to assess and correct any errors located by software.

The 47 checks that may require human judgement boil down to:

- Confirming that the document's semantics as indicated by the tags are accurate

- Confirming that the order of semantic content is logical
- Confirming that any role-mappings in use are valid
- Several checks that apply equally to other forms of content (color, contrast, metadata, alternate text for images, language)
- Checks pertaining to JavaScript, or other content-specific checks
- All of these tests may be performed very efficiently by software designed for PDF/UA validation. For example, it's possible to perform most of these tests via a quick review of pages and tags.

Applying PDF/UA to accessibility-validation processes allows one to package sets of tests together, streamlining the validation process.

If agencies can learn to use the PDF/UA indicator, accessibility checklists can get a lot easier. Authors and vendors could leverage PDF/UA as part of a declaration of conformance (VPAT in Section 508 jargon) for each document. Deliverables specifications might then be summarized as:

- PDF/UA conformance (as certified by the vendor or provider, and spot-tested by the procuring agency).
- Policy requirements (i.e., the gap between PDF/UA and the standard you need to meet). Such requirements might include (as examples):
 - application of specific WCAG 2.0 Success Criteria that are desirable in addition to qualities covered by PDF/UA
 - restrictions in terms of fonts or font-sizes used
 - generalised requirements for the use of simple tables
 - any other specific policy

This approach would set clear, consumable expectations and reduce testing complexity to help drive achievement of organizational accessibility objectives.

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The latest health data breach is one reason why I'll be opting out of MyHealthRecord

By Robert Merkel

Family Planning NSW took its website offline for a "security update" after learning that hackers breached its booking system in May. The organisation notified its clients via email, and journalist Lauren Ingram, who was personally affected by the data breach, shared the notification on Twitter.

The letter stated that: These databases contained information from around 8,000 clients who had contacted Family Planning NSW through our website in the past two and a half years, seeking appointments or leaving feedback.

Family Planning NSW offers reproductive and sexual health services, and the breach has sparked fears that sensitive personal information about clients could have been compromised.

In this case, the risk to patients is not as severe as it could have been. Medical practices typically keep the actual medical records of patients separate from online booking systems.

However, the information in the booking system is still sufficient to assist with identity fraud. Furthermore, for some patients, there are very serious risks merely in disclosing that they are patients of such services:

Ransomware is common cybercrime

According to the notification, hackers exploited a weakness in the web-based booking system of Family Planning NSW and demanded a Bitcoin ransom.

We don't know the full details of this particular attack, but the information in the notification letter indicates the attackers may have used some kind of ransomware. Ransomware is malicious software that electronically locks up (encrypts) the data on a computer system. If no backup is available, the only way to access the data is to pay the ransom for the key to unlock (decrypt) the data.

Ransomware authors do not typically attempt to read the contents of the information they hold to ransom – their business model involves denying access to information, not making use of it. However, ransomware that has sufficient access to scramble data, has sufficient access to steal that information. Therefore, while it is more likely than not that no information was actually copied, it cannot be guaranteed.

Technically sophisticated attackers will sometimes use what appears to be one type of attack (such as ransomware) to disguise their real intentions. Security professionals who specialise in "incident response" (IR), are able to assess this risk when an apparent ransomware attack has occurred. I expect that in a high-profile data breach like this, IR specialists have been consulted.

Medical privacy could be inadequate

It is not feasible for patients of a medical practice to assess the adequacy of the security and privacy processes – and nor should they. Patients aren't expected to assess the skill of a surgeon to operate, or whether the instrument sterilisation processes are adequate!

Instead it is the legal and ethical obligation of medical practices, and the bodies that accredit them, to ensure their technology and processes are adequate to protect privacy and security. All medical practices are required to implement the Australian Privacy Principles specified in the Privacy Act, regardless of size (most other small businesses are not). Medical practices are also

subject to mandatory reporting of data breaches.

Some of the representative bodies of medical specialities attempt to assess privacy and security as part of practice accreditation. In the case of general practitioners, the Royal Australian College of General Practitioners' accreditation standards require practices to develop privacy and security procedures and policies. They also provide a more detailed information security standard.

Unfortunately, it's not at all clear how rigorously these policies and procedures are actually checked, both for their adequacy and whether they are actually followed.

My informal inquiries in the sector suggest that at the very least accreditation processes do not focus heavily on the technical aspects of privacy and security. My own general practitioner is fully accredited by the RACGP via one of its approved accreditation assessment partners, but does not even have a privacy policy on its website.

More evidence that the health sector has work to do in this area comes from the new mandatory notification requirement for data breaches. Since its introduction earlier this year, the health sector has had more notifications than any other sector.

".. the combination of improved access to records and less-than-perfect information security practices in the health sector is likely, in my view, to increase the risk of privacy breaches."

What can patients do?

As in many other aspects of healthcare, patients generally have to place their trust in the competence and diligence of the professionals. But patients who believe they face particularly high risks do have some options to protect themselves.

The Australian Privacy Principles require that, where practicable, patients should be able to interact with a medical practice anonymously, or under a pseudonym. The RACGP accreditation material (PDF link) recommends practices set up procedures to support this.

Even if a pseudonym is not for you, it is prudent to consider minimising the amount of information you provide on medical booking services, which are inherently more vulnerable than medical record systems not exposed to the public internet.

A major change to the way your medical data is managed is on the way – and one with serious privacy implications. The My Health Record is a centralised repository of personal healthcare information, maintained by the Australian government. It is designed to improve healthcare by improving access to patient information for doctors, as well as facilitate research.

However, the combination of improved access to records and less-than-perfect information security practices in the health sector is likely, in my view, to increase the risk of privacy breaches.

You have the chance to opt out of the My Health Record system during a three-month window between July 16 and October 15. After this date, a record can be rendered inaccessible but not completely deleted. This data breach, and the rate at which they are occurring throughout the healthcare sector, further reinforces my intention to opt out.

Robert Merkel is Lecturer in Software Engineering, Monash University. This article originally appeared on The Conversation.



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A bright future for document capture

By Henry Patishman

More than ever, the future is looking bright for document capture software. A series of reports published recently not only forecast dizzying growth for the document capture software market worldwide but also predicts that, in the near future, the solutions will be a must-have tool for businesses everywhere.

A report by Market Research Report Search Engine (MRRSE) anticipates that the sector for the Document Capture Software Market will rise at a positive annual growth rate during the period 2018-2026. Another report released in May by Transparency Market Research sees "rising demand for big data and analytics" fuelling growth in the document capture software market over the next decade. And yet another report on the "Global Document Capture Software Market Competitive landscape by MarketResearch appeared in May.

With the document capture software market's competitive landscape heating up every passing week, key global players - from ABBYY Software and Adobe Systems to IBM, Kofax and OpenText - are continuously striving to stand out in their respective offerings. To understand why document capture software is taking centre stage in enterprise document management, it is important to understand its essence and how it is transforming business.

Why document capture matters

In the past, office tasks such as data entry and invoice processing were manually performed on paper, making the process time-consuming, costly and inefficient. As the volume of business information increases, so is the need for companies to optimally leverage that information for better business outcomes. Scanning paper-based documents is not just a matter of turning paper documents into digital images, it is also crucial to extract business-critical information from the scanned documents.

Document capture technology has evolved from a true end-to-end paper process, to centralised back-office scanning and from there to mobile capture and a cloud-based self-service model. In addition to optical character recognition (OCR) technologies, which convert scanned text to editable text, the new Intelligent Character Recognition (ICR) can read and analyse handwritten characters from electronic images.

Intelligent document capture software is now able to cater for documents irrespective of how they enter an organisation. In this respect, the term "document" is used very broadly as it encompasses regular paper documents as well as email communication, email attachments, web feedback and applications and even social media.

Latest advances in document capture technology have vastly improved the efficiency, accuracy and cost effectiveness of core business activities, enabling companies to gain valuable insights for improved decision-making while consolidating information, reducing redundancies, securing shared files and meeting complex regulatory obligations.

Here are four reasons the global document capture software market can persist for years.

Key enablers of growth

Multi-sectoral adoption. In sectors as diverse as healthcare, education, finance, transportation and insurance, document capture solutions are now essential to not only meet routine document imaging needs, but also to assist in regulatory compliance. In the financial sector, document capture solutions help streamline processes such as bank account opening, loan processing, credit card applications and many other operations. Healthcare providers are also reducing their data entry costs by using the technology to capture patient documentation, billing data, and regulatory filings.

Platform services: The increasing use of Platform as a Service (PaaS) services for document capture and processing operations has enabled organisations to reduce cost and improve efficiency without the complexity of building and maintaining IT infrastructure. As well as facilitating easy accessibility, PaaS based deployment provides a model for metered service (pay-per-use) software delivery, greatly encouraging prudent use of resources. The growing demand for PaaS based document capture solutions will continue to propel industry expansion in the near future. According to Gartner, enterprises are confident that PaaS can be a secure, scalable application development platform.

Enterprise content management (ECM). The growing demand for document capture solutions to manage enormous volumes of business documents, email, images, reports and forms in organisations is another factor that will fuel the industry growth in the near future. The increasing need for web-based solutions that enable businesses to securely store, maintain and access digital records in a systematic and efficient way is expected to create immense market potential over the next seven years.

Growing with the Cloud. With the continued growth of cloud computing, it's only natural that cloud-based services and solutions would see similar growth. Document capture solutions are increasingly cloud-based for several reasons including scalability, interoperability and usability. Factors such as simplified IT infrastructure and management, remote access from anywhere and cost efficiencies will fuel industry expansion as they enable larger participation from smaller organizations and cater for their core requirements. Forrester sees the public cloud market growing rapidly to \$US236 billion in 2020, up 23% from 2014 while Gartner projects the cloud computing market reaching \$US411B by 2020.

The future remains bright for organisations that deploy document capture software to propel their digital transformation initiatives. Leveraging innovative capabilities in cloud platforms and Intelligent Character Recognition and even RPA will not only speed up digital transformation initiatives but also deliver business-wide process improvements as well.

These disruptive technologies allow easy extraction of actionable information from business documents, automating the process of document processing, classification, and validation. In today's world, where instant data access, business intelligence, security and efficiency are critical to success, companies will ignore document capture technologies at their peril.

Henry Patishman is Director of Sales (Australasia) at ABBYY. Contact ABBYY at sales@abbyy.com.au or on (02) 9004 7401 for any further information.

NSW launches Open Data e-learning module

NSW Information Commissioner and Open Data Advocate, Elizabeth Tydd, has launched a new e-learning module on Open Data in collaboration with the NSW Department of Finance, Services and Innovation (DFSI).

'Launched in May to close out Information Awareness Month (IAM), our new Open Data e-learning module is an opportunity to increase public awareness of information and its place in all aspects of daily life and to promote information practices and policies to support sound information management across organisations,' said Ms Tydd, NSW Open Data Advocate and CEO of the Information and Privacy Commission NSW (IPC).

'Transparency of government actions – sound practices for information access and information sharing are central to building trust and achieving an effective democratic system.

'Our challenge as custodians of government information, is to embrace the 'digital world' and apply its benefits to promote accountability, deliver better services, engage with the community and at the same time, ensure our systems protect information privacy and security.

'Building trust and confidence in our ability to ethically and effectively manage information in the digital age is essential to advancing Open Government. Our new e-learning module is also designed to elevate knowledge of sound information

governance,' Ms Tydd said.

The IPC is promoting good governance through the release of a new, freely available Open Data e-learning resource.

'DFSI are leading the state's work in better understanding and ensuring accountability for using and sharing Open Data. This e-learning resource has been developed in line with the NSW Open Data Policy and is being delivered under our commitment to provide education and training to our stakeholder groups across NSW information access and privacy legislation,' Ms Tydd said.

'I am pleased to launch the new Open Data module which has been designed to provide an understanding of Open Data along with an explanation of how public sector organisations can embed good information practices to support Open Data release in NSW.

'Open Data offers great potential value to the community and government. The benefits are diverse, ranging from improved efficiency to greater public participation in the development of government policies and community services.

'I encourage all public sector employees to complete the Open Data e-learning course, available for free on the IPC website,' Ms Tydd said.

More information and resources on information access and privacy rights in NSW are available at <http://ipc.nsw.gov.au/>

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AI for Records Management



By Anthony Woodward

Automation is the best way to address the major challenges of records management today. But what is automation, really?

There are two main categories of automation to consider:

Fingerprinting technology: Sample documents are provided to an application that represent the types of content in an organisation. These are analysed by the application to find common characteristics, which could include things like phrasing or formatting. These common characteristics are referred to as the document's "fingerprints".

Linguistic analysis: When provided with sample documents the application extracts data and metadata from the samples. It then uses linguistic analytics to determine what records series should be applied to what content.

Within these two main categories there are seven types of automation we typically deal with in the Records Management world. They can use Fingerprinting, Linguistic analysis, or both as methods of automation. All of them help us to classify content correctly against the file plan, and in some cases, we can build relationships between content for event better classification. This also helps us to enhance search and retrieval of information. Collectively, these automation techniques are referred to as Artificial Intelligence (AI).

At RecordPoint we are making significant investments in Research and Development to enhance our products with greater AI capabilities. We have focused on the concepts below and how they apply to Records Management, Information Management, and Information and Data Governance. This article explains the key approaches we are focusing on.

Types of Automation

1. Automated Classification

Automated classification is the application of categories, labels, tags, or metadata to content. This can be done using fingerprinting and/or linguistic analysis.

