IDM
IMAGE & DATA MANAGER
October-November 2018

Why You Don't Need Data Scientists

Digital Journey for NSW Police

Machine Learning for Business

ISSN 1320-176X 07
Print Post Approved: 100002740

7 success factors for implementing Robotic Process Automation (RPA)

ezescan

making digital work

A records manager's job is ALWAYS ~~never~~ done ..WITH EZESCAN!

ABS issues 2021 Census Tender

The Australian Bureau of Statistics (ABS) is seeking a new partner to provide a digital Census in 2021, following the spectacular failure of the IBM solution in 2016.The ABS reported an $A24 million budget blow-out in 2016 — four per cent of its total planned expenses — which it directly attributed to the outage of the website designed to receive responses.

ABS General Manager Census and Statistical Services Division Chris Libreri said the ABS was seeking highly experienced suppliers to provide the 2021 Census digital service.

"The ABS will work closely with interested suppliers to confirm proposed solutions can deliver high standards of security, reliability and capacity required for the 2021 Census.

"The need to keep all Census information secure and confidential is, as always, a primary and paramount factor in designing the digital Census. The ABS is actively managing risks (including cyber) for the 2021 Census and is engaging independent experts to provide assurance on the solution, including the Digital Transformation Agency and the Australian Cyber Security Centre.

"The aim is to design an online service that is simple and safe to use for all Australians. People who want or need paper forms will also have easy access to them," Mr Libreri said.

The ABS said that notwithstanding the regrettable period of outage of the online form in 2016, those who used it found it quick and easy, reducing the time taken by households to complete the Census by 70 per cent compared to paper, and at all times data remained secure. ABS Chief Information Officer Steve Hamilton said the ABS has a strong preference for the Census Digital Service to be hosted in a cloud environment, in line with both the Australian Government's cloud-first policy and the Digital Transformation Agency's Secure Cloud Policy.

"We are seeking to provide an engaging and secure service hosted on cost effective and proven cloud infrastructure that delivers the experience, performance and resilience expected by all Australians when transacting online", he said.

Any cloud services will be Australian government accredited through an Information Security Registered Assessor's Program (IRAP) assessment and any services that handle sensitive data will operate within Australia. This type of service was successfully used for the Australian Marriage Law Postal Survey in 2017.

The winning supplier to be announced in mid-2019.

IMAGE & DATA MANAGER

Publisher/Editor
Bill Dawes

Published by:
Transmit Media Pty Ltd
ABN 631 354 31659
PO Box 392, Paddington NSW 2021, Australia
Telephone: +61 (2) 9043 2943
Fax: +61 (2) 8212 8985
email: idm@idm.net.au

Nuix Acquires Ringtail eDiscovery

Nuix has acquired the Ringtail eDiscovery software business from FTI Consulting for $US55 million, and is promising to create an end-to-end eDiscovery platform featuring the patented processing power of the Nuix Engine across more than 1,000 file types and data formats.

"We know the practice of eDiscovery is hard and our customers and partners have been asking consistently for a better end-to-end solution," said Rod Vawdrey, Group CEO of Nuix.

"Integrating the power of Ringtail into the Nuix platform is truly transformational for the legal, risk, and compliance industries and equips our extensive partner and distribution network to raise the bar for excellence and pace of innovation in eDiscovery.

iManage buys Risk & Compliance suite

iManage has broadened its Work Product Management portfolio with the acquisition of Elegrity, a provider of risk and compliance management software and solutions. Elegrity is used to manage conflicts of interest, new business intake and other key risk mitigation processes in law firms.

iManage is promising enhanced integration between new business intake, conflicts management, ethical walls and need-to-know security, legal holds, data loss prevention and records management. R&D from iManage Labs will add automation of compliance processes through the use of RAVN AI and improvements to the conflicts and new business intake user experience, leveraging iManage's user experience design team.

Elegrity will operate as a business unit of iManage, led by Joy E. Spicer, CEO and Founder of Elegrity.

Lucidea Australian Inmagic Distributor

Lucidea, the developer of Inmagic library automation and knowledge management solutions, has acquired its long-time Melbourne-based distributor Maxus Australia, which has been supplying and supporting Inmagic solutions since 1984

"I have known Lucidea's CEO, Ron Aspe, for many years, and I am confident Maxus could not be in better hands," said Norma Tovey, Maxus' Managing Director.

Maxus employees will continue working with the company in Melbourne.

www.lucidea.com

Hyland seeking resellers in Australia

ECM and workflow vendor Hyland is actively looking to recruit partners, particularly those with reach into Victoria and Western Australia. The announcement comes on the back of recent team growth in ANZ, with the company announcing in April 2018 that the local team had grown tenfold over the previous three years.

"We have achieved significant growth in the region and rounded out our team in order to match the demand we are seeing for content services solutions across all markets," said Jamie Atherton, Country Manager for ANZ at Hyland.

"As the next step in our growth cycle, we need to identify reseller partners who will complement our technology and share our vision for digital transformation in Australia."

Partner Manager Jaques Van der Merwe said "Ideally we want to find partners who share our customer support values, and understand that we cultivate deeply integrated and service-focused relationships with our end-users . There is huge scope for growth in the content services sector across industries such as financial services, manufacturing, higher education, mining and resources, insurance and construction – just to name a few," said Atherton.

Interested service providers should contact Moana Amoa, Business Development Specialist at Hyland: Moana.Amoa@hyland.com or mobile 0477 100 546.

New Blockchain-Based Smart Legal Contracts for Australian Businesses

CSIRO's Data61 has formed a consortium with law firm Herbert Smith Freehills and IBM to build Australia's first cross-industry, large-scale, digital platform to enable Australian businesses to collaborate using blockchain-based smart legal contracts.

Known as the Australian National Blockchain (ANB), the new platform has the potential to represent a significant new piece of infrastructure in Australia's digital economy, enabling companies nationwide to join the network to use digitised contracts, exchange data and confirm the authenticity and status of legal contracts. Once completed, the ANB will enable organisations to digitally manage the lifecycle of a contract, not just from negotiation to signing, but also continuing over the term of the agreement, with transparency and permissioned-based access among parties in the network. The service will provide organisations the ability to use blockchain-based smart contracts to trigger business processes and events.

ANB will provide smart legal contracts (SLC) that contain smart clauses with the ability to record external data sources such as Internet of Things (IoT) device data, enabling these clauses to self-execute if specified contract conditions are met.

For example, construction site sensors could record the time and date of a delivery of a load on the blockchain and trigger a smart contract between the construction company and the bank that would automatically notify the bank that terms have been met to provide payment on that load delivery.

ANB will be the first large-scale, publicly available blockchain solution available to businesses of all kinds across Australia, and is designed for Australian legal compliance.

"Technologies like blockchain are set to transform the legal industry and the wider business landscape as we know it," said Natasha Blycha, Blockchain and Smart Legal Contract Lead, Herbert Smith Freehills.

"This presents a huge opportunity for agile and forward-thinking firms and has potential to deliver significant benefits to our clients and the business community as a whole.

"Our clients are enthusiastic about process automation, and how it can support a move away from paper-based systems, simplify supply chains and quickly and securely share information with customers and regulators."

Consortium partners Herbert Smith Freehills, Data61, and IBM will first test the concept as a pilot project, using IBM Blockchain.

The consortium is already working with another Australian law firm to bring the ANB to market.

Going forward, regulators, banks, law firms and other Australian businesses will be invited to participate in the pilot which is expected to start before the end of the year.

In 2017, Data61 delivered two comprehensive reports for Treasury on how blockchain technology could be adopted across government and industry in Australia.

"Our reports identified distributed ledger technology as a significant opportunity for Australia to create productivity benefits and drive local innovation," Dr Mark Staples, senior research scientist at CSIRO's Data61 said.

"Data61's independence and world-leading expertise will help to catalyse the creation of digital infrastructure for Australian businesses to transition to a digitally-enabled future.

"For complex enterprise contracts, there are huge opportunities to benefit from our research into blockchain architecture and into computational law.

www.australiannationalblockchain.com

5 ways AI is transforming document management

By Milan Vukovic

Whether you're aware of it or not, artificial intelligence (AI) has a ubiquitous presence in our lives today – think the personalised playlists on Spotify or the 'Recommended for you' lists on Netflix, both of which use AI to curate a selection tailored just for you. Now its presence is being felt in the area of document management, with AI and cognitive computing set to revolutionise the ways in which we store, archive, process and extract information. Here are 5 ways AI is transforming document management systems:

1. Automatic classification and processing - While OCR (optical character recognition) technology allows for text recognition, AI takes this a step further by being able to "read" the information on that document, classify it correctly and automate workflows based on that classification – all at a fraction of the speed a human could.

While the system is initially guided by a set of rules, its identification and processing capabilities continue to improve using machine learning, meaning it is able to learn from repeated exposure to documents, as well as from the actions taken by employees upon those documents.

An AI-powered document management system could, for example, identify invoices by recognising elements such as invoice numbers, line items and so forth, despite the fact that these elements can appear in different locations and in varied fonts and sizes. When PepsiCo automated its previously manual Accounts Payable process, using ABBYY FlexiCapture 's technology to recognise invoices, in just 3 months, the system was able to process over 21,000 documents (or 40,000 pages) in 5 different languages with minimal errors.

2. Data extraction - By being able to accurately read information and understand context, an AI-powered document management system can take data extraction to a whole new level – an ability that is more vital than ever, as organisations are inundated with more and more data.

3. Document clustering - Document clustering, whereby documents are grouped by topics without prior classification, is another ability made possible by AI.

This can help organisations understand how documents relate to one another within a wider context, and help them find similarities and make inferences that perhaps would not have otherwise been possible.

4. Advanced security - AI-powered document management systems can help to enhance security and protect customer data , by detecting sensitive and personal identifying information (PII), and flagging these documents for special handling. Automatic classification and processing also means documents aren't left in unsecured locations while waiting to be actioned.

5. Data analytics - Perhaps the most exciting prospect of AI in document management is the potential for analytics and the value this can bring to organisations. Cognitive platforms take document management to new heights by using the data collected and applying techniques such as machine learning, predictive analytics and data visualisation to improve decision-making and optimise business processes.

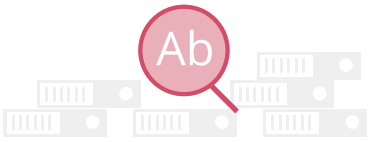
Milan Vukovic is Product Manager - Solutions at Kyocera Document Solutions Australia

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

ABBYY Australia: abbyy.com.au • +61 (02) 9004 7401 • sales@abbyy.com.au

What fraud, drug trafficking and murder can teach you about digital knowledge

The Office of Public Prosecutions (OPP) is Victoria's largest criminal legal practice. With 325 employees including 256 lawyers, the OPP prosecutes serious offences in Victoria's County and Supreme Courts and conducts criminal appeals in the County Court, the Court of Appeal and the High Court of Australia. OPP's adoption of the Knosys KnowledgeIQ platform has led to a user-friendly interface for curated digital records. OPP solicitors are now relying on the most up-to-date and authoritative information which is available to them in an easy-to-consume format.

With an ageing knowledge management system that was no longer able to provide the timely and accurate information required to support prosecutorial research, and an organisational imperative to modernise IT infrastructure, the OPP wanted a solution that would reduce research complexity and improve organisational productivity.

Over its life, the existing knowledge management solution had become unwieldy. It became difficult to locate relevant entries, and rather than consult a single source of truth, solicitors and staff needed to consult up to ten different online sources.

The process of research across so many varied sources was often time-consuming and inefficient. Beyond its reduced relevance, the existing solution utilised a legacy software product that the OPP was keen to retire as part of on-going infrastructure and software modernisation activities. In searching for a replacement, the OPP wanted a solution that would allow them to leverage all of their existing authoritative sources from a single point while also allowing the creation and publication of original authoritative content in a variety of dynamic forms.

Ease of use was vital, both for those users who were using the information as well as those tasked with its creation.

No knowledge system can exist in isolation; there are other organisational systems to consider. The OPP have an existing document and records management system, Micro Focus Content Manager, and rather than duplicate information across the two systems, leading to increased management effort, the KnowledgeIQ platform links the two systems together.

Templates and other content stored in the document management system become actionable knowledge when connected or referenced by articles contained within the KnowledgeIQ platform. These are referenced directly from the relevant KnowledgeIQ documents, giving staff fast and straight-forward access to right form or material, all from the one place.

"It was impossible to find what you were looking for on our old knowledge management platform," said Erik Dober, Senior Solicitor OPP.

"Now we can easily find answers to our questions using search or the menu structure. I am confident that if the answer is on the new platform, our solicitors can find it."

Knosys KnowledgeIQ platform is a content management system (CMS) able to communicate with other Web-enabled system inside an organisation. Built on a Microsoft .Net architecture around an MS SQL Server database, it enables users to view and manage curated content that is hosted internally on KnowledgeIQ or externally on any linked system. Users do not need to leave the KnowledgeIQ interface to view content in Content Manager or other linked systems.

It is designed to hold curated information rather than working as an enterprise search tool that indexes information held across an entire network.

"High value content is where we target the application," said Knosys CTO Nic Passmore.

"Filtering out irrelevant information is especially relevant for the OPP, due to the complexity and volume of information that their solicitors work with daily. For other organisations, this content might be templates held within their EDRMS and/or SharePoint or it could be content that is created and hosted within the KnowledgeIQ application."

For the OPP this also includes information held on one of the many online legal databases it subscribes to such as AUSTLII or LexisNexis, which are now accessed through KnowledgeIQ

There are many proprietary and open source CMS alternatives available on the market today.

Passmore explains the KnowledgeIQ platform offers unique advantages in its ability to apply role-based or process-based access. This something not typically available in an open source CMS designed for public Web sites or company intranets.

"Tools for governance are integral to the application, everything that is carried out by end users or administrators within the system is tracked and auditable."

KnowledgeIQ also offers a series of process guidance tools built into the application that can provide either a graphical over-view (with the ability to drill down) or a wizard style tool. It also applies techniques to avoid content duplication.

The Melbourne-based enterprise knowledge software start-up scored its first big win with ANZ Bank in 2010. ANZ initially deployed KnowledgeIQ in its call centres and s now rolling it out across internal business units.

"Call centre operations become more efficient with processes and procedures being streamlined. When steps in a process are shared between teams or need to be escalated up the chain, KnowledgeIQ provides a mechanism to do this," said Passmore.

"Rather than having multiple documents, these are simplified into one piece of content with multiple permissions per process step, content block or paragraph. KnowledgeIQ reduces duplication, makes content management easier and typically leads to less errors overall. The more reliable the system, the more trusted it is by users and the more they actually use it." The system is able to be deployed on-premise or in the cloud, and Knosys is working to incorporate AI tools to enhance search and document processing.

In addition to ANZ Bank, other KnowledgeIQ customers include Singtel Optus as well as New Zealand's SBS Bank. The company is now seeking to attract more mid-tier organisations to utilise the KM platform.

https://knosys.it/

Alaris

A Kodak Alaris business

Start your digital transformation with the most trusted **scanners in Australia**

Kodak i4250 Scanner

Built to stay busy

Minimize interruptions, maximize performance

Kodak i3400 Scanner

Give productivity a major lift

A new standard in efficiency and consistency

Kodak Scan Station 710

Streamlined Processes
Improved Communication
Increased Productivity

Information in
Problem resolution out

1.5 Trillion+
Pages have been scanned by **Kodak** and Alaris Scanners since 1990[1]

#1
Global market share leader in production capture[2]

Over 1.5M
Scanners manufactured since 1990[3]

Award Winning Technology

More Buyers Lab (BLI) Awards than any other scanner manufacturer, with Scanner Line of the Year awards for three consecutive years.

Expert Delivery with Partners

We make sense for your business by exploring better ways to partner and deliver solutions through our Alaris IN2 Ecosystem.

Image Science that Makes Sense

Building on the foundation of our best-in-class technology, Alaris is moving ahead focused on our role in transforming your business.

10%
Advantage in OCR accuracy vs. competition[4]

90%
First-time service fix rates, or better[5]

Over 150
Patents for innovations in image capture & processing[6]

99.999%
Document feed accuracy[7]

Please contact:
Kodak Alaris Australia Pty. Ltd.
Toll free No: 1300 ALARIS (1300 252 747)
Email: askme@kodakalaris.com
www.alarisworld.com

Sources
1 Based on average scanning volume for global Alaris install base
2 Based on internal Alaris evaluation of industry analysts' market revenue data
3 Alaris manufacturing data
4 Based on keypoint Intelligence-Buyers Lab testing of the Alaris S2000 Series Scanners
5 Based on Kodak Alaris Service Systems records for 12 months (April 2017-March 2018)
6 US Patents awarded since 1990
7 Based on Keypoint Intelligence-Buyers Lab testing of 19 scanners (2 million pages) in the past 5 years

SCANNER LINE OF THE YEAR 2018 BLI BUYERS LAB LINE OF THE YEAR

Adobe unveils New Acrobat DC

Android phone and tablet users have now been given the ability to edit PDFs on the Adobe Document Cloud in the latest release of Adobe Acrobat DC. Previously available on iOS, the reviewing capability now provides instant messaging feedback when PDFs have been edited by collaborators in the Adobe Document cloud. The capability is offered to those with a subscription to Acrobat DC or Adobe Creative Cloud.

"Adobe Acrobat DC is the gold standard for today's mobile and connected workforce," said Bryan Lamkin, executive vice president and general manager, Digital Media, Adobe. "With this powerful release, we've created a modern PDF platform that enables people to scan, sign, edit, share and review content quickly and easily wherever work takes them."

A completely redesigned Home view across the Acrobat DC desktop app, Acrobat Reader mobile app and the all-new Adobe Document Cloud web app acts as a central hub for all PDF activity, providing a single view into status updates on incoming and outgoing tasks like documents that have been shared with you for review or that need your signature.

Form field recognition, powered by Adobe Sensei, in Acrobat DC desktop, Acrobat Reader mobile and the Document Cloud web app is used to fill out and sign forms faster. Adobe Sensei analyses documents to recognise the field type, size and position so that users can just tap and type content without having to change tools manually or align text in field boxes.

Intralinks' adds new M&A Workflow

Intralinks, the virtual data room (VDR) provider, has introduced its new M&A Workflow capabilities to streamline the mergers and acquisitions (M&A) process. The initial use case being rolled out leveraging M&A Workflow helps advisors and corporate development professionals obtain secure cross-organizational document approvals much more quickly than was previously possible.