We can understand a lot about content by looking at fingerprints, such as who uploaded it, where they put it, and the document title. From this, we can often infer a classification.

Additionally, we can also look at the content inside the document using linguistic analysis techniques to classify it appropriately.

2. Machine Learning

Machine Learning uses statistical techniques to give computers the ability to learn. In plain English, this means if you are editing a document with a colleague, the computer can infer that you have a stronger relationship with that person than someone who has never authored a document with you.

Once you track these relationships across multiple platforms and content, the computer can know a lot about your work preferences and behaviour, creating a fingerprint that can be used in future cases.

This fingerprint can help us build relationships between documents for records management purposes and help reduce the number of classification errors by recognising what content should be classified as a record.

It can also help us to group together like information, such as all content related to a certain customer across all content sources, which improves productivity and the collaboration experience, in addition to helping us to be more compliant.

3. Natural Language Processing

Natural Language Processing (NLP) is artificial intelligence concerned with the interactions between computers and human (natural) languages. It also looks at how to program computers to process enormous amounts of natural language data using linguistic analysis.

NLP includes a large group of automation tasks, but a few directly apply to records management. First, NLP can be used to identify terms and metadata that are actually relevant to the document, as if a person had manually read and chose terms, rather than the terms that appear most frequency.

Second, optical character recognition (OCR) can recognise text in images and classify them appropriately.

Third, given a chunk of text, NLP can identify the relationships among named entities. For example, it could pull the name of a person from the document and automatically look up what department they work in, even if the department is not mentioned in the document directly.

There are many more examples, but these are just a few.

4. Automated Rules

Automated rules can perform repetitive actions on your behalf. They are triggered when certain criteria are met. For example, when a document is classified as a contract over \$500,000, a retention schedule can be automatically applied.

Using fingerprinting and/or linguistic analysis we can automatically identify when the triggers occur and what rules should be used.

5. Black Box

Black box automation is related to NLP and classification. It is another type of automation that identifies relationships between data and predicts the next data in a sequence.

For example, we can count how many times a word appears in a document (top ranked words) or find relevant terms using linguistic analysis. We then would compare it to other similar documents to develop a fingerprint. When a future document matches that fingerprint, we can start to infer what metadata might apply to that document.

This is applied to records management to be able to identify the relationships between content and data, to ensure they are classified correctly and the appropriate retention policy has been applied.

6. Neural Networks

Neural networks improve performance on classification by looking at other examples where a category has been applied, like in fingerprinting. For example, in image recognition, they might learn to identify images that contain a dog by analysing example images that have been manually labelled as "dog" or "no dog" and using the results to identify dogs in other images.

Neural networks are another tool that helps us better classify content for records management purposes, so we are more confident in the classification and that the correct retention policy has been applied.

7. Deep Learning

Deep learning is a type of machine learning. In this case, deep learning can use a hierarchy of concepts, such as a hierarchical file plan, to classify content.

For example, say your file plan hierarchy is Legal -> Contracts. In deep learning the document would first be identified as a legal document using fingerprinting and/or linguistic analysis, then it would only look at categories under legal to identify it is a contract. This can be repeated over hundreds of layers. In each case the previous layers inform the next layer of classification.

Learn More about Artificial Intelligence Automation

There are certainly a lot of Artificial Intelligence (AI) automation concepts that can apply to records management. It can be daunting to understand them all and how you can get the benefit for your organisation.

The great news is that at RecordPoint, we're doing the hard work for you, so you can automatically benefit from these technologies by using our products. Our goal is to make it easier for you to automatically identify records and classify content using AI.

Schedule a demo with us and see how we can help your organization benefit from records management automation. Have more questions? No worries. Simply contact us at <https://www.recordpoint.com/contact-us/> and let us know how we can help you.

Anthony Woodward is Chief Technology Officer & Founder of RecordPoint

Three Reasons to Tackle Document Sprawl Today

By Marko Sillanpaa

Document sprawl across multiple silos effect every organisation. According to AIIM, 52% of organisations have three or more document or content systems another 22% have five or more systems. Most of these content repositories don't talk to each other forcing users to work across multiple applications to access the documents they need to perform their daily jobs. Here are three reasons to address document sprawl today.

1. Increase Operational Efficiency

With content spread throughout an organisation it is given that it will take time to find information when you need it. According to a McKinsey report, employees spend 9.3 to hours per week while an IDC report puts that number at 12.5 hours. That is like having one out of every four employees doing nothing but looking for documents. Today, users need to search various systems for documents needed to perform their daily roles. By federating content repositories, documents can be accessed across content systems from one common application. Users are able to access documents from one application instead of logging into several. This allows easier access to documents hidden away in legacy content stores or file systems. Federated repositories also allow users to not only find these documents but change them as well.

2. Address the Needs for Compliance

The value of information as an asset is being recognised by more and more across organisations. No longer are organisations concerned with records retention but also new regulations, like the GDPR, are requiring a higher knowledge of the documents an organization maintains. This means that more controls are constantly being placed on documents. Implementing controls across multiple disconnected systems is complex and time consuming. By federating content repositories, retention and other information governance rules can be set in a single application and the controls can be enacted on the documents where they sit. From one interface you can set retention schedules or identify which documents contains personally identifiable information (PII) and the controls can be set in the content repositories in which they reside.

3. Reduce Annual IT Costs

Maintaining various content stores can be costly. This starts with annual maintenance costs. Each system may also require specialized skills to maintain. Often an administrator familiar with one platform may not be familiar with another. User training also increases with multiple platforms. Legacy systems can increase these costs as annual maintenance increases on older versions and the specialised skills need to maintain the system become harder to find. If the platform is out of maintenance it can create high levels of risk. By federating content repositories, platforms can be consolidated as needed. Focus on support and future growth can be placed in the federated repository, while existing integrations can be maintained to legacy systems from legacy repositories. Consolidation does not need to occur in one step which decreases the need for major changes in existing processes and integrations.

Document sprawl effects almost every organisation. Documents are spread across various content repositories and locations. But there no reason that content can't work together.

Marko Sillanpaa is responsible for developing the OEM/VAR channel for Simflofy's content integration platform. www.simflofy.com



Senate Committee report highlights govt. legacy issue

A Senate Inquiry into “Digital Transformation” has issued a report that is highly critical of the Australian Commonwealth Government’s efforts to date, although the report’s conclusions are firmly split along party lines.

With an ALP/Greens majority on the committee, the final report was predictably scathing of the Liberal-National coalition government.

It “considers that the government has not demonstrated that it has the political will to drive digital transformation.”

“It has become clear to the committee that digital transformation is a policy area beset by soaring rhetoric and vague aspirations by government, largely unconnected to the actual policy activities actually undertaken,” the committee’s majority said.

However, a dissenting report from the minority of Government senators on the committee argues that “there have been hundreds, if not thousands of digital projects, both large and small, funded by the government that have been delivered successfully ... the very few examples hand-picked by the committee represent very much isolated unfortunate exceptions against a background of high performance in the delivery of digital solutions.”

The report includes a lengthy section attempting to define “What is ‘digital transformation’ of government services.” It does not reach any firm conclusion.

The DHS’ legacy ICT systems are now over 30 years old.

Committee Chairperson, ALP Senator Jenny McAllister, puts forward a utopian vision for the promise of digital transformation. i.e. “that technology will open up new policy possibilities and allow government to make a real impact in people’s lives more effectively, efficiently, and frictionlessly.”

A large portion of the report is devoted to four case studies, three at the Department of Human Services (DHS) and one at the Australian Taxation Office (ATO).

The ATO web site outages of 2016-2017 were highlighted, however this was caused by a network hardware failure and not a particular product of any Digital Transformation efforts.

The DHS came in for some severe criticism over the expense and ongoing delays in the replacement of a legacy application for child support, a program that was initially to be completed

by late-2015 but was finally suspended in mid-2018 with over \$A100 million spent so far. However once again, this was not specifically a Digital Transformation initiative, it was undertaken because a legacy system was nearing end of life.

The Committee received many submissions highlighting the extent of the legacy issues that are hampering digital transformation efforts within Commonwealth Government agencies.

“A number of department and agencies’ submissions demonstrated the difficulties arising from ‘legacy’ systems, such as new systems being overlaid on outdated hardware which in turn have been subject to ad hoc iterations of updates and upgrades, as well as outmoded business processes, and security vulnerabilities arising from old technologies,” the report notes.

A 2015-16 ICT trends report found that 44 per cent of the government’s major applications are over a decade old and that 53 per cent of the government’s desktops and laptops are past the end of their planned useful life.

Ian Brightwell, former CIO of the NSW Electoral Commission, noted that ICT program failure in the APS is due in part ‘to poor backend infrastructure and systems upon which to build online systems’.

The DHS’ legacy ICT systems are now over 30 years old.

John Murphy, DHS Deputy Secretary, Payments Reform, noted that “... essentially, the environment that we’re working in is one that was largely designed back in the seventies, eighties and nineties, which was largely constructed around paper and telephones and largely based on face- to-face interactions.

“I think it’s fair to say that that mode of operating has largely continued. I think we would all recognise that, in this day and age - particularly around customer expectations of digital, simple, clear, easy-to-use, safe and available anytime, anywhere - that is a very, very difficult proposition for the delivery of welfare without a fundamental change.”

The National Archives of Australia (NAA) reinforced the legacy challenge with its estimate that almost 40 per cent of Commonwealth agencies have not implemented a program for assessing, keeping, migrating or destroying their digital information.

“Additionally, over half (52.4 per cent) of agencies reported in 2016 that they lacked the business processes and systems to enable the migration (transfer) of relevant digital information to the Archives. Also of concern is the low number of agencies which have not identified the cost-benefits of managing information digitally, with just 2.4% doing so in 2016.”

Paul Shetler, former Chief Executive Officer at the Digital Transformation Office, along with former colleagues, submitted

that, "The Australian Government should develop a clear understanding of legacy applications. Legacy applications are not limited to old technologies. They may include systems that are still current, but whose vendors are unable to support government's future technology vision. As a whole-of-government initiative, there should be clear pathways and timelines for transitioning to a modern technology architecture, with regular reporting to these plans

"Legacy, poor architecture and non-standard projects slow down or work against the transformation of government services; wrong methodologies, inappropriate outsourcing, wrong/incompatible/obsolete technology make things worse.

... almost 40% of Commonwealth agencies have not implemented a program for assessing, keeping, migrating or destroying their digital information.

"Departmental inertia is such that spending needs to be controlled so that departments are delivering the right thing, the right way.

"Our experience working in digital transformation in the United Kingdom has suggested that providing a single agency with spend controls over whole-of-government digital products is the best way to ensure coherent and consistent service delivery. Digital teams should be required to regularly report on project methodologies, timelines and achievements to date in order for funding to be continued."

The Digital Transformation Agency has been allocated funding

of \$A33.5 million to undertake its lead role until 2019-20. It has oversight of all ICT projects worth greater than \$A10 million.

The Senate Committee report concludes that "Its contribution is muted because its role is confined to the level of assistance with discrete projects at the operational level.

"Even there, its involvement is limited. At the time of its creation, it was intended to operate as a 'powerful new program management office' that would track ICT and digital projects across the whole of government, stepping in to remediate where things are not working. In reality, it had only a minor role in the case studies examined by this committee."

Government senators disagreed "with the majority view that a centralised mega-agency is the answer to the whole-of-government approach to digital transformation of government services. In their dissenting report, Senators James Paterson and Amanda Stoker write "Such an approach to digital transformation is rooted in the old command-and-control view of the public sector that does not acknowledge the need for active engagement, flexibility and collaboration. The functions of government departments and agencies are diverse and distinct and it is important that the relevant corporate and policy expertise and knowledge are harnessed when transforming service delivery.

"Where appropriate, Government senators support an approach where departments and agencies have the ability to build digital platforms and solutions to meet their particular portfolio programs. Such platforms and solutions should be leveraged as appropriate across the government and more importantly, should continue to place the users and their experience at the centre."

The full report is available at https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Finance_and_Public_Administration/digitaldelivery/Report

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Advance Moves Forward with OPEX

How much paper is it worth scanning as part of an electronic document management project? It's a fraught question, but the answer seems to be 'only what you need' with legacy records and 'Day Forward' scanning of new documents as they are produced.

The push towards Day Forward Scanning as a step on the path towards full Digital Transformation is driving strong growth in the scanning business at Australia's Advance Record Management, headquartered in Geelong, Victoria

Founder Peter Newland established Advanced Record Management in rented quarters in North Geelong, in 1994. The firm now provides document management solutions to a wide range of customers across Australia, including off-site storage, document imaging, and online content management.

The company also offers data protection services such as tape vaulting and online back-up capabilities.

Advance provides services to a number of growing businesses across a variety of vertical markets e.g. healthcare, government, education).

Today, Advance has 9,000 square metres under storage, more than one million boxes and 30 employees. With \$A4M invested over the past two years It has added a new storage facility every 18 months, each covering 1000sq m and holding 100,000 boxes, with further construction in the pipeline.

The Victorian Office of Public Records recognises Advance Record Management as an approved document manager for government record-keeping, and it has also achieved ISO 9001:2008 certification.

Along with long time General Manager Philip D'souza, Peter Newland keeps in direct contact with clients to maintain a consistent presence for the company and stay on top of shifting demands for bureau services.