The new capability is built on microservices technology and is intended for business user configuration and use.

"The M&A Workflow feature significantly expedites one of the bigger roadblocks in the diligence process and serves as a key building block in Intralinks' mission to deploy automated workflow configurations tailored to support complete M&A-specific use cases," said Leif O'Leary , CEO of Intralinks.

Securely sharing highly sensitive documents and files in a VDR is a critical part of the M&A process. Getting appropriate approvals for those files, especially across organizations, traditionally has been done via email, which inherently increases the risk of sensitive information being leaked and makes it difficult to ensure proper protocols are being followed.

Intralinks M&A Workflow automates the approval process for documents within the secure VDR platform, solves version control issues and allows users to track the status of documents that are being processed.

www.intralinks.com

New Cloud-Based File Storage

Australian data security specialist, Dekko Secure, has unveiled a new cloud-based data sharing and storage service designed to allow workgroups to share and collaborate on sensitive files in a completely secure environment.

The service, called DekkoVAULT, allows users to store and share files of unlimited size with other Dekko users. Shared files are accessed using a secure link or within the platform which ensures they can be opened only by the intended recipient of the file. Access can be revoked after a predetermined period and all access sessions are documented in an audit log.

"DekkoVAULT provides the convenience of other file-sharing products on the market but with the additional benefit of end-to-end encryption and security," says Jacqui Nelson, Managing Director, Dekko Secure.

"The service runs on the Microsoft Azure cloud platform which provides additional levels of protection and redundancy. For organisations bound by regulations such as data sovereignty, Dekko is hosted in Australia or can be deployed as on-premise solution.

Nelson says DekkoVAULT will be particularly attractive to insurance, legal and accounting firms that regularly have to deal with large volumes of sensitive files. The service allows these files to be securely shared both within the firm as well as with clients and trusted third parties.

"Dekko eliminates the unknowns associated with sharing sensitive information outside your IT environment. We are aiming to make DekkoVAULT a superior alternative to existing cloud-based data storage and sharing services because security has been built in from the start.

"This is particularly relevant when organisations communicate with external parties which in the past has often been the weakest link. In addition, Dekko can be safely used over unsecured networks, such as public WiFi found in airports and cafes," explains Nelson.

Alex Lyons, Solutions Engineer at Dekko Vault says that, while there are a number of secure communication tools on the market already, they are not business solutions because they rely on secrecy, anonymity, file destruction and do not run on enterprise-grade infrastructure. Some also have unrealistic pricing and usage models.

"While some of them pretend to be business solutions, they miss the mark. Businesses have real requirements like regulatory compliance, verified identities, access control, visibility control, data sovereignty and audit capability" said Lyons.

DekkoVAULT uses end-to-end encryption for all files and no-one other than the sender and intended recipient of a file hold the key. This means files cannot be decrypted by unauthorised users, even if intercepted during transit. Administrators have the option of also requiring two-factor authentication as an additional security measure.

"No one else, including advertisers, outside threats, or even Dekko or Microsoft Azure administrators, can see the data files," says Lyons. "It is impossible to hijack a Dekko account and access data without knowing the user's password."

Every security process is done in the background and is completely transparent to users. Dekko uses recognised, efficient and proven encryption techniques and trusted open source libraries for its security code.

DekkoVault is accessed via a web browser providing flexibility for users while at the same time not compromising data security. All interactions with files are recorded in a log and the ability to access them can be limited to a pre-defined time window.

"The service can integrate with existing workflows, providing strong data security regardless of where files are accessed and on what type of device," says Lyons.

A DekkoVAULT subscription starts at $A10 per user per month and is part of a portfolio of secure services offered by the company, DekkoMAIL and DekkoCHAT.

For more information, visit dekkosecure.com

M-FILES DIGITAL WORKPLACE

SYDNEY CONFERENCE

December 4, 2018

The Museum of Contemporary Art Australia

WHERE YOUR **DIGITAL** AND PAPERLESS OFFICE BECOMES A **REALITY**

Learn more www.digitalworkplacesydney.com

M-Files® ABBYY® ezescan transforming paper into knowledge™ IDM IMAGE & DATA MANAGER

WHY ATTEND?

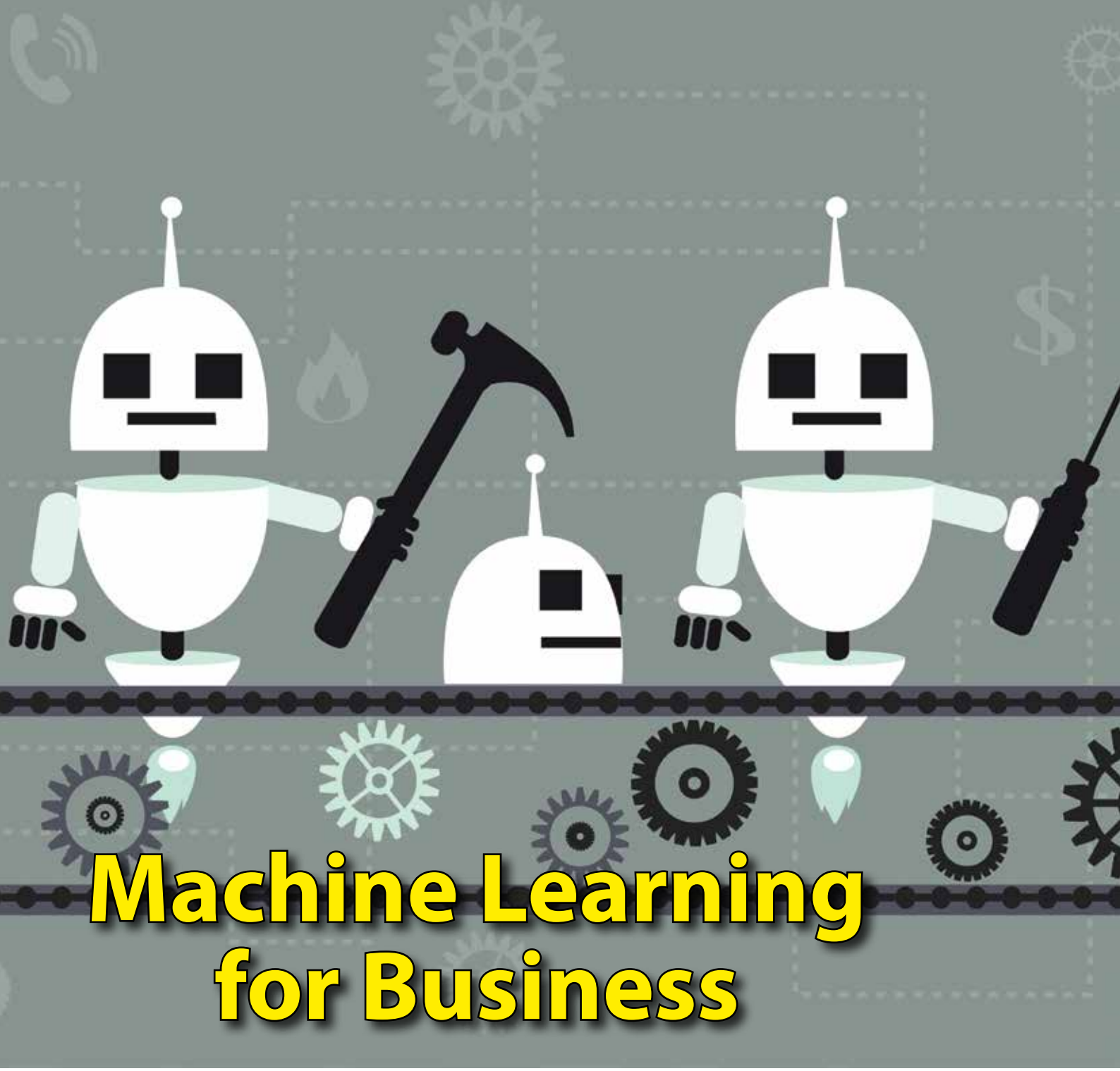
Understand the impact that new ground breaking technologies are having on the digital workplace

Learn how to avoid the pitfalls that can stall your digital transformation initiative

Network with industry experts and digital transformation champions

TOPICS DISCUSSED:

Artificial Intelligence, Capture, Cloud, Collaboration, Compliance, Document Control, Enterprise Content Management, Governance, Intelligent Information Management, Metadata, OCR, Records Management, Scanning, Security, Workflow Automation.



Machine Learning for Business

By Doug Hudgeon and Richard Nicol

Technologists have been predicting for decades that companies are on the cusp of a surge in productivity but, so far, this has not happened. Most companies still use people to perform repetitive tasks in accounts payable, billing, payroll, claims management, customer support, facilities management and more.

To put in a leave request, you have to click through a dozen steps, each one requiring you to enter information the system should already know or make a decision that the system should be able to figure out from your objective.

To determine why your budget took a hit this month, you have to troll through a hundred rows in a spreadsheet you've manually extracted from your finance system. Your systems should be able to determine which rows are anomalous and present them to you.

When you submit a purchase order for a new chair, you know that Bob in procurement has to manually make a bunch of small decisions to process the form, such as whether your order needs to be sent to HR for ergonomics approval or can it be sent straight to the financial approver.

All of these small decisions create delays that make you and your colleagues less responsive than you want to be and less effective than your company needs you to be.

We believe you will soon have much better systems at work. Machine learning applications will automate all of the small decisions that hold up processes. It is an important topic because, over the coming decade, companies that are able to become more automated and more productive will overtake those that cannot. And machine learning will be one of the key enablers of this transition.

We are on the cusp of a dramatic improvement in business productivity.

Since 1970, business productivity in mature economies such as the US and Europe has barely moved. Over that period of time, it has merely doubled whereas the processing power of computers is 20 million times greater. If computers were really helping us become more productive, why is it that much faster

computers don't lead to much greater productivity? This is one of mysteries of modern economics.

This trend has been clearly visible for decades now. In 1987, Robert Solow quipped "You can see the computer age everywhere but in the productivity statistics." Economists liked the quip so much they called the mystery the Solow Paradox.

So, is the failure of businesses to become more productive just a feature of business? Are we at maximum productivity now? We don't think so. There are some companies that have found a solution to the Solow Paradox and are rapidly improving their productivity. And we think that they will be joined by many others - hopefully yours as well.

In a 2017 speech on productivity given by Andy Haldane, the Chief Economist for the Bank of England, he detailed how since 2002 the top 5% of companies have increased productivity by 40% whilst the other 95% of companies have barely increased productivity at all. This low-growth trend is found across nearly all countries with mature economies. Andy Haldane has dubbed the top 5% of companies as Frontier Firms.

Productivity is measured at a country level by dividing the annual Gross Domestic Product (GDP) by the number of hours worked in a year. The GDP per hour worked in the UK and the US is currently just over $US100. In 1970 it was between $US45 and $US50. The GDP per hour worked by the top 5% of firms is over $US700 and rising.

These frontier firms are able to hit such a high GDP per hour by minimizing the human effort to generate each dollar of revenue. Or, to put it another way, they automate everything that can be automated.

The productivity growth numbers will begin to improve rapidly as more companies figure out how replicate what the top companies are doing and make the jump from their current level of productivity to the top levels of productivity.

We believe that we're at the end of the Solow Paradox - that machine learning will enable many companies to hit the productivity levels we see in the 5% of companies. And we believe that those companies that do not join them - that don't dramatically improve their productivity - will wither and die.

There are two reasons our current business systems are so terrible:

1. Although changing our own behaviour is not easy, changing the behaviour of a group of people is really hard. In your personal life, if you want to use a new money management app, you can just start using it. It's a bit painful because you need to learn how the new application works and get your profile configured, but it can be done without too much effort. However, when your company wants to start using an expense management system, everyone in the company needs to make the shift to the new way of doing things. This is a much bigger challenge.

2. Managing multiple business systems is really hard. In your personal life, you may use a few dozen different systems such as a banking system, email, calendar, maps, and others. Your company, however, will use hundreds or even thousands of systems. Managing the interactions between all these systems is hard for your IT department so they encourage you to use their end-to-end enterprise software system for as many tasks as possible.

ERP systems rose to prominence in the 1980s and 1990s. An ERP (Enterprise Resource Planning) system is a system used by many medium and large enterprises to manage most of their business functions such as payroll, purchasing, inventory management, capital depreciation and others. SAP and Oracle dominate the ERP market but there are several smaller players as well.

In a perfect world, all of your business processes would be incorporated into your ERP system. But we don't live in a perfect world. Your company likely does things slightly different to your ERP's default configuration which creates a problem.

You have to get someone to program your ERP to work the way you do business. This is expensive, time-consuming and can make your company less able to adjust to new opportunities as they arise. If ERP systems were the answer to all enterprise problems, then we should have seen productivity improvements in the uptake of ERP systems in the 1980s and 1990s but there was little uptick in productivity during this period.

When you implement machine learning to support purchasing decisions is that there is little change management involved from your internal customers. They continue to place orders in the same way they always have. The machine learning algorithms simply make some of the decisions automatically and the orders get sent to approvers and suppliers automatically.

In our view, unless the process can be cleanly separated from the other processes in your company, the optimal approach is to first implement a machine learning and automation solution and then, over time, migrate these processes to your ERP system.

Machine learning concepts are difficult to get one's head around. This is in part due to the breadth of topics encompassed by the term 'machine learning'. We think of machine learning as a tool that identifies patterns in data and, when you provide it with new data, it tells you which pattern the new data most closely fits.

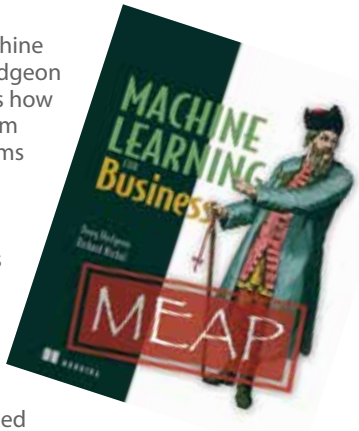
In the old days (a.k.a 2017), setting up a scalable machine learning system was very challenging. In addition to identifying features and creating a labelled dataset, you needed to have a wide range of skills encompassing those of an IT infrastructure administrator, a data scientist, and a back-end web developer.

Here are the steps that used to be involved in setting up your machine learning system.

- Set up your development environment to build and run a machine learning application (IT infrastructure administrator).
- Train the machine learning application on your data (data scientist).
- Validate the machine learning application (data scientist).
- Host the machine learning application (IT infrastructure administrator).
- Set up an endpoint that would take your new data and return a prediction (back-end web developer).

It's little wonder that machine learning is not yet in common use in most companies yet.

Fortunately, we are now at a time when these steps are able to be carried out using cloud-based servers so, whilst you need to understand how it all fits together, you don't need to know how to set up a development environment, build a server or create secure endpoints.



(This article is an extract from Machine Learning for Business by Doug Hudgeon and Richard Nichol, which outlines how to set up a machine learning system to solve common business problems using AWS Sagemaker, Amazon's environment for building and deploying machine learning applications.) Doug Hudgeon runs a business automation consultancy, putting his considerable experience helping companies set up automation and machine learning teams to good use. In 2000, Doug launched one of Australia's first electronic invoicing automation companies. Richard Nichol has over 20 years of experience as a data scientist and software engineer. He currently specializes in maximizing the value of data through AI and machine learning techniques.
https://www.manning.com/books/machine-learning-for-business
(For 40% off the cover price, use the discount code ml4b40)

iCognition automates NSW Government business processes

Information Management and Governance (IMG) specialist, iCognition has delivered significant client business improvements by automating asset management and correspondence management processes at two NSW government agencies using iCognition's RM Workflow product.

NSW Property and Advisory Group (PAG), an organisation of 900 staff within the NSW Department of Finance, Services and Innovation portfolio, engaged iCognition to migrate a legacy ECM system to Micro Focus Content Manager (CM), and automate business processes using iCognition's RM Workflow.

"The migration was a very complex one, involving over 300 pages of specifications to ensure a successful replication of the previous ECM functions in Content Manager," said Nigel Carruthers-Taylor, iCognition Principal.

"This included workflows that automated asset management and correspondence management processes. We successfully completed the migration with very few errors, and PAG is now experiencing an excellent uptake in business process participation via RM Workflow, with over 300 active workflows within the system."

RM Workflow is a user-centric Web interface built on top of the Micro Focus Records/Content Manager workflow engine that is zero footprint and cloud ready. The business processes are defined in CM, ensuring information security and audit capture, while RM Workflow delivers ease of access and use for end users.

Key to the product is the user experience: users can create, modify and interact with records, locations, workflows and activities from within the easy-to-use web interface, and/or via customisable email notifications.

Another iCognition client, NSW Department of Justice, is currently installing it to manage their Ministerial correspondence and briefings processes for a very large number of staff.

"The ROI on this product is excellent. Installing and managing it is minimal effort, as it is server-based and does not require a desktop rollout," said Mr Carruthers-Taylor.

"Additionally, the product is totally configurable by the client, avoiding costly setup scripting or development, and the reconfiguration effort is minimal when business processes change. Great returns can be expected for existing CM clients, as a small investment unlocks the value of pre-existing CM workflow functionality that is usually dormant."

RM Workflow not only delivers existing CM workflow functions in an easy-to-use interface; it provides additional value functions such as an analytics dashboard, online editing, timeline management and other functions.

For NSW Property and Advisory Group (PAG), a key function was to dynamically allow for multiple approvers in workflows: staff can enter as many assignees as they like when creating workflows, and RM Workflow dynamically generates additional approval paths for every assignee. Previously this could only be achieved through creating multiple CM workflow templates, requiring staff to clumsily select the appropriate template each time. The take-up of the CM solution at PAG was also facilitated by the implementation of RM Workspace across the 900 staff. This enabled PAG to expand their digital transformation agenda through better user adoption and collaboration around information in CM.

"Overall, RM Workflow delivers ease of business process interaction, while CM delivers assurance around the business process and compliance management. This solution increases the efficiency, quality and transparency of business processes, and helps enable digital transformation," said Mr Carruthers-Taylor.

www.icognition.com.au www.rmworkspace.com.au

Bank Speeds Time To Decision With RPA

Blumark has helped one of Australia's largest mutuals improve its speed to decision through the implementation of an innovative end to end home loan approval workflow and document management process.

Blumark, one of Australia's leading Case Management and Process Improvement specialists, recently announced expanded portfolio capabilities with Robotic Process Automation via the addition of the IBM RPA.