Advance Record's digital scanning bureau business began operations six years ago and now offers a full document solution that includes identifying record types, determining indexing methods and leveraging content in existing legacy systems.

The company prides itself on helping organisations manage hard copy and digital information – hence the recent installation of industry-leading OPEX Falcon scanning workstations. This is addition to other high volume A3 and A4 flatbed scanners, three A0 plan scanners, an A2 book scanner and letter opening equipment.

Advance acquired its first OPEX Falcon scanning machine two years ago and has since acquired three more. There are six full-time staff now working in the scanning bureau.

The latest OPEX model is a top of the line FalcoInRED, which combines OPEX's high-volume production scanning technology with an envelope opening and extraction unit, the OPEX Model 72 Rapid Extraction Desk. FalcoInRED, is designed to attack the most difficult and daunting of digital mail centre workflow challenges. Peter Newland said the unique devices have revolutionised mail handling and document management at Advance Record Management.

"A single operator can open, extract, capture, process in-line, print an audit trail, and sort mail contents without a separate

preparation process. This provides for much better management of jobs and improved Quality Control."

As documents are removed from envelopes and scanned in one step, operators can view each image to ensure it is properly captured and identified. This reduces time-consuming and costly re-scanning later in the process.

OPEX document scanners are able to scan a wide range of irregular, folded, and damaged media without the need for careful stacking, jogging, or document repair.

"The Falcons have provided tremendous flexibility and efficiency," said Newland.

"They have greatly simplified our workflow. In addition to Day Forward scanning, we do a lot of dedicated mailroom scanning and Scan on demand for the huge volume of physical documents we hold in our facilities," said Newland.

"OPEX was also able to help us deliver a specialised mailroom process for one of our clients that required cheques to be scanned as they arrived. The Falcons are now able to scan the cheque and add the image to a spreadsheet along with the unique Magnetic Ink Character Recognition (MICR) code which is printed at the bottom of a cheque. This enables us to bank the cheques and perform an audit for our client in the one workflow"

Recognising that the transition to paperless is a long journey that requires extraordinary investments and process changes, businesses need an economical way to fill in the gaps during the conversion from paper to digital.

With the implementation of a content management system there is a focus on "improving" business workflow. Day Forward Scanning allows business to achieve some of the benefits of having information stored electronically while deferring disruptions of workflows that originated with paper.

Advance now has more than 50 million pages of digitised documents in cloud storage for clients using a variety of Electronic Document and Records Management Systems (EDRMS).

"There is still a huge growth in paper out there and a burgeoning demand to convert that to an image. Getting the image is easy, it's how the client can use it after that, that is the real value add," said Newland.



Byron Knowles, OPEX Manager of Business Development APAC and Peter Newland, Owner, Advance Record Management.

Storage is the secret weapon that protects unstructured data

By Marina Brook

The volume of unstructured data - freeform information that does not fit neatly into databases organised by fixed categories—is exploding. By 2022, 93% of all digital data will be unstructured, IDG Research predicts.

Much of this will be corporate data, including email and text messages, audio files of customer service recordings, video files of YouTube uploads, text files or Word documents and PDFs, social media posts and more.

Having reached epic proportions, unstructured data presents huge storage and processing challenges. Machine-generated data such as medical 3D imaging and satellite imagery, and data created by the Internet of Things, keeps adding new and larger streams of unstructured data to the flood.

Because unstructured data is far more accessible and easier to share than structured data, it poses a significant risk in terms of vulnerability from cyber-attacks. Due to its varying nature, and the challenges of identifying where it resides in the enterprise network, it is difficult to protect unstructured data from unauthorised access and/or to prevent it from leaving the secure company environment.

The challenges presented by storing and protecting such data raise concerns relating to compliance with data protection and privacy laws such as Australia's NDB and the EU's General Data Protection Regulation (GDPR).

Traditionally unstructured data has been of lesser value than structured data. But that's changing. Its value is rising quickly because as unstructured data grows unabated, it tends to contain a higher level of vital information. And because it is increasingly spread across an organisation's infrastructure, this data is a treasure trove for hackers. Often, organisations have little awareness of the volume, composition, risk and business value of their unstructured data—making awareness a critical first step in its protection.

Unlike structured data, which grows predictably, unstructured data grows unpredictably and exponentially. Predictable, linear growth can be managed with old-school storage techniques such as over-provisioning—purchasing more storage than is needed to meet anticipated growth. But unstructured data is another animal entirely and most enterprise IT infrastructures are not designed to handle it. This is a problem both in management terms and from the data security perspective. Infrastructure that can't scale and adapt to unpredictable data growth exposes the data to risk.

Organisations understand this. They know they need multiple layers of protection from endpoint to network security, patch management, and Identity and Access Management (IAM) etc. to safeguard their data. However, security measures are perfect only until they are penetrated, and organisations need to get security right 100% of the time. Hackers need just a single successful breach to compromise data.

That's why enterprises need to re-examine both their security infrastructure and their storage infrastructure from the ground up. They need to implement modern storage techniques if they truly want to defend against attacks. They need to realise that storage is not merely a container for enterprise data, it can also be designed to successfully mitigate the risks associated with unstructured data.

All organisations face the danger of a hacker destroying their data. And they all need a backup storage solution to be able to recover it in that worst-case scenario. So, in a perfect world, they would all keep extremely close track of their data and back it up to ensure it can be recovered easily.

The trouble is, the closer an organisation comes to realtime data saving, the more expensive it gets. So, they make a choice: depending on the value of the data they're protecting, they may decide to accept one minute of data loss—or perhaps one day.

The way forward

Fortunately, this dilemma can be resolved. Innovations such as continuous storage snapshots allow organisations to capture and 'back up' their unstructured data cost-effectively in near real-time. A storage snapshot is a set of reference markers for data at a particular point in time. It serves as a detailed table of contents, providing organisations with instant access to previous copies of their data.

IT managers are realising that storage-based technologies like snapshots provide an additional form of backup and offer the next level of reactive recovery from an attack. For example, the data referenced by snapshots is immutable, making it highly resilient to ransomware attacks.

The second challenge is that unstructured data can simply overwhelm organisations. Just as they have dealt with one terabyte, 10 more terabytes arrive. Market analyst Gartner expects to see growth of 800% over the next five years. This calls for a storage infrastructure that can both manage growth and secure all that unstructured data. This is where object-based scale-out storage stands out.

Object-based scale-out storage gives organisations the means to deal with exponential data growth cost-effectively. With features such as deduplication and compression which compact the over-all data, it helps organisations to get out of reactive mode and having to constantly deal with storage provisioning. Object-based scale-out storage lets organisations focus on higher value tasks of data management and protection.

Despite the many challenges, the good news is that modern storage technology can come to the rescue of organisations: it can deliver quicker, more granular recovery points so they don't lose data in the event of an attack. It can also lock down certain types of data to ensure higher levels of protection. Indeed, object-based scale-out storage can be an organisation's secret weapon in gaining better control of their unstructured data and mitigating risk once and for all.

Marina Brook is Head of Sales, StorageCraft APAC



Back scanning minus the headaches

There are many aspects to consider when embarking on a major back scanning project, and one of the most daunting if pursuing an in-house approach is acquiring the necessary scanning hardware and software to digitise the archive, as well as developing the expertise to make it all run smoothly.

Scanning specialist EzeScan is gaining traction with a headache free option providing the ability to rent scanners and the necessary software for the duration of a project, with setup and training included. Once the project is completed, the user simply hands it all back having had the ability to better manage cash flow by choosing to either CAPEX or OPEX the solution costs.

The retrospective digitisation of existing paper records is conducted for a variety of reasons: to provide better access to historical records, save storage space or provide a digital backup.

Large back scanning projects always need careful analysis to determine if they are genuine value for money, taking into account retention and access requirements, re-use and ongoing business value of the records concerned.

There are a number of cost considerations when deciding to digitise in-house or outsource to a service provider. At first glance, in-house appears to be the easiest option, but it can be more expensive.

For two Australian organisations, choosing EzeScan scanner rentals made the decision to stay in-house much easier.

Coal Services

Coal Services is an industry-owned organisation committed to providing critical services and expertise to the NSW coal industry. It operates a Specialised Health and Safety Scheme that provides an integrated suite of services aimed at preventing injury and illness in the workplace. These include the provision of workers compensation, occupational health and rehabilitation services, the collection of statistics and the provision of mines rescue emergency services and training to the NSW coal industry.

Coal Services Records Manager Stephen Parkes said the organisation was at the very early stages of its digital journey, and most of its interactions with NSW coal miners were paper-based, including medical records and forms, reports and drug and alcohol tests.

A first step towards digital transformation was the adoption of Office365 in 2017 then RecordPoint for managing records management in SharePoint Online.

"Our first focus was back scanning tens of thousands of legacy files with millions of documents containing the health records of miners who were no longer in the business," said Parkes.

"This has now evolved into also scanning 23,000 active files

which will take place over the next few months. We have to comply with a range of legislation for health files so RecordPoint was required to assist with managing retention.

"Initially we looked at scanning bureaus that could deal with our files, which are broken up into nine different sections, in an automated fashion using barcodes. I was familiar with EzeScan's capabilities in this area and so we contacted them for a solution.

"Being able to hire scanners from EzeScan for the duration of the back scanning project and benefit from their support in configuring the software has been a great advantage.

"We now have two sites in NSW scanning our health files and we have bought one Kodak scanner and leased three more. We know this project has an end date and we didn't want equipment that we would no longer need after that date.

"We have only had one issue with a scanner since beginning the project and it was great to be able to just hand it back to EzeScan and have them quickly send us a replacement."

"Having branches across the State, and with miners often being transient and not always staying in one location, having the digital file is now a great advantage."

Pitcher Partners

Pitcher Partners is a national association of independent accounting, auditing and advisory firm firms, with each at differing stages of their digital transformation journey

In support of the Melbourne firm's business strategy, a digital transformation journey was launched. The timeline was purposely aligned with a new office being built and a move-in date of June 2018.

An analysis was performed to decide on whether the scanning requirements would be completed in-house or outsourced to a third party. It became apparent that the requirements could be best fulfilled if the activity was performed in-house and, on this basis, EzeScan was engaged to assist in providing both hardware and software to deliver the agreed outcomes.

Supported by Glen Roy, the firm's Practice Services Supervisor, EzeScan seamlessly completed this requirement at short notice which ensured the firm's deliverables were met

"We ended up deciding it was better to do it in-house and the solution was to rent the scanning hardware and software from EzeScan for three months.

"We already have two permanent Kodak i4200 scanners and the EzeScan software for mailroom processing and accounts payable, the rental solution meant we could deal with this short-term back scanning project quickly and simply."

"We rented three more i4200 scanners and brought in a couple of temps. Then once the project was completed we just handed the hardware and software back to EzeScan," Glen commented.

Enterprise Collaboration: Still Wandering in the Desert

by Craig Roth, Gartner

Information workers may sit in a sea of fuzzy cubes, spread across windowless floors lit by fluorescent lights, but when it comes time to collaborate they are often wandering the desert looking for a home.

Every day in businesses across the world there are as many chances to collaborate as grains of sand, but too few workers know where to go online to engage with peers or partners. Only 16% of workers make daily use of collaboration tools (according to a Gartner survey of over 3000 workers in 7 countries). Some of the remaining 84% may truly not have a need to collaborate given their current roles (which is a subject for another debate), but certainly not all.

It's easy to blame the vendors, but I think the truth is that buyers don't yet know what they want.

Sure, at a high level they do: "we want to collaborate better". But the devil is in the details and the mechanism is up for grabs. Collaborative workspaces, enterprise social networks, unified communications, workstream collaboration, content collaboration, and employee communication platforms have all been introduced with fanfare over the past few decades and are all viable options with varying degrees of success and overlap.

My fellow analyst Mike Gotta talks about how we've moved from a focus on productivity and routine work to a focus on performance and non-routine work. Indeed, we're moving to

the far edge of non-routine work, where it is very hard to pin down exactly what the tool will be used for and get a list of requirements.

Accordingly, this market is working on the Steve Jobs principle of "A lot of times, people don't know what they want until you show it to them." And so we keep showing them new types of tools and examples of how they are to be used. We've been doing that for years and are still at 16%.

It is frustrating to any advocate of collaboration technology to see it going unused. You can ask workers what they want, but the ghost of Steve Jobs appears again and reminds you "It's not the customer's job to know what they want".

Yes, it is important to listen to potential customers and certainly to design with them in mind, but there is a burden on vendors – an unusually large one compared to other more task-specific software categories – to come up with the iPod of collaboration; that perfect design that just makes sense.

We keep getting closer and I am optimistic that one of the vendors out there – perhaps a wise "megavendor" or maybe a feisty small one – will hit on the direction that finally leads modern workers out of the collaboration desert.

Craig Roth is a Research Vice President at Gartner focused on cloud office suites, collaboration tools, content management, and how they are being impacted by digital workplace and digital business trends.

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Slow Advance in Data and Analytics: Gartner

A worldwide survey* of 196 organisations by Gartner, Inc. showed that 91 percent of organisations have not yet reached a "transformational" level of maturity in data and analytics, despite this area being a number one investment priority for CIOs in recent years.

"Most organisations should be doing better with data and analytics, given the potential benefits," said Nick Heudecker, research vice president at Gartner.

"Organisations at transformational levels of maturity enjoy increased agility, better integration with partners and suppliers, and easier use of advanced predictive and prescriptive forms of analytics. This all translates to competitive advantage and differentiation."

The global survey asked respondents to rate their organisations according to Gartner's five levels of maturity for data and analytics. It found that 60 percent of respondents worldwide rated themselves in the lowest three levels.

The survey revealed that 48 percent of organisations in Asia Pacific reported their data and analytics maturity to be in the top two levels. This compares to 44 percent in North America and just 30 percent in Europe, the Middle East, and Africa (EMEA).

The majority of respondents worldwide assessed themselves at level three (34 percent) or level four (31 percent). Twenty-one percent of respondents were at level two, and 5 percent at the basic level, level one. Just 9 percent of organisations surveyed reported themselves at the highest level, level five, where the biggest transformational benefits lie.

"Don't assume that acquiring new technology is essential to reach transformational levels of maturity in data and analytics," said Mr. Heudecker. "First, focus on improving how people and processes are coordinated inside the organisation, and then look at how you enhance your practices with external partners."

Improving process efficiency was by far the most common business problem that organisations sought to address with data and analytics, with 54 percent of respondents worldwide marking it in their top three problems. Enhancing customer experience and development of new products were the joint second most common uses, with 31 percent of respondents listing each issue.

Enterprise reporting

The survey also revealed that, despite a lot of attention around advanced forms of analytics, 64 percent of organisations still consider enterprise reporting and dashboards their most business-critical applications for data and analytics. Similarly, traditional data sources such as transactional data and logs also continue to dominate, although 46 percent of organisations now report using external data.

Level 1 Basic	Level 2 Opportunistic	Level 3 Systematic	Level 4 Differentiating	Level 5 Transformational
<ul style="list-style-type: none"> Data is not exploited, it is used D&A is managed in silos People argue about whose data is correct Analysis is ad hoc Spreadsheet and information firefighting Transactional 	<ul style="list-style-type: none"> IT attempts to formalize information availability requirements Progress is hampered by culture, inconsistent incentives Organizational barriers and lack of leadership Strategy is over 100 pages; not business-relevant Data quality and insight efforts, but still in silos 	<ul style="list-style-type: none"> Different content types are still treated differently Strategy and vision formed (five pages) Agile emerges Exogenous data sources are readily integrated Business executives become D&A champions 	<ul style="list-style-type: none"> Executives champion and communicate best practices Business-led/ driven, with CDO D&A is an indispensable fuel for performance and innovation, and linked across programs Program mgmt. mentality for ongoing synergy Link to outcome and data used for ROI 	<ul style="list-style-type: none"> D&A is central to business strategy Data value influences investments Strategy and execution aligned and continually improved Outside-in perspective CDO sits on board

D&A = data and analytics; ROI = return on investment

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"It's easy to get carried away with new technologies such as machine learning and artificial intelligence," said Mr. Heudecker. "But traditional forms of analytics and business intelligence remain a crucial part of how organisations are run today, and this is unlikely to change in the near future."

Organisations reported a broad range of barriers that prevent them from increasing their use of data and analytics. There isn't one clear reason; organisations tend to experience a different set of issues depending on their geography and current level of maturity. However, the survey identified the three most common barriers as: defining data and analytics strategy; determining how to get value from projects; and solving risk and governance issues.

"These barriers are consistent with what Gartner hears from client organisations who are at maturity levels two and three," said Jim Hare, research vice president at Gartner.

"As organisational maturity improves to enterprise level and beyond, organisational and funding issues tend to rise."

In terms of infrastructure, on-premises deployments still dominate globally, ranging from 43 to 51 percent of deployments depending on use case. Pure public cloud deployments range from 21 to 25 percent of deployments, while hybrid environments make up between 26 and 32 percent.

"Where the analytics workloads run is based a lot on where the data is generated and stored. Today, most public cloud workloads are new and we won't see the percentage of cloud use rise until legacy workloads migrate en masse," said Mr. Hare. "This scenario will happen eventually, but given the extent to which modern data and analytics efforts overwhelmingly use traditional data types stored on-premise, this shift will likely take several years to complete."

Research Methodology

This research was conducted via an online survey in the second quarter of 2017 among Gartner Research Circle members - a Gartner-managed panel composed of IT and business leaders - as well as an external sample source. In total, 196 respondents from EMEA, Asia Pacific and North America completed the survey. Respondents spanned 13 vertical industry categories, and revenue categories from "less than \$100 million" to "\$10 billion or more."

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Knowledge Management is Thriving and More Critical Than Ever

By Bob Armacost

Some notable observers have declared that “knowledge management is dead,” that it is an old, tired concept that creates little to no value in organizations. This drumbeat of negativity is misguided. On the contrary, knowledge management (KM) has evolved and matters more than ever to all types of companies and organizations.

Roughly 70 percent of the valuation of public companies today comes from intangible assets, and one of the most important assets is an organization’s knowledge. It is the intellectual property created in R&D labs, insights on customer trends gleaned by marketing, new cost-reduction practices found on the shop floor, and the collective experience of the organization’s people. Knowledge workers are creating and discovering knowledge every day and are conversely also seeking knowledge from others both inside and outside the organization.

Many organizations have mobilized to apply this knowledge to continuous learning and new value to deliver faster growth, more efficient and cost-effective operations, higher-quality products and services, and greater human resource development. These efforts have become more deliberate since knowledge management emerged as a management concept in the 1990s, with organizations of all sizes investing significant amounts in people, processes, and technologies.

The Challenge

Unfortunately, many organizations have not realized their intended benefits from these investments, with some abandoning their organized KM efforts altogether. Some business leaders have perceived these investments as not value-added, expressing frustration in many ways:

“We spent millions on a large content management system, but nobody can find anything.”

“Our expensive new collaboration tools go unused, as everyone seems fine using email.”

“Our people say it is a pain to collect and contribute knowledge to the database.”

“We have dozens of KM staff and I don’t know what they do or how they add value.”

This feedback is not isolated, as these and other examples have attracted the attention of analysts and observers, with some writing openly about the decline, or even “death,” of KM. Some actual recent quotes:

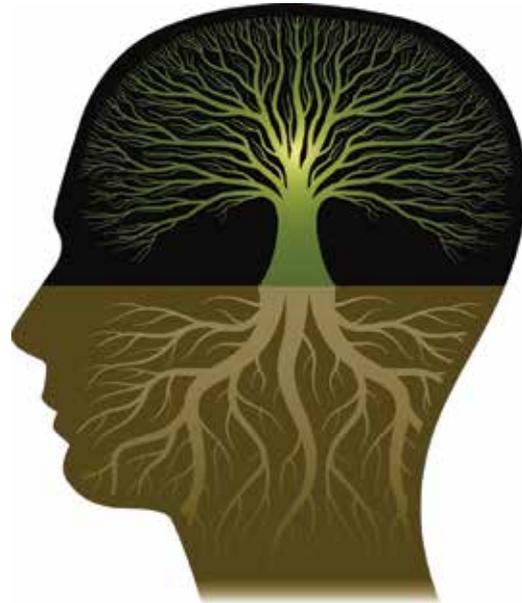
“Knowledge management isn’t dead, but it’s gasping for breath...Any chance that this idea will come back? I don’t think so.”

“Knowledge Management is dead, thank God.”

Evolution and Renewal of KM

These fears are misleading. First, the need for businesses to drive results and competitive advantage through data, experience and insight has never been greater. This is being driven by ever-increasing business complexity, as well as the rapid explosion of new tools and data, while markets demand greater speed and performance than ever.

In addition, in more emerging businesses (e.g. Uber, Amazon), “knowledge” is intrinsic to the service or product, putting



knowledge at the front line of the business in ways it never was before. These require knowledge to be a central part of the end-to-end business model and cannot be an afterthought.

Second, many of the notable “failures” of Knowledge Management can be traced back to poor design and management of the program. While entire books can be written on these failures, the most common pitfall is organizations who don’t articulate what knowledge is for their business and people, or the practical business benefits they are trying to achieve. The result is well-meaning, often costly technology efforts that are not aligned with the business’ strategy, or tied to impact.

Finally, the concept of Knowledge Management has evolved. Historically, KM has typically been built as a central, monolithic entity, with the goal of serving all business groups and all people through a single set of tools and processes. Unfortunately, in most organizations, this is the wrong approach.

The imperative is not to force-fit a single program everywhere, but instead align the right tools and behaviours to the right business purpose, across the organization. What works to enhance Customer Service is different that what is needed to improve Quality Assurance. The result will be a collection of business-led enablement programs that are often not even called “Knowledge Management.”

Businesses now can choose from a wider and expanded set of tools and capabilities under the “KM” umbrella, including Digital Asset Management, Business Intelligence, Social Collaboration, Enterprise Search, Communities, Crowdsourcing, and many others. Each of these need to play a specific (and varied) role across an organization and are no longer focused just on large content repositories. When tied to a clear business purpose and built around how people and teams work every day, these can and do make huge impact.

Going forward, the successful “KM” program may simply be good, smart business process enabled by technology, whether called KM or not. Given all of this, we shouldn’t be talking about the “death” of KM, but its renewal!

Bob Armacost is a consultant with deep experience building and leading knowledge management, social learning, information services and innovation across large, global professional services firms. To learn more, visit <http://iknow.us/>.

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All those emails on privacy mean nothing!

By Tim Ebbeck, Executive Chairman, IXUP
If you're like me, you've no doubt received hundreds of emails in May from organisations around the world wanting to update you on their privacy policies. They were all rushing to meet a deadline of Friday 25 May. While for most people they were just more emails for the trash, there was, nonetheless, an important reason behind them.

Friday 25 May was a watershed date. For most people around the world it seemed a day pretty much like every other. Except if you live in the European Union (EU) and tried to visit the websites of the *Los Angeles Times*, the *Chicago Tribune* or *The New York Daily News*. Instead of their landing pages, you'd have seen the message: "Unfortunately, our website is currently unavailable in most European countries."

This wasn't a server error or a problem with undersea cables. This was a conscious decision to cut off a half billion-strong consumer market as the lesser of two evils. Big call.

The denial of service by the media websites and the emails you received hinted at the magnitude of the change coming for people and organisations, not just in the EU but across the entire world from May 25. As of that date, the General Data Protection Regulation (GDPR) came into effect in 28 European countries.

This important economic block, which is home to 500-million consumers and citizens, now boasts the most robust data regulation in the world. While it's triggered a fundamental shift in how personal data is collected, managed, stored and used, few organisations have grasped the enormity of the impending changes to the way they need to operate, and to how consumers and citizens can now control and access their own data.

In brief, GDPR means that any organisation, whether it's Amazon, Google, a government, a small online retailer, school, hospital, football club and so on, must be completely transparent about how it uses personal data it collects. Consumers and citizens must give explicit permission for their data to be used or shared in any way, and organisations with more than 250 employees must hire a data officer.

This doesn't just apply in the EU. Our transnational world means that even, for instance, a stamp-collecting club in Wagga Wagga with members in the EU must comply. Failure to do so means a substantial fine: €10 million or 2% of global revenue – whichever

is higher. Dig a little deeper, however, and the true impact of GDPR begins to emerge.

Any company, regardless of where it's based but which has consumers in Europe must now literally monitor, secure, manage and organise every single piece of sensitive data they hold, and in unprecedented detail. The same applies to any EU member state government. Organisations must now be able to identify and track individual pieces of data. They have to be able to identify who has accessed that data, where it's been accessed, as well as when and how. And they have to respond to any consumer or citizen who wants to know how their data has been used in the past, or who wants their entire record expunged as part of the right to be forgotten. The organisational infrastructure needed to do all this is, in a word, huge.

So not surprising then that some large US organisations, like the LA Times, the Tribune and the NY Daily News, have already decided that blocking users is the lesser of two evils – the other being complying with GDPR. This won't help them, though, because they still have historical data on EU citizens, and must toe the line. And longer term, their business models rely on being able to monetise the data they hold.

The world of data has become so inextricably complicated that it is impossible to unravel where true ownership of data lies, and accordingly, who gets to claim ownership and privacy rights.

Take, for instance, a basic online transaction: A consumer in Townsville in Queensland Australia buys a spare part for her car online from Italy using an Australian bank-issued credit card on the VISA platform. The buyer, the Italian vendor, the Australian bank, and VISA aren't the only parties to this transaction. There are multiple banks involved in transnational e-commerce; there is the hosting platform for the vendor's website; the buyer's email provider; the satellite services that transmit the transaction data; and various other parties. This simple demonstration reveals that every piece of data comprises contributions from multiple parties in many jurisdictions.

It also indicates that implementing a consumer's right to be forgotten is a tangled web.

Identifying the 'owner' of data is a challenge yet to be tested by the authorities tasked with enforcing the new data privacy regime. It will be further complicated by having to abide by the GDPR as well as the relevant data regimes in each country where the various transaction elements occurred. It almost

goes without saying that there could be significant differences between them. And we haven't even touched on the emergence of non-jurisdictional transactions facilitated by blockchain and settled with cryptocurrencies.

In Australia, the advent of the open banking regime in July 2019 poses another raft of headaches, as bank customers will be entitled to greater access to and control over their data. In the next year, the banks – already grappling with a host of reputational, trust and operational issues – must implement a seamless process to facilitate open banking, accommodate GDPR, and have their arms around every country's data regime in order to provide skeptical customers with full confidence in their data governance strategy.

It won't stop at the banks. We already know that energy and telecommunications are next, and the 'open data' trend is likely to continue until it covers every aspect of the public and private sectors in Australia.