"The exponential growth in customer expectations drives organisations to make decisions faster. Adding the IBM RPA capability to our portfolio allows us to enhance our customers outcomes and create a better customer experience for them," said Mark Grimes, Managing Director Blumark.

"We are seeing a lot of industry activity around RPA however very few companies are currently realising its true potential which I believe is a factor of not embracing it in concert with a review and optimisation of their existing business processes.

"Where we are seeing RPA be successful is when it is focused around a particular business process use case and built out from there."

A prime example of this is a leading mutual who worked with Blumark to deploy the platform for document and workflow management to provide lender support.

Like many mutuals, the organisation faced challenges in managing its legacy information systems. IBM Case Manager provided employees with persistent access to critical information, workflow tasks and important analytics.

Blumark identified all the documentation and workflow around the management of a loan, captured that information in a single location and then automated the workflow management.

The result is that documents are verified automatically, the settlement is tracked, as is the management of the loan conditions because the system becomes a single view repository and workflow orchestrator throughout the life of the loan.

The bank is now extending its use of process automation across a range of manually intensive tasks including cheque dishonouring. Traditionally this has been a time-consuming manual process involving staff manually checking to see if a customer had funds in ancillary accounts.

The platform has alleviated this process almost entirely, handling 80 percent of all dishonored cheques with just 20 percent going to bankers for exception management.

RPA has not only accelerated bank processes but injected conformity and consistency into those processes. It has helped automate clunky manual processes and introduced efficiencies.

The increased efficiency is particularly important for the bank as it looks to leverage the New Payments Platform for fast, data rich payments. It also helps meet customer expectations around accuracy of information.

https://www.blumark.com.au/

contentCrawler

See what you're missing.

30% of your documents may be dark data, invisible to your search technology

Failure to find documents may lead to GDPR/FOI/PCI non-compliance and fines

Trust contentCrawler to find and make all your documents searchable

Get a free dark data audit today

DarkDataAudit@docscorp.com

docscorp.com/contentcrawler

DocsCorp

Work smart

Digital Journey continues for NSW Police

The NSW Police Force - Australia's oldest and largest police organisation and one of the biggest in the English-speaking world – has been on a quest to move from a hard copy paradigm into digital information management. At Microsoft Realize 2018, Jeff Greenwood, Manager, Process and Records Services, NSW Police Force, outlined the story so far.

"Information is the key to success for any organisation today and this is particularly the case in the business of policing," notes Greenwood. "If we don't have access to accurate information we can't fulfil our purpose which is to protect the community of New South Wales."

NSW Police has been a TRIM user for many years, recently upgrading to Micro Focus CM9. The user base has grown from about two and a-half thousand users in 2010 to more than 4,000, representing about a fifth of the entire workforce (comprised of more than 16,000 police officers and 4000 admin staff).

Frontline police don't generally use the product although a lot of their managerial staff and commanders do.

"The challenge we had in 2010 was that like many organisations who manage their information in hard copy formats, a lot of our information was being mislaid," said Greenwood.

"We had manual approval processes and time-consuming processes around archiving of the information, while a lot of our information was stored in unstructured formats of course with an increasing cost of physical storage.

"So, our objective was to standardise the management of our information and to transition the organisation into managing that information digitally, using appropriate systems.

"This wasn't a technology project. It was actually a cultural change project because we've had the capability for managing information digitally for many years, but we had to spend a lot of time bringing the organisation along the journey with us," said Greenwood.

Rather than looking at a big bang change approach, the IM team at NSW Police worked on different initiatives over the past six and seven years alongside regular business teams. Aside from a couple of the initiatives, there wasn't the budget to assign dedicated project teams. NSW Police elected to rebrand away from the TRIM product when this was upgraded to version eight a number of years ago. While the TRIM brand is obviously well regarded in the information management community, for the users it had some negative connotations. They viewed it as just something that admin people did. It wasn't something that police officers did. So it was rebranded as the Record Management System, or RMS, and work was undertaken to integrate with the NSW Police ERP system, SAP ECC6.

Integrating the NSW Police location structure with the SAP org structure gave a lot of benefits in terms of applying access controls and access to information, which now largely happens automatically.

"So, as an example, if I'm relieving as my manager next week, I put a higher duties into the system and that automatically flows through so when I'm doing the manager's role or the director's role I can get access to all of those information holdings," said Greenwood.

"Additionally, we manage the ons and offs to the RMS system automatically through that integration. One of the first pieces of work we did, and we got some partners in to help us around that, was around electronic personnel files.

"Police officers get very emotive about their own personal information, so we spent a lot of time digitising personnel files. The fact that we had automated the location structure really enabled us to control access to that automatically."

By creating RMS sub-folders, information could be categorised and then security controls and access controls applied automatically to the information within.

NSW Police initially digitised 25% of the organisation's hard copy personnel file holdings, although it found that digitisation isn't necessarily a silver bullet for a lot of older information.

"For us the return on investment for digitising hard copy information is 30 years. We're not going to go back and digitise a lot of our old police investigations but for personnel files, that for us have a very long retention, it made sense.

"A lot of employees, unfortunately, when they leave the organisation tend to sue us. And so when they're subpoenaing to get access to their personal information it was of benefit to us to digitise that information. When the information was in hard copy format we were digitising it multiple times in various unstructured data holdings.

"By digitising it we're able to always go back to the source of truth and additionally we've got audit logs of who's requested and accessed that information. Subsequently we have a hundred per cent of our personnel files digitised."

To encourage business units within the Police Force to manage information digitally, the records management team stopped accepting hard copy information. Business units were encouraged to digitise at the start of the information lifecycle to gain all the benefits of managing that information digitally throughout its lifecycle rather than waiting till the very end and digitising again.

With its software development partner, NSW Police developed a queue processor to apply queues to different SAP business processes. So, while users are working in SAP, content is stored in CM9. Also, a ReadSoft workflow and imaging solution has been deployed for accounts payable with the content stored in Content Manager.

As well as encouraging the digitisation of current workflows, NSW Police has a large task delivering better access to policing information that pre-dates the introduction of the Force's mainframe (known as COPS!) in the 1980s.

A lot of information from the 70s and 80s that was stored on microfiche has been digitised, although when this was done it was not indexed and OCR was not applied.

A project is underway to apply OCR to this archive and ingest that into CM9 where it will be indexed using the IDOL engine to provide better access.

NSW Police has a rapid extraction desk where all mail is security scanned and digitised before delivery through document queues to business units at police stations using CM9.

As a long-time Lotus/IBM Notes user, a specific email integration with IBM notes has helped increase the volume of information that's captured into the content management system.

"Many users were managing their information in the email archive. Now the problem for me as an information manager was largely that's unstructured but more importantly there's no retention applied in the email system and we tend to keep everything forever. Everything from the important, from the state archive right through to the ephemeral. The email integration has enabled users to capture emails simply by drag and drop and that's been a real benefit for us," said Greenwood.

"At the moment we've got 50 kilometres of hard copy information in storage and that's growing. I'd estimate we've probably got another 25 kilometres of information out in our business units that I want to bring into central storage.

"We're not going to go back and digitise the lot of that. A lot of the large investigations, if you stacked all of the information on a pallet there'd be one or two pallets of information just for one particular case, so we're not going to go back and digitise that because it's just too expensive.

"But there is a growing volume of information in hard copy storage, some of which we're going to have to keep for long periods of time. The benefits in having it digital are self-evident. Once it's in the content management system information can't go missing and we've got security and access controls, version controls and audit logs.

"In 2010 we captured about a quarter of a million records in the content management system. Last year we captured over a million and this year I estimate we'll probably capture about 10 million records in the system.

"Back in 2010 around 11% of our records had digital content attached. Last year that was almost 98%. Now this doesn't stop people printing out and rescanning, or putting new versions in, but at the end of the day if they want to do that they can knock themselves out. As long as we don't give us a bit of paper to archive at the end of the process.

"Some people still like their piece of paper. A lot of our senior executives still want to stand up in Court and say "Yes, I signed that piece of paper. Yes, I approved that." And that's okay. They can do that. As long as we're capturing the decision-making digitally at the end."

Greenwood estimates that the number of RMS users will probably double over the next few years as business processes are brought on board.

Having just upgraded to CM9, NSW Police is now testing the CM Web Client. The full client will still be the go-to choice for most administrative users, while the Web Client will provide senior executive access to information on the go via iPads.

"We are also starting to work on the client and legal matters structure file type. This is something that a lot of organisations don't use but it is a standard functionality in the system and we're going to develop this and release this for our legal areas," said Greenwood.

"We'll be doing work around additional third-party enhancements and integrations and further work around migrating some of our unstructured data into the system keeping what's important and getting rid of the unstructured information that's not important.

"We're working on some improved search and discovery capability because one of the challenges for us is we don't know what information we've got. We've got so much information, some of it structured and some of it's unstructured. We need to put tools in place organisationally to help us find information.

"We also want to reduce our physical holdings. One of the things that we will be doing is implementing a scan on demand type service. So, when users want to retrieve hard copy information we won't provide them the hard copy information for the review. We'll scan on demand and provide the digital information to them.

"Another future piece of work is digital transfer to the State Archive. That's something that we're talking to the State Archives and Records Authority about at the moment," said Greenwood.

Digital Transformation Agency adopts Microsoft Protected Cloud

The Digital Transformation Agency (DTA) will be the first Australian Government agency to deploy Office 365 for Protected email and collaboration, taking advantage of the platform's Protected certification, awarded by the Australian Signals Directorate earlier this year. The DTA, which is charged with working with federal departments to make it easier for people to transact with the Government, is currently piloting Office 365 for use at Protected level ahead of an Agency-wide deployment scheduled for later this year.

Established in 2015, the DTA has wide ranging responsibilities to help government departments and agencies undergo digital transformation. Today, the DTA also has oversight of the government's ICT agenda.

Cloud computing is playing an important role in both areas. The Federal Government's Secure Cloud Strategy, released in February, illustrates how cloud offers reusable digital platforms at a lower cost.

The DTA, which has taken a cloud first approach since its inception and provided guidance encouraging a cloud first approach among other agencies, worked with Microsoft to develop a secure cloud platform that would support both internal operations and be acceptable to other departments as a secure collaboration platform. The technology behind Office 365 offered the DTA a platform that could meet these requirements.

An initial pilot for 20 DTA staff has been successfully completed, and that is now being extended to a group of up to 40 users before a broader rollout across the entire agency planned for later this year. The solution, developed in partnership with the DTA, PMC and DQA has potential for use not just by the agency itself, for us but for similar sized agencies across government, in terms of offering a flexible solution that is secure.

The DTA deployment of Office 365 will deliver an important proof point for Federal Government agencies that Microsoft's Protected certified cloud platforms can be deployed securely while reducing operational overheads. Office 365 will provide DTA personnel with access to Exchange Online, including SharePoint, Skype for Business and an array of Azure services including Azure Key Vault and Azure Active Directory. At present, there are more than 200 DTA staff expected to use the system.

Access to the platform will also be provided to staff from other agencies working with the DTA on transformational initiatives, for example, the Digital Identity program that is currently under development. The Office 365 solution being piloted at the Protected level was developed for the DTA in partnership with Microsoft partner, Delivery Quality Assurance (DQA).

According to Jean-Pierre Simonis, DQA's CTO and Director of Federal Services, the solution being deployed at the DTA provides a template for other agencies that need to collaborate, communicate, and work on Protected documents and data from within a secure cloud environment.

Office 365 will allow; "Every single person in the organisation operating through the same corporate network, whether working on Unclassified or Protected data, without sacrificing any functionality," said Simonis.

George Stavrakakis director public sector, Microsoft Australia, said that there is mounting Government interest in the opportunity to use Office 365 at the Protected level as a platform for secure and resilient computing, as well as an accelerant for service and enterprise transformation.

"The solution that Delivery Quality Assurance has developed for the DTA demonstrates to other Agencies how to establish a cloud-based, Protected computing ecosystem that can support inter and intra department communication and collaboration and drive enterprise efficiency."

Citadel signs up more than 24,000 users to Citadel-IX cloud ECM

Over the past decade, cloud services have rapidly become one of the most defining technologies in IT. Why? Because they provide cost effective and secure infrastructure solutions for today's fast-growing businesses.

While many businesses struggle with migrating multiple systems onto the cloud they are also required to make costly investments in existing infrastructure to keep legacy systems running. Cloud solutions today are increasingly offering options to meet the transitional needs of customers.

Citadel has been known for decades for its deep security and information management expertise, and has utilised cloud technology in the development of Citadel-IX, which is a secure, fully hosted information management solution. Citadel-IX provides the security, data governance, and compliance standards organisations need with zero footprint and the automation required to enable rapid implementation.

Citadel-IX is capable of integrating with existing systems and allows businesses to automate secure records and information management, from creation to disposal, to mitigate risk and retain control of assets.

Access to your records and information with Citadel-IX is easy and efficient, and can be accessed anywhere, anytime, and from any device. Citadel-IX can also be efficiently deployed across a business of any size, with scalable cloud infrastructure and advanced customer support from local experts available 24/7.

Citadel has successfully signed up more than 24,000 new users onto Citadel-IX across Australia, including Government, Local Council and Education clients in NSW, VIC and QLD.

Citadel-IX has simple pricing and licensing models and is ISO 22301 and ISO 27001 certified as well as meeting compliance and records management obligations.

It is hosted within Australian data centres and includes full disaster recovery with zero data loss. The solution also boasts 99.95% availability.

Visit citadelgroup.com.au/citadel-ix/ for more information on Citadel-IX, including to request a demo or to speak with the Citadel-IX team.

NZ Law Firm Wynn Williams Selects iManage Cloud

Wynn Williams – law firm with nearly 100 lawyers and support staff across two offices in New Zealand – has selected iManage Cloud for its Work Product Management platform.

With iManage Cloud, Wynn Williams will implement iManage Work 10 —the newest version of iManage's industry-leading document and email management solution. iManage Work 10 features a simple and intuitive user interface, which enhances user adoption and increases productivity across the firm. Adding

iManage Threat Manager, Wynn Williams will leverage machine learning and advanced analytics to provide 24/7 protection of privileged data.

"When we were researching the vendor landscape in New Zealand, it became clear that iManage has a well-established footprint here, giving us confidence in our decision to move forward with iManage Cloud," said Claudio Ghirelli, Information Systems Manager, Wynn Williams.

"Deploying in the iManage Cloud gives us tremendous flexibility while enjoying the benefits of a robust security platform. And adding iManage Threat Manager gives us an extra layer of data protection. iManage's single, integrated platform helps our professionals get work done efficiently in a highly secure fashion and will be a huge advantage to our firm."

iManage partner Phoenix Business Solutions is supporting Wynn Williams in its iManage Cloud implementation.

How digital transformation is the journey to a digital workplace

Digital transformation remains a key buzzword in many Australian businesses however pinning down a precise definition of its meaning is tricky. Research indicates that most businesses aren't operating at their full potential, suggesting a failure to exploit the full value of going digital. [1]

According to M-Files, the term 'digital workplace' rather than 'digital transformation' is a better way of describing what businesses are trying to achieve. The digital workplace is what organisations are ultimately trying to achieve as a result of the transformation process. The transformation is the journey a business goes on to reach the destination; the digital workplace.

Nicholas Delaveris, alliance and partner director, Australia and New Zealand, M-Files, said, "Organisations are ultimately trying to achieve a digital workplace through the digital transformation process. However, for many the focus has shifted from the goal to the process and it's important to recalibrate, shifting that focus back.

"In other words, project leaders should continually look toward what the organisation is looking to achieve, then adjust and prioritise the work they're doing accordingly. If the goal is to reduce the amount of manual, paper-based processes in the organisation, for example, then project leaders should focus on automation tools rather than on upgrading printers throughout the business."

The definition of a digital workplace will vary from one organisation to the next however the common denominator is that it will involve paperless processes. It should also include increased control over content through version management, access rights, naming conventions, secure sharing capabilities, and improved information transparency such as the ability to integrate unstructured content with data and address repository proliferation.

A digital workplace isn't just about replacing manual processes with technology-driven solutions. It's about business priorities and processes, and empowering people to perform. While this will necessarily require the right technologies, those are just the means to an end, which should be to help employees work efficiently and provide the best possible service to customers.

Nicholas Delaveris said, "Companies struggle to fully leverage technologies when they don't clearly understand what they want to achieve or where to start.

"Not having a clear vision of the goal makes the idea of going paperless daunting. The risks are often clearer than the benefits. Therefore, decision-makers need to focus on the destination and take an agile approach to getting there and staying there."

To understand the destination that the business needs to reach, project leaders should ask six key questions:

1. How does the business want to collaborate with business partners and customers?

2. How can the business help staff deal with ever-increasing floods of information?

3. Does the business want to consolidate to a single content repository versus several?

4. If consolidation is desired, is it possible and at what cost?

5. Does the business prefer a cloud, on-premise, or hybrid approach?

6. Should the digital workplace extend to mobile devices?

Starting with the complex details leads to confusion and can be overwhelming. However, with a clear picture of what the end goal will be, along with the various aspects that must be considered and supported, the journey can be more effectively navigated.

Nicholas Delaveris said, "Businesses should avoid getting paralysed by the different paths that reach to the same destination. Instead, they should devote resources to defining the destination, then create a roadmap to get there that breaks each challenge down into manageable chunks. Then, they need to remain flexible along the way so they can take advantage of new and emerging technologies as appropriate."

(1) McKinsey Global Institute: Industry Digitalisation Index

Clayton Utz wins award for intelligent document management app

An intelligent document management application designed and built by Clayton Utz's Forensic and Technology Services (FTS) team received the Community Choice Award for the Best Innovation at the 5th annual Relativity Innovation Awards in Chicago. The Awards are part of Relativity Fest, the global ediscovery conference for legal technology professionals.

FTS Director Owen Bourke led the team who developed the Provisor application using the e-discovery and evidence management platform, Relativity.

Provisor takes an intelligent approach to managing duplicated data during the discovery process. The application captures and retains source information from any duplicate material in a client's data set with functionality to facilitate rapid and large-scale analysis, eliminating the need for manual review. The application is customisable and can be adapted for different datasets and types of engagements to meet a broad range of client needs.

"We developed Provisor having identified a need for a specific technology solution to overcome the challenge of having to manually manage source information about duplicated documents during large discovery requests and regulatory responses - which we know from experience can be time-consuming, cause unnecessary delays, increase potential costs and compromise data integrity," said Owen.

"With Provisor, we have a solution that overcomes these challenges and streamlines the entire process. This has resulted in substantial time and cost savings which we can pass on to our clients."

"Our winning the Community Choice Award from an impressive global field of finalists highlights the legal technology community's appreciation for practical and adaptable solutions that target well-known frustrations in e-discovery," said FTS national practice group leader Paul Fontanot .

"I am incredibly proud of our FTS team for delivering a product that is capable of meeting such an important client and community need. It's the mark of a leading e-discovery provider."

Provisor was one of 19 applications nominated for the Awards.

https://www.claytonutz.com/expertise/forensic-and-technology-services

Getting the good oil on digitisation

By Dean Britton

It's unlikely these days that any medium or large organisation's business plan would not include the goals of increasing efficiency and timeliness of delivery, as well as reducing risk. If information is the new oil, digitisation is the pump.

Planned and well targeted digitisation can help organisations meet those goals, so it should be a no-brainer that digitisation be baked into the plan.

But that is not always explicitly the case, and often the targets we see in strategic plans relate to categories of technology or platforms, with little or no reference to a broad digitisation strategy or even an information strategy.

In one recent engagement, the executive seemed unaware of the costs associated with hundreds of "back office" or internal business processes that had not been digitised (at last count there were over 500 forms on the company intranet for internal approvals and compliance which required physical signatures!). Nobody seemed to care though, since it wasn't as sexy as Cloud.

Priming the pump…

Of course, government and big business have already transformed to a certain point and have moved or are attempting to move all customer-facing processes into the digital world. But what about those businesses' own, internal processes? Is anyone counting the cost of legacy processes that, for many, are still largely based in a physical mode?

One executive manager I'm aware of had no notion that costs in relation to scanning and optical character recognition (OCR) had fallen sharply over a decade. He was unable, therefore, to articulate the value for capturing a collection of critically important contract documents which, consequently, remained mouldering in the basement.

Once he was made aware of the momentous change in the cost-benefit ratio, he jumped at the opportunity and was soon saving hours and days when it came to compliance, audit and investigation matters related to the contract.

Let's clear up the supposed differences concerning digitisation and digitalisation: there is a lot of discussion on various blogs and forums about the supposed difference between these two; and I say "supposed" because, as you'll see, I think arguing the apparent distinctions is a waste of time.

It is widely suggested that digitisation refers only to the mechanical conversion of information from physical or analogue to a digital format, and that digitalisation refers to adding value to that information and the transformation of business processes. I argue however, as outlined in the case discussed above, that the conversion (which is necessarily trans-formational – "across-form") has inherent or latent value and is obviously geared toward transformation of the business processes that use that information.

To my mind then, the idea of digitalisation (as being something other than digitisation) is superfluous, unnecessary and sometimes confusing. Would a business digitise information if it did not add value at some level? (There's the added confusion too in that digitalisation also refers to a medical procedure).

Capturing information into digital format is inherently transformational and immediately adds value, such as: streamlining access and making it available to multiple users at the same time; improving discovery; provisioning for remote and mobile access; reducing retention costs.

To avoid confusion, I propose that the term digitisation be taken broadly to mean the mechanical conversion of information from physical or analogue format (one type of transformation), as well as referring to the uptake of business processes into digital formats that use digitised information in its transformed mode.

Opening the gate…

Is the organisation ready for the leap? In a lot of cases, or at least for a lot of processes within an organisation, the answer will be "no". Curiously, that answer comes about because the business has some long-standing rule or practice that no-one feels empowered to change.

Or because of some statute or regulation – remember, too, that a lot of the time the perception of what a regulation requires an organisation to do assumes a constraint that isn't actually there.

Take the case of one public sector agency that thought a regulation required employee time sheets to be wet-signed because of an audit recommendation, when in fact it was the agency's own policy that required it and led to the specific audit

recommendation in the first place. Nobody felt empowered to change the policy because of the audit! This is where leadership is required, and often sadly lacking: if some relic or arbitrary rule stands in the way of a good idea for no good reason – change it!

Of course, this requires an organisational culture with a good deal of maturity; hierarchical organisations (quasi-military or clerical), with limited scope for empowering employees, will most likely struggle with digitisation of back office processes. It can be done of course, and has been, but in these types of organisations it will come at a higher cost and won't be agile.

Part of the reason for this is the varying perceptions of policy requirements across an organisation – I've already mentioned the problem of assumed constraints (the policy simulacrum), but there are others.

For instance, vested interest: in large organisations (especially within the public sector) there will be actors who have an interest in keeping things as they are. This could be related to a person's security of employment perhaps.

Also, different stakeholders will have different perspectives about what is important to the organisation. A lot of information managers will focus on compliance, but business developers will be focused on innovation and change.

These need not be mutually exclusive, which is precisely why the consensus position should be concretised in the organisation's strategic planning, so that tangible leadership will be apparent and available across the organisation.

Mobilising…

In my view, a Digitisation Plan is critical and this should go hand-in-hand with the correct positioning of the information management function within the organisation: information governance is a function of risk management and is especially important for businesses dealing with significant built infrastructure. The business should take stock of its internal business processes and determine where the pain points are – where the "digital oil" is needed. A catalogue of all business processes based in physical forms and wet signatures is a useful start. Find out which are the most used and which are the most complex and work out where value can be best added by digitising those forms and processes.
Other factors to be considered will include:

- The organisational approach to digital signing – there may be more than one way to electronically sign and a risk-based approach is best adopted, but everyone will need to know what the rules are
- Managing retention and other compliance matters – the needs of information managers and business development managers will have to be weighed.
- Digitisation back-capture processes may be involved for information that is not born digital – standards and templates may be required
- Technology platforms and partners – software and hardware will inevitably be involved at some point
- Metadata requirements and dealing with legacy scanned information which hasn't been "optimized"
- Information classification and security considerations

Naturally, change management will be key for smooth transitions to digitised processes. And the digitisation plan should include a high-level roadmap explaining to the organisation the changes to come – this is where leadership from the very top of the organisation is critical. If the MD or CEO isn't "walking the talk", it will be a difficult journey indeed.

Dean Britton is an Information Manager with many years' experience at senior levels in technology and project management roles, within both the private and public sectors.

INTTRA leads Digital Drive in Container Shipping

The container shipping & transportation industry historically has involved a significant amount of paperwork. INTTRA is a company operating a global network that is eliminating paper and faxes from key aspects of the chain, including booking a space on a container ship. IDM spoke with INTTRA President and COO Inna Kuznetsova to learn how this has been achieved.

INTTRA is claimed to be the world's leading digital shipping platform, with more than 800,000 containers processed through INTTRA every week. 1 out of every 4 containers shipped globally are booked through INTTRA. Every shipment brings new contracts, cargo manifests, export paperwork, and receipts, and many routes involve multiple orders with separate documentation.

IDM: Inna, what are the main challenges in digital transformation in the ocean freight industry?

IK: The shipping industry is extremely fragmented. A single box can pass through six or seven different companies on its way from manufacturing to the shelves of the store. Some of those companies may be very technologically advanced, and track everything, producing the required documentation, while others are manual and, in many cases, struggling with even the basic elements of electronic transactions. Yet, as always, your chain is only as strong as your weakest link.

So, one of the biggest challenges in digitalising the shipping process in general is fragmentation, and the growing digital divide. By that, I'm referring to the divide in different companies to embrace IT as a source of innovation and start changing their models, and companies who work in a more traditional way.

The second very big part of the challenge is that the traditional logistics companies, freight forwarders and carriers, operate on slim margins. Those margins have further decreased over the last few years by the growing capacity of the new mega-ships coming online, the various carriers' consolidations and the related changes in the market. So, the margins are low, and the consolidations create additional pressure on IT resources, which are meagre in a smaller margin industry.

This makes digitalisation even more complex. At the same time those processes also push digitalisation forward, because when your margins start falling, when the world changes, when the landscape of shipping changes, companies worldwide start looking for better value. That often involves elimination of manual labour to reduce costs and adopting data-driven decisions to improve efficiency on the side of freight forwarders. In addition to it, there is a growing pressure from the cargo owners to shipping companies to provide in electronic format for better visibility and analysis.

IDM: Paper is traditionally required to move data between business systems, so INTTRA presents an EDI platform to provide the link between exporters, shipping and logistics companies and importers. Is that a correct interpretation?

IK: One of the primary business lines of INTTRA is data exchange between shipping lines, the cargo owners and freight forwarders. This exchange is focused on the one simple process--booking a container on a ship.

When you buy a ticket on a train, you need to go through some motions to reserve a seat and maybe get special equipment. Containers need many forms filled out and submitted for them to actually get on a ship. The location and equipment have to be reserved; certain arrangements have to be made for regulatory compliance, etc.

And then once the container is packed and comes to the ship, the information that goes into the bill of lading has to be provided, which is called shipping instructions. There is also an exchange of the information about the container's weight, which is required by global safety regulations of Safety of Life at Sea (SOLAS), the international convention that was created in 1914 after Titanic sank. All of those forms flow through INTTRA electronically .

IDM: EDI has traditionally been a challenge for all but the largest of companies due to the cost and complexity of integration and bringing companies on board. Is that a problem for shipping, or are companies all of a scale that they can take advantage of the EDI?

IK: EDI is a relatively old protocol, but it is embraced as a de facto standard by a lot of shipping companies for information exchange. We provide multiple means to connect to the INTTRA network, which means you are then able to transact with multiple trading partners. So, by doing this, we actually avoid the

costs of creating EDI connections one on one with 25 of your carriers, or 1,000 of your freight forwarders. You only have one connection, and through that connection all the information flows in a standardised manner, saving carriers and freight forwarders alike a lot of money.

However, that connection can be EDI or via a web portal with a fluid interface that can be even used on mobile devices. Today over 90% of our customers, typically the smaller customers, are using the web.

IDM: You recently surveyed your users and found that supply chain visibility was a significant concern among shippers and forwarders. How is INTTRA addressing this in terms of making visibility better?

IK: As a part of our service, INTTRA provides every company who books on INTTRA the free container signals. There are certain standard events in the journey of a container when a container is accepted to the terminal, loaded on board, offloaded, gets out of the terminal, and the empty container is returned. We receive those signals from the carriers, we provide them as a free service to all our forwarders and shippers, so that they can plan for the next steps. Furthermore, it is a very well-known fact that those tracking signals vary in quality and timeliness between carriers, between terminals, between different countries. So, we partner with our shippers and carriers alike to improve the quality of the tracking data. We provide certain dashboards that allow freight forwarders to monitor the quality and address it. We provide data to the carriers that allows them to look at their different branches and agencies and ports and address the worst violators in data input quality. We think that's the first step towards better visibility.

IDM: Shipping giant Maersk and IBM have announced a new platform called TradeLens that uses IBM Blockchain technology to offer secure digitization and transmission of supply chain documents. How does this affect INTTRA?

IK: It's addressing customs and other documentation rather than the process of booking containers, so it's a separate area. It's a new pilot, so I think we still need to see how close it comes to broad commercial implementation. Blockchain is obviously a very interesting new technology, but it has certain limitations when introduced to the shipping world. One of these limitations is that it's necessary to know if you're a customer. When we use blockchain for digital currency, you and I can exchange cash without knowing each other, and I can just add your name to the chain and pay you with the digital currency. In shipping, regulations require us to check for critical information including denied parties and companies under sanctions. That means that there should be a certain authority on every network that allows or disallows a company to participate. In this case, when the network is formed by a carrier, that means your carrier efficiently becomes the authority, allowing to participate.

So, there are lots of concerns from other members of the industry about making their customers available to this authority, or maybe competing with them. There is a lot of concern about the small shippers who would see this leading to multiple networks created by various different carriers, and then them having to do the changes, make changes to their existing system many times to join multiple networks. And on a big scale, the concern about whether the system would truly deliver beyond the pilot because it's complex work to get the blockchain operational, and to get all those IT-poor agencies and shippers to join.

To be efficient, it has to include the whole chain, and it will be a while before the process really works. Also, from our own proof of concepts that we did using blockchain in order to understand the new technology, we found the technology to be rather slow. With a growing number of transactions, the speed of processing of blockchain is still under question.

INTTRA President and COO Inna Kuznetsova

IDM: Are container terminals around the world identical in their ability to work with digital networks such as INTTRA?

IK: Terminals across the world are all very different, due to their geographical location, historical trends, communities, the nature of cargo that they ship, their possibilities to connect to railways, the availability of roads and so on.

The levels of digitalisation vary significantly, from fully automated terminals in Rotterdam and now in Australia, to those that require much more manual work, and more human involvement. With time we will see more and more of automation coming to terminals, because whatever can be standardised can be automated. Yet it will always depend on the number of exceptions any particular terminal can handle, because human beings are much better than artificial intelligence in handling exceptions, while artificial intelligence is better in standard situations. In certain ports and terminals the number of exceptions is huge, and that would be always an impediment to first automation.

Today we see digitalisation passing over the tipping point, yet there is a lot of inequality and differences between countries and companies in embracing digital for their processes.

Once most of your processes are digitalised, you face the next step, and that next step is connecting multiple data sources. Traditionally in the shipping industry, operational data, such as container movements, and financial data, such as invoicing and contracts and rates, have been kept separately, in separate applications, separate servers with several different systems handling those. In the world of the cloud IT today, where you can put everything on the same cloud, or at least create easy bridges and connections, it becomes very interesting when you can get access to multiple sources of data, because then you can apply business analytics and start moving towards the intelligent supply chain.

So, INTTRA works with customers at all different stages of the process. What we observe is that the divide between those who embrace digitalisation and move forward, and those who still retain manual processes, is growing. We see much more mature handling of financials and better efficiencies once a company gets their data and processes under control. We are looking forward to working with all of our customers to help them move along the chain. It's an exciting time to be in logistics, because those processes are developing and changing very rapidly.

Why Digital Archives Expand Access and Awareness

By Margot Note

I was once the director of an archival collection related to historical buildings around the world. From Babylon to Bauhaus, the collection held just about every amazing world monument you could think of and documented state-of-the-art historic preservation techniques. Here was my challenge: the archives was institutional with no public access, and I was a "lone arranger" in charge of all aspects of archival management at the organization. How could I share these treasures?

Given the limited resources of the archives, I had to be creative in my methods for revealing this collection to researchers.

Accordingly, I launched a digitization project, which created digital proxies of 2,000 of the best images in the collection. The images acted as surrogates of the original slides and prints. Digital surrogates are superior to past forms, such as microfilm, because they are delivered via networks, offering enhanced access to simultaneous users around the world.

Digital collections grant valuable remote access to the information contained within the original records, provided that they are created within an infrastructure that reflects archival hierarchies and has appropriate metadata and search functionalities.

The images were indexed for instant identification and retrieval, which eliminated time-consuming searches through slide drawers and print files. Even better, physical proximity to the collections was unnecessary, unlike analogue collections. In an average day, I could assist researchers in Lexington, Lima, and London. My turnaround time for fulfilling requests was reduced from days to minutes.

Digital collections of archival items online provide multiple points of access and enhanced image details.

Digital surrogates allow for more in-depth study than their analogue originals, allowing scholars to view details that the photographer may have never seen.

Delight In The Details

When the images were uploaded to Artstor, a digital image library that offers unbelievable zoom in and panning features, researchers could get a better view of architectural details than they could from looking at the original image or even by being at the historical site. For example, they could see the minute brushwork a restorer used to preserve a crumbling fresco—almost as if they were performing the work themselves on site.

Thumbnails can be mounted on websites as reference copies of the originals, and images from different institutions can be displayed together. For example, selected images from my digital collection were added to Google's Cultural Institute, which combined our images, metadata, and captions with other collections which were enhanced with user annotations. The project allowed new users around the world to learn about the organization's mission and engage with our work.

Online collections increase access in a variety of ways, especially for archival collections that are in high demand and with crucial historical or intellectual content. Conversely, digital collections may increase interest in items which have been relatively ignored.

New viewing experiences are possible through browsing, allowing for a different type of intellectual access to visual information. Users can mix and match their sources, connecting disparate collections in new ways to provide a fresh perspective on digital humanities research and pedagogy.

Making Memories

Digital collections can grant access to materials that have been withdrawn for conservation or security reasons. They can also represent things that cease to exist, such as the famous colossal Buddhas of Bamiyan in Afghanistan.

The sculptures, hewn from living rock in the seventh century, were destroyed by the Taliban in 2001. Reconstruction of the statutes would result not only in a loss of authenticity of the site, but also cause further damage.

Images collected by the organization I worked for have aided in the research and documentation of the site and supported the analysis of the remains of the rubble by conservators currently in Afghanistan. The ability to share this information would not be possible with analogue collections.

Digitization can also act as an advocacy tool for an archives. The more materials that are provided online, the more the resources are used, and the higher the demand for other resources of high quality.

If preservation is an issue, high-resolution surrogates and sufficient hardware and software in the institution's reading room or website allows for satisfactory access. Additionally, as analogue collections become more vulnerable to damage through access, and as their monetary value and susceptibility to theft increase, the current trend toward more restrictive access to the originals will accelerate.

Preservation and access can be achieved with digital surrogates, making it possible to retire the original material with access restrictions, extending its life for future generations. For some well-known, historically significant, or fragile items, the only safe access is through its digital version.

The availability of an inexhaustible supply of identical copies, what Roland Barthes calls photography's ability to "reproduce to infinity [what] has occurred only once," is an important consequence of digitization.

Surrogates can be generated for specific purposes such as JPEGs for web display, TIFFs for storage, and PDFs for print reproduction. The millionth copy of a digital image is indistinguishable from its progenitors.

Electronic copies suffer no degradation through the duplication process, unlike other forms of copying, such as facsimiles of analogue photographs. A copy of a digital photograph is indistinguishable from its source so that "original" loses its meaning in this electronic world. It's important to remember that with digitized images, researchers risk losing information that enables them to understand how the image was accessed and how its physicality changed over time.

As humans, and especially as historians and archivists, we are drawn to the tactile and the tangible. While access to original, analogue collections is always ideal, it may simply not be possible for a variety of reasons. Digital surrogates of collections open the archives' reading room to the world, allowing access to - and building awareness of - important historical collections for new audiences.

Margot Note has 20 years of experience in information work in the national and international sectors. She is an author, a Certified Archivist, and a Certified Records Manager.
http://www.margotnote.com/

EDI learns a new language

GS1 has announced the inclusion of Universal Business Language (UBL) in its EDI standard syntax portfolio that already includes EDIFACT/EANCOM, GS1 XML and GS1 UN/CEFACT XML syntaxes.