Don't underestimate the size and impact of what lies ahead. It's against this convoluted background that I contend that the last-minute rush to send out privacy emails is just a box-ticking exercise. It certainly doesn't address the root of the issue, which is the security and sovereignty of data.

Why's this the case? It's because complex systems (including manual, human and complex technological processes) that have developed over many decades weren't designed with privacy at their core, except in very rare instances.

One privacy email I received came from Mozilla, the creator of the Firefox browser. This paragraph in particular caught my eye: "...unlike other organizations, Mozilla has always stood for and practiced data privacy principles that are at the heart of privacy laws like the GDPR. It feels like the rest of the world is catching up to where we've been all along."

Mozilla appears to be among the few companies that had the foresight to bake data security into their entire business and operational model from the start, instead of applying a band-aid overlay that requires vast and expensive monitoring and reporting systems.

Another company that took that approach is IXUP.

IXUP saw the new world data order coming several years ago, and came up with a simple, elegant solution that accommodates the rights of consumers and citizens regarding their personal information while also meeting the needs of organisations to monetise data.

Our patented software platform rests on the two pillars of the sovereignty and security of data. Consumers have confidence in the fact that organisations using IXUP don't need to share their personal data in order to collaborate with other parties. Furthermore, they have the assurance that each element of that data is locked down with unique encryption, creating multiple layers of security.

With data secure from the outset and never, ever sharing it, the need for all the other belts and braces becomes redundant. Suddenly, complying with GDPR and other data security and privacy regimes becomes easy, simple and cost-effective. Organisations that tried to bring together disparate technology solutions to share their data just can't provide enough band-aids to overcome the privacy exposures their systems create.

That's why IXUP's technology is different. Secure data. Trusted collaboration. By design and from Day One.

Tim Ebbeck has more than 30 years of business experience in a range of roles and industries. Previously he was MD of Oracle in Australia and New Zealand, and Chief Commercial Officer of NBN Co. Prior to NBN Co he was CEO of SAP in Australia and New Zealand. He is also a former CFO of SAP, Compaq, and Unisys and Investment Director in the venture capital industry. For more information visit www.ixup.com

Australia's privacy protection laws "unsustainable"

Australia's weaker privacy protection laws will be unsustainable as tough new measures giving individuals "the right to virtually disappear", come into force in the European Union, according to a senior researcher at the University of Sydney Business School. The EU's General Data Protection Regulation (GDPR) gives individuals access to all data collected on them, the ability to correct errors and the right to move data between organisations such as banks and insurance companies. Companies found in breach of the new regulations could face fines of up to € 20 million (A\$ 31 million) or four per cent of their global turnover.

The Business School's Professor Vince Mitchell says the regulations, which effectively give individuals the right to "disappear", will have a significant impact on Australian companies with EU connections and on EU Companies dealing with Australia.

"Major personal data breaches like CBA, Cambridge Analytica and Yahoo show how vulnerable our privacy is," said Professor Mitchell. "Now, the regulators in Europe are adopting the world's toughest measures and Australia may have no choice but to follow suite. EU companies will have to ensure that Australian firms comply with the GDPR before transferring data to them and will then have to obtain explicit consent from EU regulators to do so," said Professor Mitchell.

"Australian companies that gather data on individuals will have to comply with the GDPR before doing business with the EU or an EU firm. This could create a two tiered system of privacy protection with people enjoying more rights when they deal with an EU based company or one with EU connections and this is just unsustainable," Professor Mitchell warned.

Australia is currently not included on the European Commission's list of non-EU countries considered to have adequate data protection laws and is, therefore, not permitted to deal freely with the EU.

"It's worth noting that while New Zealand does make the grade, Australia is not even amongst those countries with which the EU is currently holding so called adequacy talks," Professor Mitchell said.

The new EU regulations shift the balance of power away from companies and towards individuals who will have the right to know what data is being collected on them and to challenge its intended use. They will also have the right to opt out of certain types of data processing such as profiling and have the ability to challenge any decisions on such things as medical insurance or bank loans.

"The GDPR will, for example, provide protection in high risk situations where individuals are required to give passport, drivers licence or visa information to estate agents, banks, immigration agents, employers and accountants," Professor Mitchell said.

"It will also apply to sensitive data such as political opinions, religious affiliation, sex life, gender identity, union membership, ethnicity, physical or mental health or criminal convictions."

This requires consumers and companies to undergo a shift in mindset," Professor Mitchell said. "Under these regulations, a person never really gives their data to a company, they simply allow them to process it, and so companies should never consider it their data. Importantly, these regulations apply to any company holding or processing the data of EU citizens including Australian companies with EU connections."

A new way to hide information in plain text

Computer scientists at the Columbia University School of Engineering and Applied Science have invented FontCode, a new way to embed hidden information in ordinary text by imperceptibly changing, or perturbing, the shapes of fonts in text.

While having obvious advantages for spies, FontCode has perhaps more practical application for companies wanting to prevent document tampering or protect copyrights, and for retailers and artists wanting to embed QR codes and other metadata without altering the look or layout of a document.

FontCode creates font perturbations, using them to encode a message that can later be decoded to recover the message. The method works with most fonts and, unlike other text and document methods that hide embedded information, works with most document types, even maintaining the hidden information when the document is printed on paper or converted to another file type.



Like an invisible QR code, FontCode can be used to embed a URL, as in this example where each of four paragraphs is embedded with a different URL. Retrieving one of the URLs (here for a YouTube video) is done by taking a snapshot with a smart device (right) and decoding the hidden message using the FontCode application.

FontCode is not the first technology to hide a message in text—programs exist to hide messages in PDF and Word files or to resize whitespace to denote a 0 or 1—but, the researchers say, it is the first to be document-independent and to retain the secret information even when a document or an image with text (PNG, JPG) is printed or converted to another file type. This means a FrameMaker or Word file can be converted to PDF, or a JPEG can be converted to PNG, all without losing the secret information.

Changxi Zheng, associate professor of computer science and the paper's senior author, created FontCode with his students Chang Xiao (PhD student) and Cheng Zhang MS'17 as a text steganographic method that can embed text, metadata, a URL, or a digital signature into a text document or image, whether it's digitally stored or printed on paper. It works with common font families, such as Times Roman, Helvetica, and Calibri, and is compatible with most word processing programs, including Word and FrameMaker, as well as image-editing and drawing programs, such as Photoshop and Illustrator.

Since each letter can be perturbed, the amount of information conveyed secretly is limited only by the length of the regular text. Information is encoded using minute font perturbations—changing the stroke width, adjusting the height of ascenders and descenders, or tightening or loosening the curves in serifs and the bowls of letters like o, p, and b.

"Changing any letter, punctuation mark, or symbol into a slightly different form allows you to change the meaning of the document," says Xiao, the paper's lead author.

"This hidden information, though not visible to humans, is machine-readable just as barcodes and QR codes are instantly readable by computers. However, unlike barcodes and QR codes, FontCode doesn't mar the visual aesthetics of the printed material, and its presence can remain secret."

Data hidden using FontCode can be extremely difficult to detect. Even if an attacker detects font changes between two texts—highly unlikely given the subtlety of the perturbations—simply isn't practical to scan every file going and coming within a company.

Furthermore, FontCode not only embeds but can also encrypt messages. While the perturbations are stored in a numbered location in a codebook, their locations are not fixed. People wanting to communicate through encrypted documents would agree on a private key that specifies the particular locations, or order, of perturbations in the codebook.

"Encryption is just a backup level of protection in case an attacker can detect the use of font changes to convey secret information," says Zheng. "It's very difficult to see the changes, so they are really hard to detect -- this makes FontCode a very powerful technique to get data past existing defences."

To use FontCode, you would supply a secret message and a carrier text document.

FontCode converts the secret message to a bit string (ASCII or Unicode) and then into a sequence of integers. Each integer is assigned to a five-letter block in the regular text where the numbered codebook locations of each letter sum to the integer.

Recovering hidden messages is the reverse process. From a digital file or from a photograph taken with a smartphone, FontCode matches each perturbed letter to the original perturbation in the codebook to reconstruct the original message.

Matching is done using convolutional neural networks (CNNs). Recognizing vector-drawn fonts (such as those stored as PDFs or created with programs like Illustrator) is straightforward since shape and path definitions are computer-readable. However, it's a different story for PNG, IMG, and other rasterised (or pixel) fonts, where lighting changes, differing camera perspectives, or noise or blurriness may mask a part of the letter and prevent an easy recognition.

While CNNs are trained to take into account such distortions, recognition errors will still occur, and a key challenge for the researchers was ensuring a message could always be recovered in the face of such errors. Redundancy is one obvious way to recover lost information, but it doesn't work well with text since redundant letters and symbols are easy to spot.

Instead, the researchers turned to the 1700-year-old Chinese Remainder Theorem, which identifies an unknown number from its remainder after it has been divided by several different divisors. The theorem has been used to reconstruct missing information in other domains; in FontCode, researchers use it to recover the original message even when not all letters are correctly recognized. Using the Chinese Remainder theory, the researchers demonstrated they could recover messages even when 25% of the letter perturbations were not recognized. Theoretically the error rate could go higher than 25%.

"We are excited about the broad array of applications for FontCode," says Zheng, "from document management software, to invisible QR codes, to protection of legal documents. FontCode could be a game changer."

The future of capture lies in the cloud

Ike Kavaz is the founder and CEO of Ephesoft, with 20 years of document capture, document management, workflow and systems engineer experience. His previous role was Chief Technology Officer at Ephesoft and he holds a patent on supervised machine learning for document classification and extraction. On a visit to Australia for a series of customer events, IDM asked Ike to expand on expand the company's mission of turning the world's unstructured content into actionable data.

IDM: You started the business in 2010 looking to revolutionize the enterprise capture. In your mind, what were some of the biggest pitfalls of this technology?

IK: I think there were three main drivers in my head. One is, I felt like the innovation was not there. The vendors at the time were just updating their UI and not adding any significant value to the space so I wanted to bring something new. The second one was I saw the cloud is coming. Number three was as a result of being so closely involved with many projects for content classification and extraction on unstructured documents. They would take so long, many, many months and millions of dollars. I wanted to bring that technology to the masses and you can only accomplish that by making the product accessible and easy to implement. This is one of the reasons we brought in subscription pricing eight years ago. I love subscription because it makes us work harder for the customers because next year they can just switch to another vendor if we don't keep up.

IDM: How do you believe Ephesoft differs from other capture solutions?

IK: I think number one is the licensing model. We are very flexible and we don't charge for click count and number two is the innovation. My nightmare at night is that somebody is going to come and 'out-innovate' us like we did. That's why we work really hard and our self-mandate that we put in this is that we need to innovate something new every two years, so we have been trying to do that. I think that's our main differences so that constant improvement you see from Ephesoft.

IDM: Where does smart document capture end and business process begin, are they the same thing?

IK: That's a good question. You have to think of us as data transformation service. We take unstructured content, whether email, document, pdf file whatever it is, and we turn that into information and give it to someone else. You can run your workflows with that and that's where the difference is.

IDM: And how does that fit with something that's getting a lot of airplay these days, robotic process automation (RPA)?

IK: I think the RPA is very popular because it allows you to access the data and combine it with other sources just to transform it. In RPA you can say 'go to this website and capture this data' or you could 'go to this database and capture this data'. But you can't say that 'go to this pdf file and capture the data'. We are the layer between that pdf file and what RPA needs. We can go to repositories, pdf file or any unstructured content and turn that into structured data that RPA can then utilise and transform so we are an essential piece of the puzzle.

IDM: T. People have been quoting the Gartner figure that unstructured data represents 80% of all enterprise content. Is that figure still valid, improving or getting worse?



IK: Unstructured content is I think growing four times faster than the structured content. One of the reasons is that we have democratised content generation. For example, we now allow people to take a picture of documents and add a digital signature before submitting them. But every time you digitally sign a document, that turns into a pdf file. Guess what, that's another document stored in your

repository as unstructured content that we as Ephesoft need to turn into data for actionable information. It's definitely getting worse and that's why Ephesoft is going towards the cloud, you need hybrid cloud elasticity because the sheer scale of data is not something that you can handle by putting some more servers on-premise any more.

IDM: There is also a lot of hype today regarding AI, analytics and machine learning. Where do you think the main applications of this are coming?

IK: I look at the AI and machine learning from two angles. One is how I can drive down the professional services engagement so that the customers from Ephesoft can actually implement these technologies faster. Through machine learning and AI we can have the computers analyse the data and extract what you need rather than us or the business analyst writing rules or repeating the system where the data is handled template by template. Those are really old school things. The second portion is how we can empower the business analysts. When you look at the data, say you have 2 million records that you reconciled from all the documents that you had in that process and then you combine that with other databases, the business analyst has to make intelligent decisions and you need to make sure that you empower them to make the intelligent decisions faster. So, by analysing this data the business analysts can find the data they need and then make the decision that they are supposed to make. AI is all-encompassing and machine learning has different flavours. We really believe in supervised machine learning because we believe in that AI is not yet smart enough to figure out what's important for businesses analysts. You must tell the machine 'these are the important things that I care about for my business for my process' and computers need to learn and amplify that so that's why supervised machine learning is the basis of all of our technologies.

IDM: How do you see the future of document capture and Ephesoft and from here on?

IK: Enabling cloud is critical. In a few months we plan on empowering our TransAct product with the flexibility of the cloud. Many of our customers struggle with their peak volumes as when you buy an on-prem system you have to buy X number of servers to support your peak volume so you can process on time and meet your sales. But with the cloud that's not the case. You can actually have only one server on-premise and when the peak volume hits you can just outsource or do everything on the cloud. That's the short term roadmap but in the long term we have to be the best of the best on transforming unstructured data and giving that structured version of the data to our partners and customers and. If we just focus on that we will not only create great value but also become a baseline system for all of our partner and customers.

4 Tips to De-risk your AP Automation Project

By Lee Bourke

Payable Automation is the process of re-engineering the accounts payable process to create and improve efficiencies. More often than not it involves digitisation and centralisation of a process that is currently manual and paper-centric. When done correctly an AP Automation project is not just automation of the current process, it is a complete re-imagining of the process.

Organisations are drawn towards AP automation projects because they offer a very large set of potential benefits. These benefits include cost reductions, accuracy improvements, resource reallocation, improved cash management, access to early payment discounts, avoidance of late payment penalties, improved vendor relationships and increased staff satisfaction just to name a few.

Unfortunately for most organisations they need to run a change project before they can access those benefits. This can be challenging as history tells us that approximately 50% of change projects lead to frustrated delivery (failure to deliver on time, to budget and / or the full scope) or completely failed delivery.

We have put together our top tips to avoid being in the 50%. Here they are;

1. People Leadership - It should come as no surprise that people leadership sits at number 1 in our list. Despite the significant advances in labour management since the Industrial Age we are still seriously deficient in the way we lead our most valuable resource through these change projects.

If you want to improve your people outcomes on a project then you need to start communication about the project (what it is, why it is needed, how it will impact the individuals etc.) with the team early on and where possible engage them in some of the decision making. It is important that organisations also let the team know what the non-negotiables for the project are.

Allowing team members to think they can change an outcome that is a non-communicated non-negotiable is just a waste of energy that will become a massive de-motivator for the individual when they eventually work out that it is non-negotiable. For this I will use the Bus analogy. The team need to know that the bus they are on is going to a new destination. They need to know that the destination is not open for debate, however, what is open for debate is some of the semantics relating to the journey. e.g. which seat they will take, will there be stops on the way etc. Having the courage to engage the team early will lead to superior project outcomes.

Your project team will need good levels of Executive Support. The key people on the project need to know they have the backing of the executives. They need decisions made in a timely manner and required resources made available to ensure success. They also need executives to step in where needed and remove roadblocks.

Engage your IT department early. In our experience the IT department will be a great ally on a project like this if they are engaged early and are able to make sure their input is heard. The modern IT department is usually very concerned with delivering business value and they will want input. On the contrary, bringing the IT department in late will lead to your frustration as you have to wait while they go about their normal checks and balances.

The final people leadership tip we have is to look after your Subject Matter Expert (SME). Most organisations have a person that is central to the successful operation of the current AP process. This person will be in high demand as you set about planning an automation project.

They need to provide significant input into the project. The problem is that these key resources are generally already over-utilised in their normal working week. Having them contribute a significant effort to your project will leave a big hole in the current process that will cause many issues.

What normally happens is the day-to-day operational issues take priority on the project and the project slips well out into the future. Good leadership here plans for this resource issue by back training other resources into some of the key components of the SME's current role. That allows them to be freed up to participate in the new automaton project without significant negative impacts to the organisation.

2. Consider Cloud Deployment - Research* has shown that cloud delivered AP solutions are 100% more likely to deliver real time visibility into an organisations cash position. This is just one of the benefits that organisations can enjoy when they choose a cloud deployment model.

A cloud deployment model will provide stakeholders access to information when they want it from anywhere in the world. Any modern cloud-based solution will offer mobile access to information as well as allowing staff to process their workflow tasks on their mobile device as well.

A less known but hugely compelling reason to choose cloud deployed solutions for AP processing is based around the skills required to maintain that type of solution. Corporate IT Departments have many IT skills but few of them are specialists in document capture, document management, workflow and data integration.

When these technologies are deployed in the cloud your cloud hosting partner will have these skills. That way when there is an issue you can rest assured that the right resources with the right skills will get it resolved quickly.

3. Choose an Integration Capable Solution - Even if your first project stage does not require integration with your ERP, it will likely be a future need. AP automation solutions that provide maximum ROI need to access vendor, PO, receipting and other critical information from the ERP so that they can make informed approval routing decisions. They will also need to be able to pass electronic invoice data back into the ERP so that human labour is not needed to do it. None of this can happen if your solution does not have a strong integration capability.

This capability will also be essential if you plan to use the implemented platform to automate other key business processes. e.g. HR Automation, Contract Management, Customer Service Processes. In the information Age companies that are able to effectively connect their technology have a significant advantage over those that cannot.

4. Partner with a Trusted Advisor - Generally an organisation will only run one AP Automation project and it is impossible for it to be a core skill of the organisation. There are a number of companies, like ours, that do plenty of these projects. Probably the biggest influence on your potential success will be the quality of the partner you choose to do the project with.

Engaging a company like ours will enable you to tap into decades of process re-engineer and technology deployment experience. When deployed for your benefit this experience will underwrite the risk associated with running such a large change program.

Hopefully these tips help you deliver a successful AP Automation project. If you would like to meet with us to discuss your specific project please email us at sales@filebound.com.au.

**Ref. Aderdeen Group 2015, Bring Invoice Processing Costs Back to Earth with AP Automation in the Cloud.*

Lee Bourke is CEO of FileBound Australia.

E-Invoicing: The search for AP/AR automation and legal compliance

By Adam Beldzik

Many enterprises have already included the increase in e-invoicing rate and processes automation in their strategies. Most of them decide to hire a regional or global provider to achieve the synergy effect. This is a very good decision but currently organisations face the challenge of dynamically changing e-invoicing legislation in every country.

A few years ago, Council Directive 2010/45/EU was expected to unify the legislation regarding e-invoicing, at least within EU Member States. There were slight differences among the countries, for example the approach to obligation to Buyer's consent or the required retention period.

But member states, like Portugal, Spain, Hungary or Poland implemented their own methods to increase the control over invoicing process to decrease the VAT gap which has been estimated in EU Member States at around EUR 151.5bn in 2015. Beforementioned countries implemented the obligation of reporting the invoice data to tax authorities in a specific format – with each country deciding on its own requirements regarding the data format and deadlines.

The challenge for companies with subsidiaries, for instance in Hungary or Spain, is to provide the proper data content in the invoice (modifications in ERP system) to the e-invoicing/ERP provider to generate and send the proper report to tax authorities. In each country a separate approach is required to handle the types of statuses received from the tax authorities after submitting the report.

Will the 2014/55/EU Directive be the e-invoicing game-changer? The legislation requiring public administration entities to handle structured e-invoices will, most likely, increase the e-invoicing penetration rate, as 30% to 40% enterprises (depending on the country) deliver the goods or services to these entities. The trend is to oblige the delivering entities (e.g. in France or Italy) to place only structured e-invoices.

But the challenge for international companies is to handle the interface with governmental platforms (like Chorus in France)

– thus PEPPOL should be EU-widely used.

Using Italy as an example, from B2G e-invoicing to B2B tax control being almost there, we can expect the trend that more and more EU countries will follow and implement the B2B or B2C exchange of invoices via the governmental servers to have a better tax control.

Designed to reduce errors and prevent VAT fraud, the mandatory electronic invoicing will be extended to all economic operators in Italy with the 1st of January 2019 deadline. However, for taxpayers operating in certain business sectors, the compulsory e-invoicing regime will be effective starting from the following dates:

1 July 2018 for B2B supplies of gasoline or diesel fuel intended for use as motor fuel and for services rendered by subcontractors under a contract the PA

1 September 2018 for invoices issued to non-EU consumers of tax free shopping (amount above EUR 155),

1 January 2019 for all other transactions between individuals.

What about the global business?

Companies having business partners worldwide cannot focus on EU states only. The “old fashioned” ways like paper or e-mailed PDFs should still be handled via OCR technology (Accounts Payable) or with postal partners (Accounts Receivable) to handle the 100% invoicing process worldwide. Depending on an individual company's approach to e-invoicing, it is highly recommended to choose a provider with wide scope of functionalities offered and is able to cover the legal compliance issues.

In case you have already made up your mind on e-invoicing strategy, remember that sooner or later the buzz words like machine learning, robot process automation (RPA) or artificial intelligence (AI) will become reality. Your company needs to think about them in advance in order to implement the best optimization programme available.

Adam is a Director of the E-INVOICING Business Unit in Comarch Group <https://www.comarch.com/>

Gov. claims eInvoicing "progress"

The Australian government says it will work to progressively adopt electronic invoicing (eInvoicing) across all levels of government. Minister for Revenue and Financial Services, the Hon Kelly O'Dwyer MP, said embracing eInvoicing is a win-win situation, which will both improve government processes and help businesses.

The Government recently completed an implementation study into the benefits for the economy from the Australian Government adopting eInvoicing and made three recommendations:

- encourage government agencies to adopt eInvoicing at a time that aligns with their business plans and needs;
- adopt eInvoicing in a way that is consistent with the Digital Business Council's (DBC) interoperability framework; and
- work with the Government's Shared and Common Services program to implement eInvoicing where possible.

The Minister Assisting the Prime Minister for Digital Transformation, the Hon Michael Keenan MP, said eInvoicing aligns with the Government's broader ambitions to deliver faster and easier to use digital services to all Australians.

"If standards for eInvoicing are widely adopted, it will not only be easier for industry to do business with government and other industries, but also cheaper for all parties involved in a transaction," said Minister Keenan.

Deloitte Access Economics estimates that eInvoicing could result in economy-wide benefits of up to \$A28 billion over ten years.

In March this year Prime Ministers Malcolm Turnbull and Jacinda Ardern agreed for Australia and New Zealand to take practical action around common approaches to eInvoicing. As a result, the Government has established a Trans-Tasman working group to support industry to standardise eInvoicing processes in Australia and New Zealand, and take advantage of opportunities arising from the digital transformation of our economy.

The working group includes members from the Australian Taxation Office, the Department of Industry, Innovation and Science, the Department of Jobs and Small Business, the Digital Transformation Agency, the Treasury, and the New Zealand Government. Representatives from state and territory governments will also be invited to participate.

The working group will consider the most appropriate ways to support industry to maintain the standards in the DBC framework, and how to accredit participants in the eInvoicing network. The Government will continue to work closely with industry on the implementation of eInvoicing.

ABBYY

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



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Docscorp

Tel: 1300 559 451
Email: info@docscorp.com
Web: www.docscorp.com



Docscorp is a leading provider of productivity software for document management professionals worldwide. Our offices and products span the globe with over 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 management 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
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- cleanDocs provides a high level of confidence that metadata is cleansed from confidential or sensitive documents before being sent externally.

Kapish

Tel: (03) 9017 4943
Email: info@kapish.com.au
Web: <http://kapish.com.au/>



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
Email: Fujitsu.direct@au.fujitsu.com
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:

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- Mixed batch scanning & automatic paper skew correction.

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Web: www.filebound.com.au



FileBound is an end-to-end process automation solution for enterprises of all sizes. FileBound is a cloud-native document management system with advanced workflow capabilities that automates the flow of enterprise work. This comprehensive enterprise content management (ECM) solution features capture, document management, workflow, electronic forms, analytics, mobile access (IOS and Android) and much more. It presents in a single, easy-to-use application that manages business processes from beginning to end and reliably connects people and information.

FileBound provides organisational efficiencies, drives out manual paper-based processes to decrease costs, increase productivity and support compliance with internal and external mandates. FileBound users have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.

EzeScan

Phone: 1300 393 722
 Fax: (07) 3117 9471
 Email: sales@ezescan.com.au

Web: www.ezescan.com.au

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 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 into 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 standards compliance.



OPEX

Contact: Byron Knowles, Business Development Manager - APAC
 Phone: +61 484 596 470 (m)
 Email: bknowles@opex.com
 Web: www.opex.com/contact/sales-contact/

OPEX is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling.

Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide. OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecommunication, service bureaus, educational institutions, and fulfillment 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.



Information Proficiency/Sigma Data

Tel: 08 6230 2213
 Email: sales@infoproficiency.com.au
 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.



Epson

Contact: Clyde Rodrigues
 Phone: 0429 487 013
 Email: crodriques@epson.com.au
 Web: www.epson.com.au/products/scanners

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.



UpFlow

Phone: 1300 790 360
 Email: info@upflow.com.au
 Web: www.upflow.com.au

PSIGEN, PSICapture is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability. PSICapture 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, PSICapture 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 back-end content management systems, it is ineffective to settle for multiple applications to accomplish one goal. PSICapture provides a single capture platform that can meet all your needs. UpFlow is the Asia Pacific distributor.



OnBase

Contact: Moana Amoa
 Phone: +61 2 8249 4561
 Email: Contact-AU@OnBase.com
 Web: www.onbase.com/en-au

OnBase is recognised as a market leader in enterprise content management (ECM). OnBase manages your enterprise content from the point of inception all the way through the information lifecycle to archival and final destruction. When choosing OnBase to meet your ECM requirements, you will gain capabilities which far exceed standard ECM functionality. OnBase also provides case management, business process management (BPM) and capture technologies on the same platform, which can be further extended with our file sync and share solution, ShareBase. The OnBase platform can integrate with your existing environment, extend to mobile devices and be made available on premises or in the cloud.