As part of the new EDI strategy, GS1 will undertake a major harmonisation initiative to provide a single content description for transactional data. This approach will apply to all existing EDI syntaxes, new API syntaxes and future technologies used to exchange transactional data.

GS1 says UBL will provide an entry point into eCommerce for small and medium size businesses and could also be used for cross sector transactions including business-to-government eInvoicing or business-to-business transactions between two trading partners from different private sectors.

The Government progressing eInvoicing joint media release issued by The Hon Kelly O'Dwyer MP, Minister for Revenue and Financial Services with The Hon Michael Keenan MP, Minister for Human Services and Minister Assisting the Prime Minister for Digital Transformation, and The Hon Craig Laundy MP, Minister for Small and Family Business, Workplace and Deregulation released on the 31 March 2018, announced that the Turnbull Government will commence work to progressively adopt eInvoicing across all levels of government to improve processes and help businesses.

GS1 Australia's Executive Director and Chief Executive Officer, Maria Palazzolo said, "We welcome the decision by the Australian government to adopt eInvoicing for the benefit of the business community and our members. The addition of UBL to the GS1 EDI standard syntax portfolio provides further support for the government's eInvoicing program which will simplify doing business with government and industry."

The government's eInvoicing program is based on the framework developed by the Digital Business Council and the recently established Trans-Tasman working group made up of representatives from the Australian Taxation Office, Department of Industry, Innovation and Science, Department of Jobs and Small Business, Digital Transformation Agency, Treasury, and the New Zealand Government. The Trans-Tasman working group, recently announced by The Hon Kelly O'Dwyer MP, was established to support industry to standardise eInvoicing processes in Australia and New Zealand, and align with opportunities presented from the digital transformation of our economy.

The addition of UBL will not impact existing B2B EDI standards. EDI user communities that have used EDI for years can continue to use the UN/EDIFACT syntax that GS1 will continue to fully support.

"The new EDI strategy represents a major shift to the development of business-driven standards away from technology driven standards.

"This new direction will improve operational processes for users of current technologies and lay the foundation for adopting seamless modern technologies such as UBL and APIs," added Ms Palazzolo.

WD-40 Company finds the right formula for invoicing

The Australian operations of the WD-40 Company, makers of the famed lubricant spray, wanted to reduce the amount of paper used in its Australian business. As a manufacturer and distributor in the fast-moving consumer goods (FMCG) industry, WD-40 Company typically processes around 100 invoices per week. These have traditionally been paper-based, with physical signatures required for each invoice to be approved.

The business wanted to replace this burdensome, manual process with an automated system that would reduce or eliminate the amount of paper used in the business as well as save time. Failing to do so would prevent the business from realising efficiencies and cost savings that could be put towards innovation and customer service.

Sue Nicholls, finance manager, WD-40 Company Australia, said, "Most businesses are undertaking digitisation strategies at the moment and WD-40 Company is no different. We wanted to make process improvements to reduce our invoice processing time, making data entry a thing of the past and reducing the labour required at month-end."

WD-40 Company required an invoice processing solution that would automate workflows, eliminating the use of paper where possible, and handle accounts receivable and accounts payable equally effectively.

Sue Nicholls said, "WD-40 Company deals with a lot of retailers who work with customer rebates, so the accounts receivable and accounts payable process can be complex. We needed a solution that could deal with both processes in one transaction."

> "The experience has been so impressive that WD-40 Company's parent company in the US has also decided to implement FileBound based on the success of our Australian implementation." - Sue Nicholls, finance manager, WD-40 Company Australia

WD-40 Company investigated a number of solutions and chose th FileBound document management and workflow solution from Konica Minolta because it had the flexibility to suit WD-40 Company's unique business requirements.

When WD-40 Company receives an invoice, it now goes directly into FileBound using PSIcapture technology without human intervention, with some rules- based exceptions.

The approval processes are then automatically triggered through the FileBound workflows, which send the invoices to whomever needs to approve them within the business.

In many cases, invoices can be approved by just one person while, in others, a second approval is required. FileBound manages this automatically and ensures the invoice follows each step methodically and accurately.

Once the invoice is approved, it's paid or sent out and the information is sent directly to WD-40 Company's enterprise resource management (ERP) system through an integration created by Konica Minolta.

WD-40 Company was founded in 1953 as Rocket Chemical Company by three technicians looking for a rust-preventive solvent to protect missiles from corrosion. The formula is the Company's prized possession.

Sue Nicholls said, "The Konica Minolta team was good at understanding our needs and confirming FileBound would provide the right solution. The support provided by Konica Minolta has created a strong relationship, with expert support easily accessible to us. The experience has been so impressive that WD-40 Company's parent company in the US has also decided to implement FileBound based on the success of our Australian implementation."

Since implementing FileBound, WD-40 Company has been able to save on invoice processing, resulting in a restructure of the finance team to improve and change people's roles.

Consequently, the team can dedicate time to other projects and serve its internal customers more effectively.

Sue Nicholls said, "WD-40 Company has a much happier finance team as a result of implementing FileBound. It has eliminated the wasted paper and the excessive time that was spent on data entry in the past, letting people contribute more creatively to the success of the business.

"We've seen efficiencies in terms of time savings and there are other benefits too. For example, when the business needs to be audited, there is no longer any need to search through filing cabinets to cross-check invoices; auditors can simply look up the invoice in the FileBound system and find it immediately.

WD-40 Company is now considering using FileBound for general document management and storage. The business is also designing another approval workflow for an internal project.

Sue Nicholls said, "A key driver for WD-40 Company was to find a solution that would suit our immediate and future business needs.

"FileBound fits the bill and we've been able to start working on new projects off the back of its success in the invoice processing arena."

Letter from Microsoft Ignite 2018

by Craig Roth, Gartner

In my view the conference this year wasn't about major releases as much as it was about showing progress while clarifying positioning and vision for the future of work and Microsoft's place in it. One of the biggest clarifications for me was the importance of Teams.

Microsoft claims 320,000 orgs using Teams. The importance of Teams goes beyond the chat stream to its function as a hub. As Larry Cannell wrote "Teams is becoming Office 365's main collaboration client, unifying much of the suite's products and underlying services."

There are so many components in Office 365 that a front end hub-and-spoke access mechanism is becoming necessary. Office 365 Enterprise E5 lists 13 components, which is a lot of implementation plans, a lot of training modules, and a lot for users to remember.

If you were to quiz moderate users of the suite to name as many components as they can, how many would they remember? And it's reasonable to assume a few more components may get added in the next few years.

If that happens some simplification is in order. It may be easier to get users to adopt and utilize a single application with various well-integrated capabilities than it is to deploy and train them on a dozen or more separate applications.

In the case of Skype for Business Online, the component was reinvented inside Teams. For Yammer, OneDrive and SharePoint the approach is integration into Teams.

This makes sense if, as Microsoft showed, 80% of time at work is spent collaborating with others. (Although I think that quote, which seems to come from data published by Harvard Business Review in 2016, is overblown. The HBR article said "at many companies", not an average across all, and included doing email as a collaborative activity). While a user can jump to any component they wish, Teams is increasingly a hub that the other components connect to.

This hub and spoke is just a user experience mechanism. Underneath, the Microsoft Graph acts as a common programmatic access point, as does the expanded search functionality that crosses components.

Simplifying the user experience while adding more functionality would be quite a trick to pull off. But users that want to collaborate and create content – without thinking about which container and modality is best – would welcome any reduction in the mental overhead required by their digital workplace tools.

Craig Roth is Research VP, Gartner, Inc.

Accounts payable has a reputation problem And in many ways, it's well-deserved

In a recent survey conducted by the Institute of Finance and Management (IOFM), controllers unloaded about the aspects of AP they found most burdensome and backward. Compared to accounts receivable, payroll, tax and audit, AP was considered by controllers to be the most time and labor-intensive function of all.

And honestly, it wasn't even close. The survey revealed that AP received almost twice as many votes as the second-most burdensome function. The reasons for this are well-known among controllers, finance professionals and AP staffers themselves.

Longstanding manual processes that depend on authorizations and signatures of people in multiple locations inevitably expand the amount of time required to get a paper invoice from submission to payment.

In fact, the odyssey of a single invoice can often span continents and require the direct involvement of numerous people who don't speak the same language.

Multiply that laborious process by thousands (or even millions) of invoices and it's easy to understand why so many financial professionals hold such a dim view of AP.

But the extraordinary effort that is often required to get an invoice through accounts payable also makes it a process ripe for automation. This is particularly true today, because AP processing is only getting more complex due to globalization, multiple invoice delivery channels and increasingly complicated compliance obligations.

And just as the complexity of the work they're expected to handle increases, AP departments are expected to do more complicated and higher volumes of work with fewer staff and resources.

The good news, however, is that advances in technology – including cloud-based solutions, artificial intelligence (AI) and machine learning – have emerged to provide sophisticated solutions that can address current challenges and optimize the AP process. It's a transformation that is already taking place.

Controllers responding to a separate IOFM survey indicated that 30 percent of the invoices they receive today arrive in an electronic format of some sort. This is important because it is a building block of automation – invoices received in an electronic format can be completely processed without any manual intervention.

The shift from paper to electronic invoice submissions appears only to be accelerating. In the IOFM survey of controllers, more than half said they expected to eliminate all paper invoices received from suppliers over the next three years.

While this is clearly an important step toward improving and increasing the efficiency of the AP process, it's also only the beginning.

The advantages promised by AI and machine learning can supercharge the automation possibilities that AP departments so desperately need.

AI and machine learning technologies have the capability to handle many of the tedious processing tasks AP staffers once performed.

But there is one big difference: AI and machine learning technologies don't get tired or make mistakes because they're distracted or multi-tasking. This means that even complex AP organizations can depend on technology to automatically and efficiently perform tasks that may have otherwise been slow or vulnerable to mistakes.

Add intelligent data capture that quickly and seamlessly captures and validates data along with procure-to-pay automation to the toolbox of AP departments and it's easy to see how the fundamental role of accounts payable changes dramatically in the future.

For example, once regarded as a cost center, top-performing and highly-automated AP departments can meaningfully contribute to profitability.

One way is by taking advantage of available discounts. According to APQC's Open Standards Benchmarking Accounts Payable and Expense Reimbursement research, the best performing AP operations seize 85 percent of available discounts, compared to just 53 percent grabbed by subpar performers.

In addition, the Hackett Group reports that the cost to process an invoice among top performers $US2.23 while it costs $US4.84 for lower performers to do the same thing.

Increased use of automation technologies – particularly as part of a comprehensive and end-to-end AP process – also enhances visibility into the stages invoices take from submission to payment. This makes it faster, easier and less expensive to prove compliance and respond to auditor requests and concerns.

Taken together, these advances in the sophistication of AP departments are also poised to give them a more strategic role within companies. For instance, the improved visibility that comes from standardized and automated processes translates into the ability to better manage working capital.

With automation and visibility, AP staffers can quickly ascertain which large invoices remain unpaid, whether action is required to take advantage of early payment discounts, and get a clear view into upcoming cash requirements.

This is the sort of information that can help companies be more nimble and make better real-time decisions, but only when AP departments have easy access to important data. They also need relief from the burden of repetitive manual tasks in order to have time to examine the data. When these changes come to accounts payable, it's pretty safe to say that their reputation will be entirely different than it is today.

Steve Smith is U.S. chief operating officer at Esker, a provider of cloud-based document process software to automate order processing, accounts receivable, accounts payable, purchasing and more.

Difficult Documents, Simple Solution.

Falcon®
series of scanners

OPEX®
www.opex.com

Open source AI platform adds NLP

Open source AI developer H2O.ai has announced a new release of its automatic machine learning platform H2O Driverless AI, which includes advanced Natural Language Processing (NLP) capabilities. The company says these additional NLP capabilities and integrations will enable organizations to expand their current AI strategies, directly address key machine learning use cases, improve the accuracy of many predictive models like fraud detection and churn, and expands the use to sentiment analysis, document classification and other text-centric applications.

With the addition of NLP recipes, Driverless AI can now handle even more types of data right out of the box, making it easy to create machine learning models that using data that contains blocks of text, numeric and categorical data.

In the latest version, larger volumes of text data, such as description fields, are used directly by the platform, saving data scientists time traditionally required to convert that text into predictive features. H2O.ai has further integrated NLP with TensorFlow which provides a deep learning approach which is helpful for a variety of problems and enhances Driverless AI's NLP capabilities to process larger volumes of text automatically.

"Text is a uniquely human expression – making natural language processing the ultimate AI challenge. Our new NLP for text recipes in Driverless AI using TensorFlow and machine learning expands the class of problems and use cases that autoML can solve for enterprises in several domains," said Sri Ambati, CEO and founder at H2O.ai.

"Text is naturally intertwined in enterprise data, and data scientists are being increasingly expected to train learning architectures for semi-supervised and unsupervised challenges. Driverless AI provides faster, cheaper and easier way to train and reuse deep learning text models. It's like having an NLP expert on your team."

www.h2o.ai

Lexalytics Data Extraction Service

Lexalytics has announced the launch of a Data Extraction Service that combines the company's AI-based, natural language processing (NLP) technologies with the ability to classify both structured and unstructured content to gain more insights and value from corporate documents. Lexalytics says its Data Extraction Services significantly reduces the time and labour costs of document data analysis and extraction, while improving the accuracy and insights available within the data.

While there are companies that currently offer software capable of "scraping" documents like PDFs and Microsoft Word files containing structured data in tables like dates, billing codes, payment timeframes, support requirements, subscription details, reaction ratios and statistical tests, many documents are a hybrid containing not just that structured content, but also free, unstructured text. Lexalytics Data Extraction Services leverages its Salience text analytics engine to provide greater insights and automatically organize data into a format that includes features such as summarization, sentiment analysis, intentions, named entity extraction, categories and themes.

One industry example of the benefits of Lexalytics Data Extraction Services is in healthcare. Medical coding and billing is an expensive and error-prone process. In fact, the ICD-10 (the latest revision of the International Statistical Classification of Diseases and Related Health Problems, a medical classification system from the World Health Organization) contains more than 70,000 codes, not to mention the thousands of codes in other mainstream systems. The actual coding processes are extremely complicated, too, involving half a dozen or more codeable components where each component has to be translated into an electronic health record (EHR) code from the doctor's notes, which can be hard to read.

Faulty claims get denied by the payor creating delays and leading to lost revenue for the provider. Hiring a group of people to receive these documents and make updates to the EHR system or data warehouse by hand can cost hundreds of thousands of dollars and lead to denied or delayed claims and repayments. Lexalytics Data Extraction Services solves these problems by automatically extracting, indexing and categorizing the complex coding data, enabling it to be inputted into the organization's EHR system or database.

Lexalytics says it can go beyond just extraction and categorization. Lexalytics' understanding of the underlying text through AI-based NLP allows it to analyze the newly-structured data, and do things such as create an intelligent recommendation system to help physicians prescribe the right treatments and give staff content-rich details about where a particular treatment code is applicable, when it's reimbursable and how to bill for it.

Lexalytics Data Extraction Services can analyze and structure documents from virtually any format, including PDF, TXT, XML, HTML and Word, and then export it into standard ERP systems and Excel.

https://www.lexalytics.com/contact

Lucidworks and Igloo Team Up for smarter Digital Workplace

Igloo Software, a provider of digital workplace solutions, is partnering with California-based Lucidworks to leverage its artificial intelligence, machine learning, and natural language processing technology to improve search speed and relevancy.

Lucidworks, based in San Francisco, is a developer of AI-powered search and discovery. Its technology will power sophisticated employee experiences for Igloo users by finding correlations across human, machine, and application generated data in real-time and at scale. According to IDC, total worldwide data will swell to 163 zettabytes by 2025, 10 times the amount today and the majority of this will be created and managed by enterprises. Another study by McKinsey cites knowledge workers spend a day a week looking for internal information or tracking down colleagues who can help with specific tasks.

This exponential growth in the creation, capture, and storage of digital information is placing huge limitations on enterprises today and the ability of employees to find relevant content quickly through traditional search technology. With Lucidworks, Igloo will offer intelligent enterprise search that greatly enhances information discoverability with faster, relevant search results.

"We're building the future of search right here at Igloo today, and our partnership with Lucidworks will allow us to deliver a new standard for an intelligent search experience for our customers – one suited to exceed the requirements of today and beyond," said Dan Latendre, Founder and CEO of Igloo Software.

https://www.igloosoftware.com Australia 1 800 247 940

Tech Professionals have doubts about AI security: Survey

Despite heightened interest in enterprise deployment of artificial intelligence, only 40 per cent of respondents to the Information Systems Audit and Control Association (ISACA)'s second annual Digital Transformation Barometer express confidence that their organisations can accurately assess the security of systems based on AI and machine learning.

This becomes especially striking given the potential for serious consequences from maliciously trained AI; survey respondents identify social engineering, manipulated media content and data poisoning as the types of malicious AI attacks that pose the greatest threat to society within the next five years.

AI/machine learning also continued to rise toward the top of technologies considered to have the highest potential to deliver transformative value to organisations. While placing second in these rankings in the 2017 and 2018 Digital Transformation Barometers, AI/machine learning went from 18 points behind big data in 2017, to just 3 points behind big data in 2018. As the perceived value of AI continues to increase, the proportion of organisations planning to deploy AI continues to increase as well, with a 35 per cent increase over the 2017 report.

"Enterprises must make the needed investments in well-trained staffs capable of putting AI safeguards in place," said Rob Clyde, CISM, NACD Board Leadership Fellow and ISACA Board Chair.

"As AI evolves—consider the likely proliferation of self-driving vehicles, or AI systems designed to reduce urban traffic—it will become imperative that enterprises can provide assurance that the AI will not take action that puts people in harm's way."

In addition to today's common uses for AI, such as virtual personal assistants and fraud detection, there are high hopes that AI and machine learning have the potential to set major breakthroughs in motion across various industries, including helping to accelerate medical research, improving farmers' crop yields and assisting law enforcement with solving difficult cases. These advancements, though, are unfolding so quickly that it often is challenging for organisations to develop the expertise needed to put the corresponding safeguards in place to account for potential security vulnerabilities and ethical implications.

While AI/machine learning - along with big data and the public cloud - lead the way in promising enterprises transformative value, these technologies also are among the top five facing organisational resistance in their deployment, with public cloud prompting the highest level of resistance (52%) globally.