Falcon STS for the Digital Mailroom

OPEX Corporation unveiled its latest product offering in Mailroom Automation. STS (Sort, Track, Scan) is a module that promises to deliver on the promise of a bona fide digital mail centre, one that has been long expected but never fully realised, until now.

An extension of the Falcon Series of Scanners (Falcon and FalconV), Falcon STS captures envelope images, sorts and tracks mail pieces, and enables mail centres to scan and deliver envelope contents digitally. STS provides for solutions across any number of applications including digital mail delivery, mail tracking, and return mail processing.

Designed for large volume mail operations, Mail Matrix delivers single-pass fine sorting of mail and is capable of digital envelope imaging and piece tracking. Falcon STS, with its multifunctional capability, is aptly situated to serve mail centre operations with low and mid-volumes that seek to increase their service value.

When combined with an OPEX Model 72 Rapid Extraction Desk, Falcon STS is fully capable of envelope imaging, sorting, and piece tracking as well as envelope opening, content extraction, and document scanning – all with a single operator. There is no other device on the market that can offer this unique set of capabilities. Managed service organizations can increase their value proposition to their customers by utilizing Falcon STS with Rapid Extraction Desk for any number of standalone applications.

Contact: Byron Knowles, Business Development Manager - APAC
Email: bknowles@opex.com Phone: +61 484 596 470 (m) Web: www.opex.com/contact/sales-contact/

Text Analytics for Contracts

ABBYY has announced the launch of ABBYY Text Analytics for Contracts, a managed service that automatically discovers insights from contracts and leases to speed up risk mitigation, obligation analysis and content migration.

There is an increasing demand for integration of natural language processing in text analytics, helping to convert human language to machine language for computer processing. Currently, the ABBYY Text Analytics for Contracts service is able to process contracts written in the English language. More languages will be supported over time.

ABBYY's human-like understanding of contracts enables users to speed-read documents by pinpointing sections, clauses and facts for systems of records or other business processes to drive contextually informed, accelerated decision-making.

The service is designed for large and medium-sized enterprises, large-scale system integrators and independent software vendors who need to automatically leverage the intelligence embedded within sectioned documents including contracts, leases, regulatory filings and more, to augment business decision-making processes and ensure compliance with emerging regulations such as GDPR and ASC606.

"Text Analytics for Contracts empowers businesses to reduce time-to-content, automate time-to-decision and accelerate their time-to-compliance. It simplifies the use of semantic and AI technologies to automatically identify intelligence within contracts and streamlines analysis to dramatically reduce turn-around time," said Bruce Orcutt, Vice-President, Head of Product Marketing at ABBYY.

The service's modular, extensible and scalable cloud-based architecture allows contract processing as well as discovery, review and analysis workflows to be easily customised – all with zero infrastructure footprint.

Micro-service based workflows provide users with a highly flexible environment to perform section, obligation and compliance analysis, drawing on products and technologies from ABBYY's portfolio of AI, NLP, recognition, and information capture technologies, as well as third-party products and services.

Text Analytics for Contracts enables clients to run teams across multiple time zones, 24/7, using multi-tier review and analysis workflows. ABBYY service personnel simplify customer engagement by taking responsibility for configuration, staging and processing of documents, to accelerate the delivery of contract-based intelligence to client personnel.

The granular level of insight is achieved using ABBYY's comprehensive NLP technology, which combines syntax, semantics, pragmatics and machine learning to identify sections, target specified entities and understand complex structures.

It provides the high level of accuracy and customization needed by lawyers dealing with complex contracts during negotiations or mergers and acquisitions, and compliance and security professionals when dealing with risk.

For more information and pricing details, contact ABBYY at sales@abbyy.com.au or on (02) 9004 7401. <https://www.abbyy.com/en-au/solutions/text-analytics-for-contracts/>

New Version Of AD Enterprise

AccessData Group has announced the release of AD Enterprise 6.5, a new version of its software tool for managing internal forensic investigations and post-breach analysis.

The new release features enhancements to the software product's existing post-breach analysis capabilities, including more thorough "memory analysis" searches for malware, targeted data preview and collection of all complex data types directly at the user endpoint, and improvements to the user interface that streamline investigations.

"AD Enterprise 6.5 provides even deeper visibility into data so organisations can investigate the causes and potential implications of a data breach, then act swiftly to conduct their post-breach analysis and execute crucial response actions," said Tod Ewasko, Director of Product Management at AccessData.

"Unlike other solutions, no third-party software or complex scripting languages are needed in conjunction with AD Enterprise to manage the network investigation and post-breach analysis."

AD Enterprise gives deep visibility into data residing on enterprise networks and employee devices so that IT executives and information security professionals can work with digital forensics experts to investigate possible employee wrongdoing, fact-check a whistleblower's claims, respond to government inquiries or conduct post-breach analysis.

Highlights of AD Enterprise 6.5 include:

Live memory analysis — Enhanced searching capabilities enable users to conduct more thorough "memory analysis" in the aftermath of a breach, identifying possible malware that has been left behind on the network, which improves the speed of the response and reduces chain of custody risk during the investigation.

Targeted preview and collection — A remote agent deployed by the software product enables the preview of live data at the endpoint, anywhere across the enterprise, so investigators can then determine what data should be collected. This saves time as well as storage costs, since only data critical to the case needs to be pulled back and ingested into the tool for analysis.

Tasking collaboration among investigators — Built-in collaboration features enable investigators to communicate with each other and across departments to share notes, tasks, and escalate incidents, directly within the product.

Parsing additions — The addition of several new parsers helps investigators analyse even more data types. A few of the new parsers include Windows registry activity, several SSH Parsers, Net Logon events, and parsers for Android including Google™ Hangouts, Kik, contacts from address books, calendars, SMS and call logs.

<https://accessdata.com/products-services/ad-enterprise>

Dynamsoft ups Barcode scanning speed



Dynamsoft has updated its Barcode Reader Software Development Kit with an updated algorithm that has improved barcode scanning speed by an average of 50 percent while also improving upon barcode reading accuracy.

The updated SDK also now allows the use of customizable barcode reader templates for developers to further optimize performance for specific workplace scenarios. The new Barcode Reader SDK is version 6.0.

The increase in speed performance is based on many Dynamsoft image set tests. Scanning of 1D and 2D barcodes in a four-core CPU environment were used to conduct testing and to produce an average speed. The increased performance in this major update comes from many algorithm improvements. New algorithms were added for barcode localization on photo images and for text filtering on document images. Also, the algorithms for barcode decoding were revamped.

For the new custom barcode reading template, developers can use it to create flexible barcode scanning templates for specific use cases. There are currently two pre-set templates: Doc Mode and Photo Mode. These optimized templates ensure better performance depending on your scan scenario. There is also an option to create custom templates to specify parameters including barcode format, source image type, max barcode count, localization mode, and more.

Dynamsoft's Barcode Reader SDK 6.0 is provided with rich code samples and is now available for download from the Dynamsoft website.

<http://www.dynamsoft.com>

Rapid access to unstructured data

First Derivatives, a developer of time-series analytics for streaming, real-time and historical data, has announced that its Kx technology now supports rapid access to unstructured data with the release of kdb+ 3.6, the latest version of its database and analytics technology.

The rapid analysis of unstructured data is essential in many industries. With kdb+ 3.6, Kx has enhanced the developer's ability to manipulate vast amounts of unstructured data. In particular, the new 'anymap' capability allows developers to query unstructured data held in kdb+ much more rapidly. This makes it easier to combine structured and unstructured data within a kdb+ database and analyse them both at high.

Kdb+ 3.6 also has a number of new features that make it even faster including: (i) JSON support as a primitive feature in the language, which results in a speedup of at least 10x; (ii) adding a new compression algorithm to the existing list and (iii) improvements to speed of GUID lookups. To improve the efficiency and flexibility of distributed queries, kdb+ 3.6 has also added

deferred response to synchronised messages.

Kx recently-launched an on-demand offering, a subscription-based version of kdb+ with a flexible pricing model that expands the availability and appeal of kdb+ for a much wider universe of use-cases. Kdb+ on-demand makes massively-parallel application architectures more accessible to developers, putting more compute power at their fingertips. Kdb+ 3.6 builds on that by expanding the tool kit available for those programmers who are building ever larger systems.

Simon Garland, Chief Customer Officer of Kx, commented: "Anymap makes it very easy for developers to work with both structured and unstructured data. Version 3.6, combined with our on-demand offering, makes it easier than ever for developers to deploy many more cores for short periods of intensive computation and only pay for what they use.

"Together they give technologists access to new application design and architecture possibilities. These capabilities continue Kx's tradition of providing simple, elegant solutions to large and complex data problems."

www.firstderivatives.com and www.kx.com

FineReader 12 takes on the cloud

ABBYY has announced the launch of FineReader Engine 12, its next-generation software development kit (SDK) that can now be applied to applications running in virtual and cloud environments, along with those running on premise, providing intelligent OCR for 208 languages, PDF conversion, and data capture.

FineReader Engine 12 enables businesses to broaden the spectrum of software applications and services they offer using modern cloud platforms like Amazon AWS and Microsoft Azure. Virtual environments, e.g. VMware Workstation and ESXi, Docker Containers and Oracle VM VirtualBox, are supported as well.

"ABBYY FineReader Engine 12 answers the growing demand for applications using OCR and data capture on virtual machines or in the cloud. This version of the SDK gives companies and organisations freedom to build software that works best for their business goals and enter new markets by taking advantage of the advanced features and over 200 recognition languages," said Dr. Rainer Pausch, Senior Director of Global Product Marketing of SDKs at ABBYY.

The SDK can be used to provide enterprise applications with text recognition, PDF conversion, and data capture functionality. This includes converting scans into searchable PDF, PDF/A, Word or Excel documents, accessing data on photos, screenshots, industrial displays, or even car instrument panels and infotainment systems. Using the toolkit, applications are able to convert TIFF libraries into PDF, PDF/A, Word or other formats and accurately extract field values.

This version of the SDK also offers improved OCR of the Japanese language and introduces Farsi as a new recognition language. Its enhanced layout reconstruction is especially important for working with financial documents.

A new classification module employs machine learning and natural language processing (NLP) in order to classify documents with precision, down to the smallest detail. FineReader Engine 12 also adds new output formats including PDF 2.0, PDF/UA, and HTML 5. Powered by artificial intelligence, FineReader Engine 12 works with 208 languages, provides outstanding recognition accuracy even for multi-language documents and delivers searchable and editable digital copies that retain the original layout.

The SDK also accelerates time-to-market for applications as it offers easy integration, pre-configured tools, code samples and other components.

ABBYY FineReader Engine 12 for Windows is available worldwide immediately. The Linux and Mac versions will be released in June and July 2018 respectively.

<https://www.abbyy.com/ocr-sdk/>

AvePoint Cloud Records VERS Compliant

AvePoint has announced its Cloud Records software is VERS (Victorian Electronic Records Strategy) compliant. AvePoint Cloud Records is a SaaS based solution used to manage the information lifecycle including content classification, retention and disposal, comprehensive auditing, reporting, and physical records.

As a VERS compliant solution, the Public Office Record of Victoria (PROV) has certified that government agencies and enterprise customers alike can leverage AvePoint Cloud Records to overcome physical and electronic records management around authenticity, reliability, and ensuring content is maintained in a complaint format long term.

“Our customers benefit greatly from this certification of our SaaS records solution,” said Blair Hainsworth, Managing Director of AvePoint Australia and New Zealand.

AvePoint’s on-premises and hybrid records management solution is VERS compliant for SharePoint 2010, through to 2016 and will continue to support on-premises customers with SharePoint 2019 when it debuts later this year.

Dynamic Authorisation for SharePoint

Software developer Axiomatics has collaborated with consultancy firm Knowit Secure AB to release the Axiomatics Extension for SharePoint allowing a policy-based approach to SharePoint access control. The extension integrates the Axiomatics Policy Server into existing SharePoint sites to provide dynamic Attribute Based Access Control (ABAC) to documents and data managed within SharePoint.

Although document-level permissions are available in SharePoint, they require time-consuming ongoing manual maintenance, and are not suited to large deployments. As enterprise deployments expand, this creates a burden on SharePoint and IT administrators alike and becomes increasingly significant when sensitive data and critical assets are stored within SharePoint documents.

“A growing need for centralised access control in SharePoint has emerged to control access to documents containing intellectual property and regulated data,” said Gerry Gebel, vice president of business development at Axiomatics.

“Our SharePoint extension will reduce time spent managing authorisation and enable centralised reporting to ease the administration and management burden, help prove regulatory compliance and simplify ongoing audit tasks.”

The Axiomatics Extension for SharePoint was developed in collaboration with Knowit Secure. By extending dynamic fine-grained access control using an Attribute Based Access Control framework into SharePoint, customers can implement one central regulatory framework for information access, for all documents stored in SharePoint. It allows organisations to evolve the access control to a hybrid approach that extends, not excludes, legacy SharePoint access control.

<https://www.axiomatics.com/product/secure-access-control-sharepoint/>

Smart PDF Invoice processing

P2P provider Basware is launching a Smart PDF invoice capturing service in 2018 that will take advantage of the high percentage of machine-readable PDFs that do not require OCR

Smart PDF invoice capturing service easily extracts data from any machine-readable PDF, creating a touchless invoice automation process.