Interestingly, in Australia/New Zealand (ANZ), blockchain was listed as the highest resistance (48%) to deployment with public cloud ranking second (46%).

The more than 5,000 respondents among ISACA's global community of business technology professionals also helped to identify which emerging technologies appear to be more hype than reality. Big data, AI/machine learning and public cloud were the top three technologies that practitioners anticipate will be deployed at their enterprises in the next year, while only 12% globally (9% in ANZ) indicate their organisations will deploy blockchain, and the percentage drops to 6% (7% in ANZ) for augmented reality/virtual reality.

Nine in 10 enterprises are attempting digital transformation as they look to spark innovation and explore efficiencies, but a majority of them (64%) are encountering challenges in trying to integrate emerging and immature technologies.

The research findings suggest that organisations still are evaluating the worth of digital transformations and often are guided by leaders lacking digital literacy —an understanding of technology and its related risks and benefits. However, organisations that have embraced emerging technologies have been rewarded.

The Digital Transformation Barometer data explores the progress that organisations have made on this frontier, the extent to which they understand and are adopting transformative technologies, the impact of digital literacy, and the state of this journey through different industries across the world.

> Enterprises ust provide assurance that the AI will not take action that puts people in harm's way.

"ISACA's global membership shows in this research that digital transformation is by no means complete, and organisations are still struggling with fundamental questions of risk, security and return on investment," said Clyde.

"It's impossible to guarantee results when deploying less familiar technologies, but this survey suggests that organisations that have adopted new technologies overwhelmingly consider their journeys to be worthwhile. As organisations continue to navigate uncertain territory, finding qualified leaders to help steer these journeys and instil an organisational commitment to innovation is critical."

Familiarity breeds confidence

For emerging technologies such as AI, having digitally literate leaders correlates to lower perceived risks, which can be key when making the case for deploying technologies. In turn, the actual deployment and testing of technologies gives companies the chance to familiarise themselves with these emerging technologies, which can help companies more accurately assess risk vs. reward.

33 per cent of companies whose leaders do not possess technological expertise perceive AI to be high-risk, while just 25 per cent of companies with digitally literate leaders perceive AI to be high-risk.

Organisations led by digitally literate leaders were almost twice as likely to deploy AI than other organisations (33 per cent compared to 18 per cent).

For enterprises going hands-on with emerging technologies, the perceived benefits of deploying these technologies is clear. Using AI as an example, 76 per cent of enterprises testing AI said that it was worth the risk, with just 9 per cent saying that it was not worth the risk. In enterprises that are not testing AI, the confidence in AI being worth the risk drops by a third, while the proportion of respondents saying it is not worth the risk more than doubles.

While the results highlighted here are specific to AI, other emerging technologies follow similar patterns when considering how digital literacy impacts deployment, and how respondents weigh risks and rewards.

The ISACA Digital Transformation Barometer research, conducted in the first quarter of 2018, includes survey responses from 5,847 information technology, security and business executives, managers and professionals from a wide range of industries, company sizes and global locations, including Africa, Asia, Europe, Latin America, Middle East, North America and Oceania. Results can be found at www.isaca.org/digital-transformation-barometer.

PwC Joins Forces with AI Pioneer

PwC Germany and young European tech company Cortical.io have recently signed a joint business relationship agreement whereby PwC becomes partner of Cortical.io and develops natural language understanding solutions using Cortical.io's technology. Cortical.io has developed natural language understanding technology that its says solves many challenges related to big text data. The novel, meaning-based algorithm is based on Cortical.io's patented Semantic Folding methodology.

It allows both high-precision and high-speed semantic text processing and can be applied to any kind of unstructured text data.

"Nowadays, every business, whether small or large, collects overwhelming amounts of text data," explains Francisco Webber, CEO and co-founder of Cortical.io.

"Each business is confronted with at least one big text data issue: some need to classify products based on lengthy text descriptions, other must extract key information from complicated legal or technical documents. Most companies need help to interact with their customers, answer questions, recommend products, and so forth.

"All need an automated, reliable solution that easily adapts to their particular use case and delivers first results within a few weeks. This is exactly what Cortical.io offers," comments Webber.

Cortical.io's semantic technology is currently in production at several Fortune 500 companies where it integrates in existing software solutions, in very different contexts.

Sascha Demgensky, attorney and auditor at PwC, who, together with Sven Fessler, initiated the partnership, comments: "Next to its disruptive character, Cortical.io's technology is easily adaptable to any business domain and delivers prompt, impressive results. We are confident that, combined with PwC's expertise, we can offer our customers intelligent solutions that will impact their bottom line sustainably". Cortical.io solutions that already bring customers significant cost savings include semantic search and contract analytics.

Powering Unstructured Data Analysis with IBM's i2 Analyst's Notebook

Rosoka Software has launched Rosoka Text Analytics v1.5 for the IBM i2 Analyst's Notebook. The new release of the tightly integrated application delivers powerful new features that allow users to fully analyze multilingual unstructured data, while providing the analyst with more control over the entities and relationship that are used for analysis.

Rosoka Text Analytics for Analyst's Notebook is built on Rosoka NLP-based extraction and analysis technology that is used in mission-critical applications in today's data driven markets, including law enforcement, military, intelligence and financial fraud investigations.

New features include:

• Automated Entity, Relationship, and Location Extraction: Over 3 dozen entity types, hundreds of relationships and locations are automatically extracted from unstructured documents.

• Instant Analysis of Documents: Unstructured documents are rapidly processed with the important entities and relationships instantly highlighted in the document viewer.

• Enhanced User Control: Users maintain the power to apply their expert knowledge to documents with the ability to review, modify, add, or accept extracted entities and relationships.

• Collections: Users can create collections of documents related to specific matters and add new documents to the collection as they are collected.

• Quickly Build Charts: Users can select from any or all extracted entities to quickly build charts and easily expand their chats

to see additional, related entities from previously processed documents.

• Vetting of Analysis: Users can quickly view the document(s) in which an entity or relationships is present for easy vetting and informed analysis.

• Truly Multilingual Document Analysis: Entities and relationships are extracted from over 200 languages simultaneously, eliminating the need to change or load separate dictionaries. Users can also view an English gloss to gain quick understanding of the document's meaning.

www.rosoka.com

Ivalua Release 160 empowers Procurement to increase automation

Ivalua, a specialist in spend management, has announced the availability of Platform Release 160, which introduces new innovations across the source-to-pay process with an emphasis on direct materials sourcing and procurement, contract management and procure-to-pay.

This release will enhance the user experience, offer increased efficiency and enable better analytics and visualization of data, empowering customers to work smarter and more collaboratively while maintaining agility to meet the demands of a rapidly evolving market.

Ivalua users now have a simple, streamlined and efficient way to buy multiple items with one purchase requisition, including hosted and punchout catalogue items and services.

An expanded invoicing solution improves global compatibility, addressing multi-tax environments and helping to ensure compliance to e-invoicing regulations. To facilitate certain use cases that may be time sensitive (e.g., emergency repairs), users can now create an invoice (or receipt) directly from a contract.

New capabilities around Forecast Collaboration and PO Automation/Confirmation facilitate more efficient and digitized supply chain collaboration between buyers and suppliers, reducing cycle times and risk of supply chain disruptions while also securing a stable supply of materials for production needs.

To help enterprises manage all spend areas and support key initiatives like new product launches, this new release enables users to manage a product's bill of materials (BOM) and the related components, costs, and suppliers.

"This release shows the breadth and depth of our innovation across the source-to-pay process," said David Khuat-Duy , Ivalua Corporate CEO.

"With these new capabilities, Ivalua extends the strength of our natively integrated, complete Procurement platform, which empowers Procurement leaders to transform their departments to best-in-class and beyond and build a true competitive advantage for their business."

www.ivalua.com

OAIC decision broadens scope for disclosure of personal information

By Warwick Andersen, Rob Pulham and Georgia Mills, K&L Gates lawyers

In 2017 Andie Fox, a recipient of Centrelink benefits, wrote a highly critical opinion piece on Centrelink's debt recovery system, alleging that she was being pursued for a non-existent debt. In response Centrelink provided Ms Fox's personal information, previous communications and claims history to a journalist who published an article claiming that Centrelink had been 'unfairly castigated' by Fox. The Office of the Australian Information Commissioner (OAIC) commenced an investigation into the release and has controversially confirmed Centrelink's disclosure as permitted under the Privacy Act.

The OAIC found that the disclosure was permitted by Australian Privacy Principle (APP) 6.2(a)(ii). Pursuant to the APPs, an APP entity may only use or disclose personal information for the purpose for which it was collected (the primary purpose) or, where an exception applies, a secondary purpose. APP 6.2(a)(ii) permits disclosure where the individual would reasonably expect the entity to disclose their information and the disclosure is related to the primary purpose.

Relevantly, APP Guideline 6.22 provides examples of when the OAIC considers that an individual may reasonably expect disclosure of their personal information, and includes circumstances in which the individual has made negative comments about an APP entity to the media about the way the entity has treated them. Here, the OAIC explains in the APP Guidelines that it may be reasonable to expect that the entity would wish to respond to the criticism in a similarly public manner, including by revealing personal information specifically relevant to the issues the individual has raised.

The decision reinforces the broad range of circumstances in which governmental agencies and private companies may legally release personal information about individuals to the public – though presumably, if an APP entity's privacy policy or other disclosures were inconsistent with that expectation (for example, if the entity states that it does not share information in that way), it would not have been considered to be "reasonably expected" by the individual.

It's worth noting that in this case the OAIC stated that it carefully considered the specific public statements made by the individual, and the specific information disclosed in response, to determine if the disclosure was consistent with those expectations, so any APP entity wishing to rely on this exception will need to ensure it has carefully considered and can justify its decisions and the specific range of information to disclose. However, while the decision is viewed in this way as consistent with existing privacy laws, some Australian civil and digital rights advocates are arguing that it may not be consistent with community expectations about privacy protection.

In light of the backlash, organisations should be aware of the potential commercial and reputational ramifications of disclosure, even when that disclosure would otherwise seem to be permitted by privacy laws.

7 success factors for implementing Robotic Process Automation (RPA)

By Esen Orhan and Marc Geleijn, Protiviti

Robotic Process Automation is touted as a digital disruptor in the operations realm. In the constant race to outperform competition, companies are looking for ways to streamline processes, reduce costs and focus on value-add activities. RPA is a promising solution for these problems, and so it is no wonder that large and mid-sized organisations across industries are currently piloting or implementing Robotic Process Automation.

As with all new technologies that enter the stage, adopting and embracing Robotic Process Automation is a daunting task, with reaping the benefits posing an even larger challenge. Several analyses of early use cases have meanwhile shown that rushing into RPA without a well-thought out approach can lead to costly mistakes. If RPA implementation projects are not managed properly, they will either fail, produce undesirable results, or cost much more than planned.

1. RPA strategy - Before starting any RPA implementation, it is imperative to have the basics in place – the right plan. A company's RPA strategy should be directly linked to the IT strategic roadmap and business function operational plans. This ensures the RPA Programme's goals and objectives are aligned to the organisation's goals and objectives.

2. People - Common to any change transition, people hold the key, as people are ultimately responsible for driving, and accepting, the change throughout the organisation. This ranges from leadership having to be change leaders, committed and aligned in their views, to managers and professionals on the floor having to be open to change and new ways of working. Once the RPA strategy and core implementation team have been identified, five subsequent factors become crucial for successful RPA implementation:

3. RPA Implementation Partner - Most organisations do not currently have a team of RPA professionals on staff to help deliver a RPA Programme, and as such companies are looking to RPA Implementation Partners to deliver the RPA Programme. The key to selecting the right RPA Implementation Partner is to analyse the fit with the organisation.

The partner should understand your industry and process areas being considered for RPA. It sounds straightforward, but most implementation partners will state they can implement RPA across a spectrum of industries and processes – which is not necessarily the case. Organisations should challenge potential implementation partners and ask for RPA specific client references similar to your organisation. Ideally the partner has already worked with your organisation and understands your business, processes and information systems.

Depending on the size of the RPA implementation programme, it is also important for clients to select a partner who can meet staffing needs. RPA is growing at a rapid pace and implementation partners are struggling to keep up with demand. Organisations should ensure that potential implementation partners can truly meet staffing requirements within the required timeline. The expectations and final deliverables should be clear before selecting a RPA Implementation Partner.

Protiviti has seen clients select and rely upon implementation partners that were inexperienced or understaffed, resulting in a range of problems including poorly selected processes for RPA implementation, undefined return on investment (ROI) targets, project delays, budget blowouts, and RPA technology that was not optimal for the client's needs. The RPA Implementation Partners either did not perform a proper RPA readiness assessment, did not have appropriate project governance, or did not manage organisational change appropriately.

4. Process Maturity - Not all processes are suitable for RPA. RPA generates the best ROI when implemented on processes that are labour-intensive, repetitive, rule based, use structured data, and have a limited number of process exceptions. Essentially, RPA is suitable for mature, defined, repetitive, data heavy processes. In order to assess if processes are potential candidates for RPA, a process maturity and RPA readiness assessment needs to be completed prior to RPA execution.

Ensure the RPA business case and target ROIs have been set before performing the process maturity and RPA readiness assessment, to ensure only high ROI candidates are selected. From our experience, the processes which are the best candidates to complete a proof of concept that generates good ROI are accounts payable, accounts receivable, general ledger reconciliations, employee onboarding and customer onboarding.

If a large RPA programme is being implemented, start automating the easiest processes first.

The results of the process maturity and RPA readiness assessment will create a shortlist of RPA process candidates. The assessment can also identify a second tier of potential RPA candidates, where minor process redesign or standardisation is required prior to being automated. This allows organisations to remove as many redundancies as possible before implementing RPA, and ensures greater efficiency of implemented robots and reduces the number of exceptions and potential errors.

If a large RPA programme is being implemented, start automating the easiest processes first. The acquired knowledge and experience from implementing the easy processes can then be used to automate the more complex processes. This may sound simple, but remember, RPA is new to your organisation and potentially the people implementing the programme.

5. Project Management - RPA implementation can be a large scale programme or a much smaller project, either way, project governance and project management practices need to be applied for successful implementation. The first step is to build a project management team and define the governance structure for RPA. Ensure the team consists of key personnel from the relevant business unit(s), IT and project management professionals. The next step is to secure executive and process owner buy-in. Together the project management team, executives and process owners will determine the goals of the RPA programme, such as reduction of man hours, errors, costs, or improving the efficiency or quality of work performed. The goals of the RPA programme will help define the RPA business case, ROI and establish rating criteria to be used in the process maturity and RPA readiness assessment.

Once the project management team and RPA programme goals are established, an RPA implementation plan can be developed, including key items such as change and communication management, and the establishment of an RPA Center of Excellence (COE).

Change and communication management is crucial for all departments and employees impacted by the introduction of RPA technology. Employees are nervous when they hear their job may be replaced by a robot, however this may not be the case (depending on the organisation's RPA goals).

Some roles may be replaced by robots, and therefore change management should include retraining or redeploying of personnel, and the restructuring of departments. For other employees, RPA is a new business tool which eliminates monotonous tasks so they can focus on value add activities, which is exciting.

6. RPA Technology - When selecting an RPA Technology Provider it is important for organisations to check the software's compatibility with your organisations systems. Just last year, one of the leading RPA technology providers was having trouble with utilising Google Chrome, rather than Microsoft Internet Explorer for Web-based processes. So, it is imperative your procurement process includes a comprehensive IT requirements review. The IT requirements review should consider items such as technical support, maintenance, security and data standards, hardware and software requirements, licensing fees and implementation costs.

RPA software is fairly intuitive and easy to use, however organisations considering RPA should still review the RPA process design and configuration interface. In general, non-IT professionals should be able to configure and monitor the robots.

All advanced RPA technology providers have a control room feature, which allows an organisation to schedule and monitor robot activities. The control room also highlights robots which did not execute properly and provides an error message noting the point of failure. RPA software should also provide user access restriction functionality and comprehensive audit logs for each robot, to ensure RPA is appropriately controlled.

7. IT Involvement - RPA is sold to business units as a low IT impact solution to business problems. Although this is somewhat true, RPA is a software and therefore its implementation is a software implementation that requires IT's involvement. It is critical that the IT department be involved in the RPA implementation early. Business units need to obtain IT executive buy-in early to ensure RPA aligns to the organisations' IT strategic roadmap. RPA may not be needed if full system functionality can be utilised, or if system updates or upgrades are expected in the short to medium term.

IT is also ultimately responsible for ensuring the RPA software complies with the organisation's technical specifications and security and data standards, therefore IT needs to be included in the RPA technology procurement process.

Furthermore, IT will provide practical support throughout the RPA implementation, for example, access to hardware and IT infrastructure, system access, new user set up for the robots, and technical support as issues or access problems arise.

IT will also play an important role in user acceptance testing (UAT), including follow up testing and performing impact analysis.

Once the software is implemented, IT's role will change to include notifying your RPA centre of excellence of impending IT changes which may impact operational robots, can assist with technical support, manage change requests and execute maintenance requests.

Closing thoughts - RPA will continue to take hold in organisations as RPA matures and practices become proven. Companies will continue to develop methods to employ greater precision and efficiency in a variety of processes to further utilise RPA across business units and processes. RPA enables companies to employ automation for routine tasks, which in turn frees up talent to add value by taking on more qualitative and strategic level initiatives.

UiPath opens one-stop RPA shop

Robotic Process Automation (RPA) vendor UiPath has launched an "app store" for RPA and AI tools to help automate business workflows.

"With UiPath Go! developers can benefit from reusable activities and templates to increase the speed of automation development by up to 90%." Said, Andrew Rayner, Product Director at UiPath.

Every component that is uploaded on Go! is approved by UiPath, undergoing validation before being published, and an open rating system allows the community to upvote their favourite components.

Some examples of the type of modules and components initially available include:

• custom activities that read extra-large spreadsheets or

• snippets and application connectors for Oracle or Dropbox

• workflow templates that scan your emails for you to ready-made Tableau dashboards from digitization Templates

• chatbots for the contact centre or

• KYC automation solutions powered by machine learning

Alongside the new marketplace, UiPath said it's investing $US20 million into two funds it has created in order to accelerate the adoption of RPA.

The funds include the UiPath Venture Innovation Fund, which invests in "AI-focused partners" involved in fields such as machine learning, business process management and process mining and intelligence.

The other one is the UiPath Partner Acceleration Fund, which is an accelerator for startups in related fields.

"Backed by a $20 million investment in just the first year, UiPath is making a serious commitment to both accelerate our partners RPA and AI capabilities and their ability to deliver vertically oriented solutions, while also fueling an ecosystem that is committed to simplicity and radically faster automation outcomes for all customers," Chris Morgan, global vice president of partners and alliances at UiPath, said in a statement.

Automation Anywhere Appoints ANZ Managing Director

Former Oracle MD Tim Ebbeck has joined Robotic Process Automation (RPA) vendor Automation Anywhere as Senior Vice President and Managing Director for Australia and New Zealand. Based in Sydney, Ebbeck is charged with growing Automation Anywhere's business in ANZ.

Ebbeck brings to Automation Anywhere a distinguished, 30-year career transforming the ANZ operations for some of the world's largest technology companies including Oracle and SAP, leading and mentoring innovative technology starts-ups, and undertaking strategic reviews, including the first strategic review of NBN Co. In this newly-created role, Ebbeck has outlined aggressive growth and expansion as his key priorities for Automation Anywhere in ANZ, which includes:

1. Expanding staff and physical presence: Rapidly expanding the team in ANZ including opening new offices in Sydney, Canberra and Auckland before year-end, with plans to further expand in 2019.

2. Attracting great talent: Bringing the best talent in the market to Automation Anywhere, focusing on people with deep industry experience and the ability to communicate the business value of RPA and AI to customers.

3. Leading with partners: Leveraging and expanding Automation Anywhere's ecosystem of nimble partners with deep expertise, strategic customer relationships, and a thorough appreciation of the business benefits offered by RPA and AI.

According to Ebbeck, his experience has enabled him to gain fresh insight into the unique market opportunities for Automation Anywhere in ANZ.

"The concept of automation is not a new one. Having led large software companies like SAP and Oracle, I saw customers automating many core processes with ERP, CRM and even core banking systems. However, this created a major automation gap as many processes were left behind, with huge gaps between legacy systems and even more now with hybrid cloud environments – this requires unnecessary, wasteful and mundane human intervention.

"In addition, it's clear that point solutions don't win in the long run – suites of products are always better than isolated solutions," continued Ebbeck. "Automation Anywhere has built solutions that go beyond RPA and integrate AI and analytics.

"This capability not only automates processes, but importantly helps businesses build a digital workforce that learns, refines and informs. I'm very excited to be joining the Automation Anywhere team on this journey of growth."

Accusoft Releases Embeddable Browser-Based Document Editor

Accusoft has released a new addition to the PrizmDoc product family, PrizmDoc Editor. Built to help developers ensure their clients have secure editing and collaboration capabilities, PrizmDoc Editor will enhance the functionality of applications. This powerful web-enabled document editor simplifies the editing process.

Users can say goodbye to the hassles and confusion of downloading attachments, editing, collaborating through email threads, and losing track of the final version. With PrizmDoc Editor, users maintain document security.

The user will be able to track changes, make comments, and collaborate directly inside the developer's application.

In addition to working in tandem with teammates, PrizmDoc Editor enables a secure collaboration on documents with external clients as well as colleagues at different companies.

"We are proud to continue our tradition of building SDKs and APIs designed to shorten development cycles by providing code that is easy for developers to integrate into an application. PrizmDoc Editor is another easy-to-integrate tool that not only answers our customers' requests for secure document editing but also saves them valuable development time," says Jack Berlin, CEO of Accusoft.

Compatible with any platform or language, PrizmDoc Editor can integrate into a variety of CRM, CMS, and project management platforms. Key prominent features include font substitution, commenting, table support, hyperlink support, and spell check.

"Electronic document management systems can provide document security, but that isn't always the best way to ensure your information stays safe," said Mark Fears , PrizmDoc Product Manager.

For example, when a document is downloaded, distribution can no longer be controlled. "PrizmDoc Editor provides in-browser document editing, ensuring that content never leaves the system while users collaborate."

PrizmDoc Editor an be deployed in the Cloud or Self-Hosted.

https://www.accusoft.com/products/prizmdoc-editor/overview/

brother
at your side

JUST LAUNCHED

ADS-1700W Document Scanner

Make everyday document scanning simple with Brother's new compact document scanner. Paper documents can be easily scanned and transformed into digital files, reducing the amount of paper you have around the office and improving document security.

- Small and powerful
- Desktop friendly scanning
- Smart business features

For more information, visit
brother.com.au/ads-1700w

Pay proper respect unstructured data to get business value

By Paul van der Linden, Capgemini

According to IDC, the total volume of data will reach 163 zettabytes in 2025. It is expected that 80% of this will be unstructured data. That's a mind-boggling number, though what is even more amazing is that companies have only marginally shifted in how they handle their unstructured data.

Traditionally, companies mainly used structured (meaning that it fits well within the rows and columns of a database) and internal (meaning that it is created within the organization) data. Nowadays, the part of the data that is unstructured and external is growing the fastest.

Sources of external data are social media platforms such as Facebook, Twitter, and WhatsApp, but also search phrases in Google, data streams from smart devices (IoT), video streams from security cameras, or geo info used by Uber or Lyft. All these sources, as well as many others, are adding to the enormous pile of unstructured data that is available to be used and analysed.

Obviously, unstructured data has always been part of the data used by companies, consisting of text documents, presentations, notes, and to a lesser degree, photos, videos, and images. Traditionally, this has been addressed by either storing this information in a database (as BLOB or CLOB data), or by using an enterprise content management system (ECM).

The drawback of storing a contract in a database, for instance, is that it can only be stored and retrieved. It cannot be searched or edited. In this context, an ECM can be seen as the next step. It provides the ability to not only store and edit the data, but also to share it, work on it simultaneously with other people, understand changes between versions, etc. Indeed, this is already a big improvement from the standpoint of handling and leveraging unstructured data.

Big data

Unfortunately, this won't be enough for all the unstructured data that is out there on the Internet. The emergence of what is called big data has led to a landslide of new products aimed at handling unstructured data fast enough, also in the event of large data volumes. Hadoop, HDFS, and Map/Reduce can now almost be considered household names, but there are many more products that have emerged as solutions for situations where traditional databases fall short.

Document stores, key-value stores, column family stores, and graph databases are all examples of new categories of databases that help manage the large amounts of unstructured data we are seeing today.

Semi-structured data, such as documents, can best be handled by using a document store. Any combination of data can be stored as is and does not have to comply with a uniform format – something unheard of in a relational database.

There seems to be a gap between the potential business value that unstructured data holds and day-to-day practices. Some of these challenges include:

- Many possible applications are in use, each supported by its own solution (wiki, ECM, sentiment analysis, etc.) that partially overlaps in both data and functionality
- Over time, many companies have implemented multiple similar solutions (multiple wikis, ECM-systems, search systems, etc.)
- Different search functions that only cover part of the data, delivering irrelevant result lists
- No, inconsistent, or incomplete metadata (where does data originate, who has edited the data, where and when?)
- Same data in multiple locations with small differences – which is the correct version?

The high cost of maintenance and of finding relevant data, as well as the low probability of actually finding the information you want are some of the effects of the situation described above. Finding contradictory data and the effort to find out which is the correct set of data are other disadvantages. In short, there is still much to be won by organizing unstructured data better.

Organizing for value out of data

Organizations that want to get value out of data need to have a solid data foundation that covers both structured and unstructured data, but achieving such a foundation requires remedying the challenges stated above. Several capabilities are needed to better manage unstructured data:

- Text parsing: enabling the interpretation of text documents
- Tagging: apply one or more labels to a document to support

The Largest Database of Human Knowledge?

AI startup Diffbot has announced the launch of Diffbot Knowledge Graph (DKG): all of the knowledge on the Web, collected and connected into a single, structured source of data, answers, insights, and truth.

Using a sophisticated combination of machine learning, computer vision, and natural language processing, the DKG is a fully autonomous, AI-curated database of more than 1 trillion facts and 10 billion entities. This represents a repository of knowledge that is nearly 500 times larger than the Google Knowledge Graph, and growing every day.

Diffbot claims to be the first company to turn broad-application Artificial Intelligence into a profitable business, powering applications for customers including Salesforce, Cisco, eBay, Yandex, and more.

Far from a theoretical research project in search of a business application, Artificial Intelligence is the backbone of Diffbot and the company uses state of the art AI methods to deploy profitable products at scale while also furthering the field by funding extensive research.

The company says in contrast to other solutions marketed as Knowledge Graphs, the DKG is:

- Fully autonomous and curated using AI, unlike other knowledge graphs which are only partially autonomous and largely curated through manual labour.
- Built specifically to provide knowledge as the end product, paid for and owned by the customer. No other company makes this available to their customers, as other knowledge graphs have been built to support ad-based search engine business models.
- Diffbot technology can extract, understand, and make searchable any information in French, Chinese, and Cyrillic just as easily as English.
- Constantly rebuilt, from scratch, which is critical to the business value of the DKG. This rebuilding process ensures that DKG data is fresh, accurate, and comprehensive.

Starting today, any business that wants instant access to all of the world's knowledge can simply sign up for the DKG and turn the entire Web into their personal database for business intelligence across:

- People: skills, employment history, education, social profiles
- Companies: rich profiles of companies and the workforce globally, from Fortune 500 to SMBs
- Locations: mapping data, addresses, business types, zoning information
- Articles: Every news article, dateline, byline from anywhere on the Web, in any language
- Products: pricing , specifications, and, reviews for every SKU across major ecommerce engines and individual retailers
- Discussions: chats, social sharing, and conversations everywhere from article comments to web forums like Reddit
- Images: billions of images on the web organized using image recognition and meta data collection

"A Web-wide, comprehensive, and interconnected Knowledge Graph has the power to transform how enterprises do business.

"Google's 'Knowledge Graph' is little more than restructured Wikipedia facts with the simplest, most narrow connections drawn between them and built solely to serve advertisers," said Mike Tung, founder and CEO of Diffbot.

"What we've built is the first Knowledge Graph that organizations can use to access the full breadth of information contained on the Web.

"Unlocking that data and giving organizations instant access to those deep connections completely changes knowledge-based work as we know it."

DKG data can be integrated via API into any internal business process or application, from business intelligence and analytics to marketing campaigns and CRM systems. Users can also create custom queries using Diffbot's DQL syntax.

Users simply enter a query and the DKG instantly generates a comprehensive set of results with every single item on the Internet that relates to it, with links to all existing connections between those results. Results can be viewed in a list, map or table layout, with the ability to easily expand or refine results based on connections captured by the Knowledge Graph.

"Simply put, Diffbot is using the power of AI on a scale we've never seen before," said Aydin Senkut, founder and managing director of Felicis Ventures, one of Diffbot's investors.

"It's the first profitable AI company on record, they are the 'secret ingredient' powering applications from many of the largest companies in tech, and the launch of the Knowledge Graph is going to further elevate Diffbot's status as a clear leader in the space."

www.diffbot.com/knowledge-graph

the categorization (and thereby the retrievability) of the data

- Semantic analysis of text, and analytics of videos, photos and images
- Generating and maintaining a taxonomy (a classification of data)
- Ability to store (big amounts of) unstructured data
- Search functionality (of structured and unstructured data, not only through text strings, combining multiple criteria and being able to define importance per criterium)
- Availability of metadata: describing not only the data itself but providing a full data lineage.

Analyzing all processes where unstructured data is involved and understanding how it is used will provide an integral view on the unstructured data in the organization. This makes it possible to understand how this data can best be supported. The list mentioned above can help understand to what degree a certain application supports the required functionalities.

For all systems that store unstructured data, it can then be determined whether the system is a reference system, a system of entry (input), or a system of use. While data can be entered and used in many different systems, there can only be one system of reference for the same data.

Working in this way ensures that it is clear what constitutes the correct data at any point in time.

The resulting simplification and alignment support the data foundation mentioned earlier and makes it possible to get value out of unstructured data, whether it be in combination with structured data, or not.

So for organizations there is a big opportunity to get more value out of data by reorganizing the unstructured data they already have. Let's no longer wait and build that data foundation!

Paul van der Linden is a Principal Consultant at Capgemini

Fujitsu Speeds Processing for Massive Data Sets

Fujitsu Laboratories has announced newly developed technology that offers both high speed data-processing and high-capacity storage in distributed storage systems, in order to speed up the processing of high volume data.

This is in response to a growing need in such technologies as AI and machine learning for the analysis and utilization of rapidly growing volumes of data, including unstructured data, such as video and log data. This requires storage systems that can efficiently analyse unstructured data stored in a distributed system, while providing their original storage functionality for data management as well as data processing capabilities.

Fujitsu Laboratories has now developed "Dataffinic Computing," a technology for distributed storage systems that handles data processing while also fulfilling their original storage function, in order to speed up the processing of large volumes of data.

With this technology, storage systems can process large volumes of data at high speeds, including unstructured data, enabling the efficient utilization of the ever-increasing amounts of data, in such cases as utilizing security camera video, analyzing logs from ICT systems, utilizing sensor data from cars, and analyzing genetic data. Conventionally, data has been analyzed in processing servers, but if data could be processed in the same systems where it is stored, it is expected that would increase the speed of data analysis processing.

However, data processing requires the processing server to read the data from the storage system. As the volume of data flowing between the storage system and the processing server increases, the time required to read the data can become a bottleneck when utilizing large volumes of data.

On the other hand, data processing at high speeds becomes possible when the processing is done on the storage system without moving the data. Nonetheless, this makes it difficult to analyze unstructured data distributed across the storage system, and to maintain stable operations in the system's original storage functionality.

So, what is Dataffinic Computing?

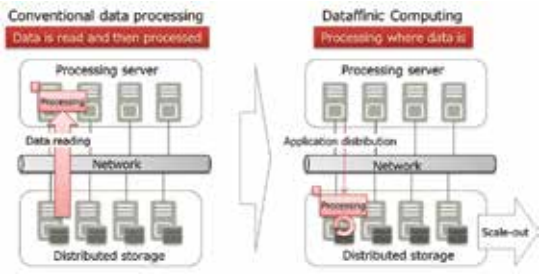


Figure 1: Data processing with Dataffinic Computing

1. Content-aware data disposition that can process each distributed data items

In order to improve access performance, distributed storage systems do not store large amounts of data in the same place, but break the data into sizes that are easy to manage for storage. In the case of unstructured data such as videos and log data, however, individual pieces of data cannot be completely processed when the file is systematically broken down into pieces of specified size and stored separately.

It was therefore necessary to once again gather together the distributed data for processing, placing a significant load on the system. Now, by breaking down unstructured data along natural breaks in the connections within the data, this technology stores the data in a state in which the individual pieces can still be processed. In addition, information essential for processing (such as header information) is attached to each piece of data. This means that the pieces of data scattered across the distributed storage can be processed individually, maintaining the scalability of access performance and improving the system performance as a whole.

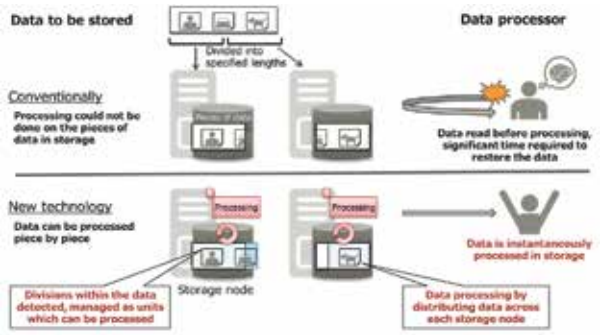


Figure 2: Storage and processing of unstructured data

2. Adaptive resource control with storage functionality and data-processing capability

In addition to the ordinary reading and writing of data, storage nodes face a variety of system loads to safely maintain data, including automatic recovery processing after an error, data redistribution processing after more storage capacity is added, and disk checking processing as part of preventive maintenance.

This technology models the types of system loads that occur in storage systems, predicting resources that will be needed in the near future. Based on this, the technology controls data processing resources and their allocation, so as not to reduce the performance of the system's storage functionality. This enables high speed data processing while still delivering stable operations for the original storage functionality.

Effects

Fujitsu Laboratories implemented this technology in Ceph, an open source distributed storage software solution, and evaluated its effects. Five storage nodes and five processing servers were connected with a 1 Gbps network, and data processing performance was measured when extracting objects such as people and cars from 50 GB of video data.

With the conventional method, it took 500 seconds to complete processing, but with this newly developed technology, the data processing could be done on the storage nodes, without the need to bring the data together.

Moreover, the processing was completed in 50 seconds, 10 times faster than the previous method. This technology enables scalable and efficient processing of explosively increasing amounts of data.

Fujitsu Laboratories plans to continue to verify this technology for commercial applications, with Fujitsu Limited expected to launch it as a commercial product in 2019.

AI-Based Tool to digitise PDF Forms

Enterprise software provider Intelledox has launched a new AI based module for its Infiniti platform designed to help companies and government agencies speed up the cumbersome, time-consuming process of digitally transforming their often sizeable libraries of static PDF and paper forms.

Leveraging the latest in machine learning and artificial intelligence (AI), the new Intelledox Infiniti Accelerate module pulls in PDF forms, analyses their data fields and structure, then automatically recreates them in web- and mobile-optimised digital formats, with no need for IT programming.

The company claims digital forms and associated workflows can be created up to 87 percent faster. Built on Microsoft AI services and delivered on the Microsoft Azure cloud, Infiniti Accelerate is aimed at a broad range of industry use cases.

"Our clients are rapidly transforming hundreds, even thousands, of PDF forms using Accelerate's innovative methodology of fine-grained PDF analysis with movement to machine learning-based outputs," said Clinton Brown, Head of Product Management for Intelledox.

"Clients are further streamlining business processes by tying these guided, digital forms in the Intelledox Infiniti platform to additional workflows, conditions and information from core back-office systems, as well as producing on-demand customer communications. In addition, organizations can analyse data more easily to identify trends and optimise the customer experience."

The Magic Behind Infiniti Accelerate

by Clinton Brown, Head of Product Intelledox

Essentially, Intelledox is putting artificial intelligence (AI) and machine learning into the hands of our clients so they can dramatically increase the speed of transforming PDF forms into web and mobile forms that adapt to the user experience.

This is ground-breaking innovation in the world of online customer engagement. It completely streamlines the process and methodology between analysis of a PDF (the AI component) and output to a web interview (the machine learning component).