“With Smart PDF, we are taking the next step in helping our customers realise maximum efficiency and achieve touchless invoice processing. Suppliers simply email PDF invoices to Basware, and our customers receive invoices in their preferred

format, without any need for a process change on the buyer or supplier side,” said Michael Pylotis, Vice President – Asia Pacific, Basware.

“Suppliers can email PDF invoices directly from their ERP system. Basware handles the data extraction, content validation and augmentation process automatically by utilising a range of different technologies including deterministic algorithms, machine learning and optical character recognition,”

Basware says an analysis of the millions of transactions flowing through its existing system shows that 70% of PDF invoices are machine-readable, which means they can be processed automatically by extracting the invoice information directly from the PDF file without the need for optical character recognition (OCR) technology. The advantage over OCR is faster processing and less room for character interpretation that can lead to invoice exceptions and human intervention.

With machine-readable PDFs, the exact information from the supplier’s ERP system is transmitted directly into the buyers’ purchase-to-pay solution – meaning errors will become a thing of the past. In cases where the PDF is not machine-readable, the invoices are automatically routed to OCR process.

“There is an increasing need to address the wide gap between invoices received as structured data in EDI/XML format, and paper invoices that are processed using OCR. We have seen organisations focus on building complex EDI/XML connections with their strategic or high-volume suppliers and then settle for paper invoices and OCR to connect to their long tail,” said Pylotis.

The first version of Smart PDF will be available in 2018, with significant feature upgrades planned over the next year.

www.basware.com/en-au

SharePoint Provisioning Engine

BindTuning has announced a SharePoint solution that promises to transform the way businesses install, deploy and maintain their SharePoint sites. BindTuning’s platform offers a suite of tools including beautifully designed web parts and themes that extend the functionality and ease of use of SharePoint and Office 365 and now BindTuning templates that allow you to deploy comprehensive sites without writing a single line of code.

The BindTuning Provisioning Engine desktop app simplifies the deployment of shared workspaces built upon a rich foundation of BindTuning themes, web parts and templates to create professionally designed fully functional Office 365 websites, intranets and extranets.

Users can choose from a library of in-app templates including traditional intranet home pages, team sites, line of business applications like GDPR compliance, and sites specific to certain industries such as manufacturing and education. All templates are fully customizable by the customer after installation. Installation of all products is completely visual; reduced to a few clicks and requires no coding.

Businesses that need to launch multiple sites with a consistent look and feel—such as team sites or customer portals—will be able to use the desktop app to deploy additional sites within minutes. What’s more the engine makes it easy for administrators to push out product updates across entire site collections and is designed to support Classic SharePoint environments. Support for Modern SharePoint environments will be available soon. BindTuning will continually refresh the templates available in the in-app template gallery. The company is committed to not only remaining current with the latest releases from Microsoft, such as SPFx, but to an expanding range of theme designs, web parts, tools and templates for business applications and industries.

BindTuning's Provisioning Engine and templates are available for immediate download. A 15 day free trial is also available.

<http://bindtuning.com/bindtuning-provisioning-engine>

'Pattern Search' for GDPR Compliance

FileCloud, provider of a cloud-agnostic enterprise file sync and sharing platform (EFSS), has announced "Pattern Search," a GDPR compliance feature, to help administrators discover and manage sensitive data and to increase the probability of mitigating potential GDPR violations.

The FileCloud platform offers features that help organisations to adhere to the wide requirements of GDPR, including user consent requirement, federated search to search for content across all users, data portability and special accounts with audit and search privileges for data protection officers (DPOs). With FileCloud, the company says, enterprises can control and be aware of where the data is stored and processed. This control aids enterprises in their GDPR compliance efforts.

GDPR stipulates that all personal data of EU residents must be stored and processed securely. It also allows users to request access to any information a company possesses on them. Under these new regulations, many different data types are categorised as personal, leaving enterprise organizations with information scattered across file servers and clouds unaware or unable to properly hold and process their data responsibilities. In turn, this leaves businesses open to non-compliance penalties of 4% of the company's revenue.

With the new Pattern Search feature, said Madhan Kanagavel, CEO, FileCloud, administrators and auditors can centrally look up sensitive data and instantly identify whether any files have been shared inappropriately.

IT and system administrators can now search for common data types using built-in pattern identifiers including email addresses, phone numbers, and credit cards. In addition to common patterns, the FileCloud product team has created templates to search for complex patterns such as license plate numbers, driver's licenses, and national identification numbers, which are different across countries. By allowing organizations to discover sensitive data, it can be categorized appropriately using meta-data, then stored and shared with the right access control, the company says.

Pattern Search is currently in beta; the technology feature set will be generally available during Q3 2018.

www.getfilecloud.com

AI enhances iManage governance

iManage has announced AI enhancements to its two core security and information governance products, iManage Threat Manager and iManage Security Policy Manager .

iManage Threat Manager, which utilizes machine learning to improve threat detection, now adds AI to more accurately detect "smash and grab" threat patterns. Characterized by abnormally high and intensive activity over a short time-frame, smash and grab attacks are a common threat pattern that can result in large data losses. In addition, new end-user analysis identifies areas of non-compliance which can then be targeted for remediation.

The new release of iManage Security Policy Manager - which manages need-to-know security and ethical walls at scale across iManage Work, file shares, time and billing and other systems - offers the ability to use prior document access and billing activity to automatically exclude users from working on opposing projects. This allows firms to easily onboard new clients while still meeting their ethical responsibilities.

The new release also improves the enforcement of need-to-know security by automatically removing inactive users, enabling a professional services firm to keep very tight control over who has access to highly sensitive content.

As professional services firms increasingly seek to use AI and other digital technologies to transform the way they work, stronger security and information governance are emerging as key requirements in these digital transformation initiatives.

Linguamatics automatic text analysis

Linguamatics, a developer of natural language processing (NLP) text analytics technology, has announced the latest release of its I2E AMP platform to automate the discovery of critical insights from text using NLP. The I2E Asynchronous Messaging Pipeline (AMP) platform fault tolerant workflow management for real-time document and record processing, addressing the NLP text-mining and ETL (extract transform load) requirements for healthcare and life science organizations of all sizes by allowing users to plug I2E into enterprise workflows and rapidly process streams of data at scale.

I2E AMP 2.0 includes enhanced functionality to speed overall throughput and performance, sophisticated pre- and post-processing capabilities, a Web GUI to simplify the set-up of initial workflows, and new AMP Agents for smarter load balancing, easier deployment, and optimised I2E management.

Within the life sciences, I2E AMP enables the automated transformation of text into structured data across the drug discovery and development pipeline. I2E AMP is highly configurable, allowing the flexible use of a wide range of ontologies and business rules to be applied.

Pharmaceutical companies are using I2E AMP in target selection, for example to generate target-indication dashboards from patents; in business intelligence to generate email alerts for clinical trial insights; to build safety databases from internal reports; and in regulatory affairs for document QA.

AMP allows healthcare users to quickly extract critical clinical details buried as unstructured text within EHRs, transform the text into discrete data, populate data warehouses, and support predictive risk models.

New pre- and post-processing features enable the identification of document sections and evaluation of I2E NLP results for specific clinical criteria.

This realtime NLP capability supports a more complete, 360-view of each patient so that providers can easily detect patient risk and predict adverse events, match patients with clinical trials, or support clinical document improvement workflows.

<https://www.linguamatics.com>

NetDocuments adds DocsCorp's contentCrawler technology

NetDocuments, the cloud-based document and email management (DMS) platform for law firms and corporate legal and compliance departments, has announced an exclusive integration with DocsCorp.

NetDocuments Optical Character Recognition (OCR) is an OCR and image compression technology delivered as a secured cloud-to-cloud service without requiring any on-premises software to be installed. NetDocuments OCR is powered by DocsCorp's patented contentCrawler, a cloud-based content analysis technology.

NetDocuments OCR will monitor all incoming images and image-based PDFs and automatically convert to searchable PDF and full-text index all the content. NetDocuments OCR will be widely available to customers starting in July, 2018.

Commenting on the arrangement, Dean Sappey, President, DocsCorp, says: "We have had a proud 12-year partnership integrating our suite of applications into the NetDocuments platform.

"We are very grateful for the confidence NetDocuments has shown in our technologies and that it will use our Microsoft Azure-hosted cloud application as the core technology for providing OCR and image compression capabilities to its customers. This agreement underscores our global reputation for quality, innovation, and service."

For more details, contact info@netdocuments.com

Epicor updates DocStar ECM Solution

Epicor Software as announced the newest release of the DocStar Enterprise Content Management solution. The new release includes document capture and DocStar ECM Forms enhancements, expanded mobility, and new DocStar ECM PackageWorks case management functionality. In addition, the solution supports greater productivity and responsiveness by providing anytime access to capture, process, search, retrieve, share, and collaborate around documents critical to business transactions.

Available for iOS and Android devices, the DocStar ECM mobile app delivers secure and quick access to the DocStar ECM repository, enabling users to gain timely workflow approval from their mobile devices anywhere, anytime. Users can email files in the same manner as the DocStar ECM desktop version, where document access is granted in a seamless, secure fashion via a unique URL or attachment and is password-protected.

DocStar ECM PackageWorks supports digital document package compilation with intelligent workflows for comprehensive case management. This provides a secure platform to gather, group, review, approve, and distribute documents quickly and easily in a consistent and accurate process. DocStar ECM PackageWorks streamlines collecting and managing key documents as part of the case management process.

Key enhancements include improved optical character recognition (OCR) engine speed and accuracy, barcode and patch code recognition, and document splitting. Users can onboard documents more quickly and efficiently with preset, document-specific settings for optimal quality. Additionally, users can extract more accurate document text for easier document indexing and searches. Improved document splitting and automated workflow assignment allow for more accurate and faster document processing with fewer exceptions.

www.docstar.com www.epicor.com

SAP embeds Predictive Analytics

SAP has launched the application edition of SAP Predictive Analytics software to help enterprises create and manage predictive machine learning models for applications that run business activities, including supply chain, finance and accounting, human capital management and customer management.

Codeveloped with Accenture, the application edition embeds predictive and machine learning capabilities in enterprise applications, putting powerful data-driven insights at the fingertips of every business user. Once embedded, the application can independently manage the end-to-end lifecycle of predictive and machine learning models that can adapt automatically to changing business conditions.

It provides enterprises with the flexibility to add, modify and extend predictive and machine models within these applications to solve new problems. With a single click, users can easily automate the retraining, scoring and deployment model. The ability to provide valuable business insights is accomplished through machine learning libraries in the SAP HANA business data platform. Users can take data in SAP S/4HANA and build predictive models that can be integrated into the application to understand predictions under changing variables and relationships.

conceptClassifier adds CMIS support

Concept Searching has announced Release 5.4.5 of its flagship conceptClassifier platform. Highlights include Content Management Interoperability Services (CMIS) support, new features to Natural Language Processing (NLP), and redaction capabilities.

CMIS introduces the ability to crawl and classify content stored in any content management or document management system. Leveraging these content assets increases business agility,

removes access barriers to isolated content silos, and reduces the cost of application development.

Additional NLP functionality has been added in this release. Using NLP, the conceptClassifier platform will generically identify people, locations, and company names within document text.

Redaction capabilities have been incorporated into the concept-TaxonomyWorkflowcomponent, enabling automated removal of sensitive content, identified by entity extraction, regular expressions, and custom entities specific to business needs.

<http://www.conceptsearching.com>

Workshare adds email and chat to Document Comparison solution

A new feature for Workshare's document comparison solutions, Selective Compare, enables users to run a redline comparison on snippets of text from emails, chat or pasted from a file and instantly see the differences, rather than having to review an entire document. Users are able to copy any type of text, table, image or code from anywhere, paste it into the new Workshare tool and click Compare. Any differences are then clearly displayed in the Workshare Compare environment.

Workshare Selective Compare is generally available in the next release of Workshare 9.5.3. It can be deployed as a traditional Windows application on the desktop or as a cloud-delivered app that can run inside browsers, mobile devices, PCs, or be embedded in other document creation, sharing and management platforms. Comments can be made directly in a document and it's possible to launch a comparison from Outlook or your DMS with full integration into iManage, Net-Documents, HighQ and other leading document management applications.

<https://www.workshare.com/product/compare>

Download as a Permission with Connect

Recognising that there are multiple scenarios that require organisations to share content but restrict the ability to download local copies, Objective Corporation has introduced a new "Download as a Permission" feature for its Objective Connect platform.

Objective Connect is designed for secure and controlled sharing of documents by public sector organisations and those in regulated industries. It integrates with Micro Focus Content Manager/Records Manager/TRIM, Microsoft SharePoint and Objective ECM.

Some of the applications where Objective can see the Download as a Permission functionality proving useful include: Media Communications, Security Clearance and Legal Services, where control must be retained.

When a new Workspace is created in Objective Connect, the default permission provided for participants is now Preview only.

Participants must be actively enabled with "Download" capability in order to provide them with the additional ability to edit and delete documents.

When a Participant has not been given the Download ability, a watermark is applied to documents. This has been done to provide an additional level of security.

However, adding the ability to Download will remove all watermarks.

The watermark includes:

- Workgroup Name;
- Participant email address; and
- Date and Time stamp (UTC).

A trial version of Objective Connect is available at <http://www.objectiveconnect.com/>

DIGITISE

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and accessing information. An enterprise with the right tools and workflows can perform Electronic Content Management more efficiently, saving both time and resources for more essential everyday tasks.

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