Not only can organizations save up to 87 percent of the time and resources required to move critical forms and their associated processes online, for many of them, this is their first foray into AI and machine learning. Moreover, it represents an easy way to progress their organization's digital transformation.

Delivered as a cloud-based add-on module to the Intelledox Infiniti platform, Accelerate clients can begin seeing tangible value in a matter of hours.

Accelerate is not just a cost-cutting breakthrough. This is enabling almost any user experience you can imagine, but completely intuitive, interactive, and intelligent in the realms of web and mobile.

Translation - you can grow and accelerate revenue, reduce risk, build trust, and enact policy and legislation - all while reducing costs.

Without giving you too much detail of Accelerate's patent-pending technology innovation, we'd like to share some of the "under the covers" methodology with you. Intelledox engineers created an AI engine to take a PDF or non-fillable PDF and put it through a wizard process.

In that process, the AI engine assigns and discovers all the regions of interest and their locations within the PDF. Intelledox has run thousands of variations of forms through the engine, and because the technology is smart enough to identify any variable that may appear on a form (I.e. layouts, fields, images, etc.), Accelerate does most of the heavy lifting in creating the digital instance of forms.

On form analysis in particular, computer vision within Accelerate looks at a form and decides what a specific field should look like, so AI drives machine learning and computer vision to determine what elements exist on the page, what text is associated with each and can be formed into an interview question, and how the varied fields can be grouped and/or related in a logical sequence to progress a customer interview/interaction.

In the end, you are getting a very human-like thinking machine that says, "Ah-hah, this is a grouping of customer profile data and should have questions X, Y, and Z, while over there should be specific customer product information and should present action options A, B, and C."

Instead of your team creating forms from scratch, Accelerate kick starts your best first draft and delivers to you a digital form that is ready for online use or only requires only slight tweaking before online use.

The more of your organization-specific forms go into Accelerate, the more machine learning comes into play, yielding a higher percentage of forms that are 100 percent perfect and ready to move into usage.

Since Accelerate is a module of Infiniti, once you are done with form creation, Accelerate delivers an Intelledox package ready for deployment in your Infiniti platform environment. From here your designers add workflow, conditions, and data from back-office systems to create outputs that are truly customer-engaging.

It's important to note that the Accelerate engine is continuously learning. Originally tested on thousands of different forms from the industries of Banking, Insurance, Government, Healthcare, and Education, the machine learning has incorporated forms insights far beyond the module's original knowledge base.

Thus, the market lead which Intelledox has built up with Accelerate is not just technological. It is information-based and continues to grow.

Accelerate will remain magnitudes ahead of any other solution in terms of the information it applies to the way organizations are designing and using their forms.

The idea for intelligent transformation of static PDF forms into digitally engaging interactive forms has been around for years. However, the technology just wasn't ready for prime time to apply it in a meaningful and predictably successful way.

As technology changed, AI elements became accessible, and Intelledox took advantage of that through a highly-focused and, frankly, brilliant engineering effort. We didn't build our own AI engine from scratch. Instead, we actually built and trained our own model using Microsoft's AI services and targeting them for usage over Azure (Microsoft's cloud).

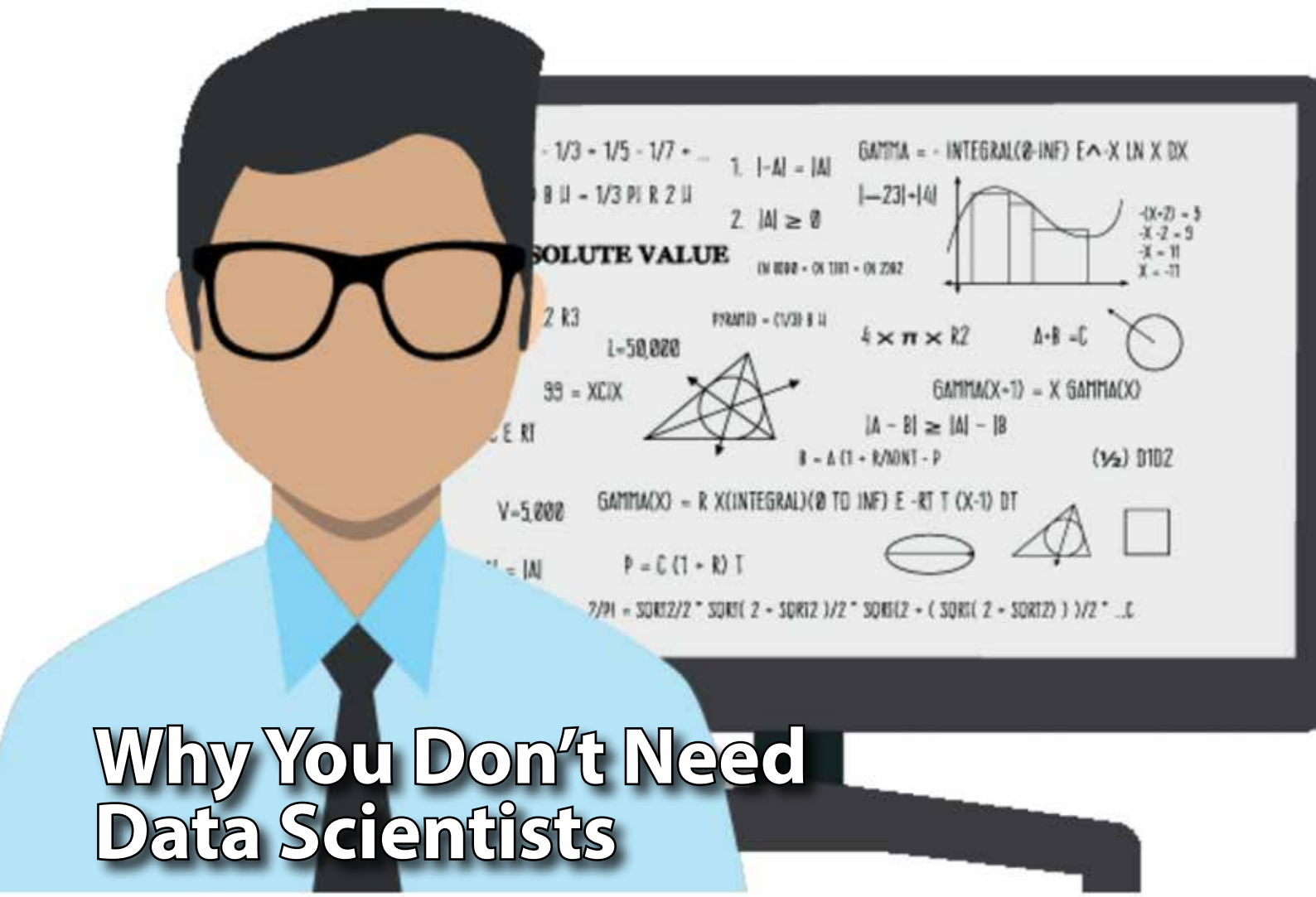
Early in our model development, we recognized the sheer volume of forms libraries and all the different form variations clients wanted to transform to digital, so we jointly focused on the high-performance computing power (HPC) needed to manage the effort. Microsoft was able to deliver the HPC we needed to handle any volume of forms a client brings our way.

AI and machine learning are complex technologies that, when applied properly, deliver on the promise of digital transformation. Accelerate takes this complexity, simplifies its application to common customer engagement challenges, and seamlessly integrates to the Infiniti platform.

This blend of complexity and simplicity means the following for your organization:

- Faster time to market
- Little or no need for IT programming
- Intuitive use for business users
- Ability to focus on high-value side of projects due to the heavy lifting being done in seconds

For more information, visit www.intelledox.com



Why You Don't Need Data Scientists

By Kurt Cagle

Data Scientists emerged about four years ago as THE must-have employee. Everyone in tech scrambled to brush off the old statistics books from courses they'd taken in college, spent some serious time relearning Python Pandas and R, learned the latest in Machine Learning theory, and bought new lab coats for good measure. I know I did.

If you were a Hadoop developer it was also the place to be, because everyone knew that you couldn't be a good data scientist if you couldn't map/reduce. It may even have staved off the imminent collapse of Hadoop companies for a few years more, with Indian programmer mills churning out new Hadoop programmers and data science "specialists" by the thousands to take advantage of the next big thing.

Companies bought into it, big time. Every company worth its place on the Nasdaq board paid these data scientists BIG BUCKS, with the idea that before you knew it, their companies would be surging against their competitors, and sales managers and C-Suite executives could count on powering up their iPads in the morning to see exactly how well their company was operating right then and there.

Dashboards became the next big status symbols—senior executives would get the ultra-deluxe dashboards with the 3D visualisations and real time animated scatter plots, while their more junior counterparts would get the flat-tone 2D versions and minimal summary versions.

And yet, for all of that, nothing really changed. The data scientists (most with advanced degrees and years of experience in areas such as pharmaceutical analysis or advanced materials engineering) would come to the realisation that the quality of the data they had to work with … well, not to put to bad a spin on it, sucked. People were led to believe that because you had a thousand databases scattered hither and yon in various silos, that you had a huge amount of data within your organisation, and most, if not all of it, was valuable.

What they discovered instead was that much of it was stale, poorly formatted, often with data models that were suited for whatever application the programmer who had created the data had needed at the time.

They discovered that much of it was in spreadsheets, where it had been modified repeatedly without any process or control (or oversight) and that far from having records of truth, they had a lot of one off data-sets that were poorly documented, had column names like MFGRTL3QREVPRJ, and had absolutely no consistency of keys.

Put another way, the data that they had was pretty much useless for any kind of analysis, let alone the kind of analysis that people who specialised in test result analysis for drug trials did routinely.

Now, you're being paid $US150,000 a year to provide dashboards for account executives who don't know the first thing about statistics, but who are desperate for something that will land them that million dollar plus commission. Your data is both messy and pretty much useless, but entreaties to them about rebuilding their databases are met with cries of horror, because it would be a multi-million dollar initiative that is seen as unnecessary.

You can of course just lie about what they are getting and rig up a random number generator that probably provides more accurate data than what they have now, but the thing about people who work with data is that they really have a problem trying to be dishonest, because it goes against their basic objectives of trying to be accurate. So what do you do?

Now, I can put on my semantics evangelist hat and tell you that you should develop a semantic data hub. You should, actually, it's not that hard to do and there are some real benefits to doing so in this space, but I'll also say that it is not a magical solution. It makes it easier to get the data into a form where you can do something with it (if nothing else, figure out what's garbage so you can get rid of it), but the reality is that this is not a data science problem—it's a data quality and ontological

engineering problem. So, shifting over to those of you who are wearing the executive suits, it's worth making a few things much clearer. You have a data problem. Your data scientists have all kinds of useful tools to bring to the table, but without quality data, what they produce will be meaningless.

This is not their fault. It's yours, and every day that you waste expecting the fancy dashboards that'll win you that ten million dollar contract is a day where you're watching money go out the door. Your job is not simple. What you need to do is first determine the information that you are actually wanting to track, then to spend time talking with your data scientists and your data ontologists to figure out what data you need. Do not expect that you can point to a database and expect that data to magically be there.

Databases for the most part are used by programmers to write applications, not provide deep metrics within your company. Sit down and work out what resources you do have, with the understanding that this will mean that people who depend upon those databases for their own work are going to be VERY reluctant to give you access, especially access that could impact their responsibilities.

Furthermore, understanding that most databases are at best poorly documented(most are not documented at all) and much of that data consequently will need to be ferreted out from cryptic references. This is called forensic computing, and most programmers hate doing it, because it means getting into the head of other programmers who are 1) no longer there, 2) of unproven levels of competency, and 3) have likely forgotten what they wrote 10 years ago.

Relational data lakes do not solve this problem. The only thing that data lakes do solve is making all of the data accessible to the same computer processes. This is a necessary part of such forensic computing, but it is neither the hardest nor the most expensive part. The most expensive part is figuring out what that data actually means and getting disparate data sets to even recognise when they are talking about the same things. There's no off the shelf solution for that, and if anyone tells you there is, they are blowing smoke.

Again, I'll make a plug in here for semantic solutions—graph triple stores, RDF, ontology management, query and the whole nine yards. It isn't an out of the box solution, but it is a tool that can make this kind of forensic analysis feasible and can put the means for managing this process into the hands of programmers.

However, understand that this will often require you to rethink the whole process of data flow, of understanding how you are capturing information in the first place and how to funnel it into the appropriate channels early. It requires that your programmers and database administrators give up a certain degree of autonomy and work from a centralised (if federated) store, and it means that you as an executive need to become more familiar with the world of data governance and provenance. This is a pretty radical shift for people in business, more than a few of whom see getting their hands dirty dealing with IT as beneath them. However, businesses today are transforming (and for the most part have transformed) into data management companies that happen to sell goods or services.

The role of a CEO today is as much knowing what the data inputs and data outputs are of their organisation as it is managing sales, of being able to insure that the quality of their data is the best that it can be, not just for the sake of regulatory compliance but because the integrity of that data is ultimately what will make you succeed in the marketplace.

This means working with your executive data teams to determine the scope of what you need to know, what you would like to know, and what's irrelevant, then to establish the processes necessary to gather the data that is relevant to your business needs.

Simply pointing a socket at a database and extracting its contents is not going to do anything but increase your overall disk storage costs, and hiring a data scientist to analyse crap data is only going to produce crappy analysis. It will be pretty, mind you, full of gradients and three dimensional effects, but useless.

Kurt Cagle is a self-described consulting Ontological Engineer and Principal at Semantical LLC. He also writes extensively on data management, fututrism and data science issues under the hash tag #theCagleReport. He can be reached at kurt.cagle@gmail.com.

Westpac looks to automate trade with AI, IoT and blockchain

The Westpac Institutional Bank Trade Finance team says it has successfully integrated Data Analytics, Artificial Intelligence (AI), Internet of Things (IoT) and Blockchain into a single Proof of Concept (POC). In what is claimed to be a global first, Westpac's POC brings together these technologies to digitise key areas of inventory management, procurement and trade in a way that could transform businesses globally.

The POC addresses business pain points: demand and price prediction, inventory management, forecasting and tracking. It delivers a solution to optimise procurement value, and securely automates and digitises old manual procurement and payments processes.

- Internet of Things tracks stock levels and provides real time information
- Data analytics and artificial intelligence work together to predict demand and price levels
- Blockchain creates smart contracts and executes orders in a fully digital and secure fashion

Westpac says it offers a glimpse into the future where a business can accurately predict the demand for products, optimise stock levels, identify the best time and place to buy, and fulfil the procurement and settlement in a completely digital way.

Westpac initiated the POC and collaborated with steel supplier Ausreo and Infosys, a global digital transformation company. The purchase system was created on R3 Corda Blockchain technology. Westpac customers IVE and Iluka also provided significant insights during development on how the application could apply to other industries.

Darren Dunkley, CFO for IVE Group said: "The project demonstrates a clear pathway on how it is possible to tie together much talked technologies for commercial outcomes. The application prototype in the Ausreo model is absolutely transferable to IVE's inventory order process."

Tom Plant, Treasury Manager Iluka Resources said: "We are looking to harness new technology such as Blockchain and machine learning to improve efficiency. Iluka will use our learnings from our involvement in this project to determine how we might use the technology in the future."

Didier Van Not, General Manager and Head of Westpac Corporate and Institutional Bank stressed this was a Proof of Concept and not something ready for market, congratulating his Trade Finance Team on the innovative achievement and its potential.

"This is a glimpse into a world where mundane manual tasks will be automated and machines will support better decision-making."

Destroying Dark and Unstructured Data

By Chris Boyes

Over the course of regular business activities, organizations collect large sum of data and all too often fail to utilize this information. All this unnecessary data not only adds to maintenance costs, but also makes the organization susceptible to greater risks.

All data eventually amasses into what is call dark data. 90% of all big data is dark data. Through this article, we'll go through what exactly is dark and unstructured data with the best methods for destroying this unneeded data. When you are collecting large amounts of technical information, you are bound to end up with some data that has either become valueless or obsolete. Such data is called dark data.

The reason why organizations aim to get rid of dark data is because both dark data and useful data get the same treatment when it comes to storing them. Hence, dark data has all the costs of useful data but provides no real value.

Unstructured data is data without any structure. On one hand, we have structured data that has a clear structure or format. If you wanted, you could easily find and pull data from a structured database as each type of information and data is placed into categories and differentiated using parameters, making it very accessible. On the other hand, we have unstructured data which has different types of data all mixed together making it hard to find specific information.

This inaccessibility can lead to data being lost and ultimately turning into dark data.

Dark and unstructured data is collected in a similar fashion as its more organized and useful counterparts. This makes it vulnerable to attacks from outside entities. Though the data is often called useless, someone else with other intentions may find it useful. In fact, hackers find dark and unstructured data as a major source to exploit companies.

As time passes by, the dark data continues to grow in size. The increasing dark and unstructured data leads to increased storage and maintenance costs and most importantly, increased risk to a security breach. Unlike companies, hackers may find all this data quite useful to cause disruption.

The first step to dealing with dark and unstructured data is to find it. Once you have identified and converted your dark and unstructured data into a more formal and organized format, you can start the process of safely disposing of it.

Finding dark and unstructured data

To start the process of destroying unneeded dark and unstructured data, you must start by analyzing and converting the data into a useful form. In other words, you must structure your data. To find all that data - start by looking in places where you might've stored it. These locations could be physical storage devices such as hard disks, pen drives, CD-ROMS, etc. Or they could be online databases such as clouds and servers.

After you have located your data, you need to classify and structure your dark and unstructured data. This is important because you do not want to wipe all of your data, even if it's dark or unstructured. Your dark and unstructured data may have information that can be analyzed to get better business insights.

As we mentioned earlier, unstructured data can have important business notes that can be used to improve different parts of your business. Therefore, it's very important that you identify and separate data that has no value for the business from data that does.

It's also a good practice to regularly audit your old databases to avoid it piling up. There are many tools available that can help you streamline this process - both free and paid applications. It might be a good idea to take a look at such tools as they can help make the whole process faster and more hassle-free.

Storage devices are made to retain data, therefore simply deleting files may not be enough. Due to the advancements in forensic tools, deleted data can be easily recovered from storage devices such as hard disks and pen drives. To make sure their data doesn't fall into the wrong hands, organizations prefer the process of data sanitization.

Data sanitization is the process of deliberately, permanently, and irreversibly removing or destroying the data stored on a memory device. The keyword here being irreversibly which means that once a device has been sanitized, there is no way of getting that data back - not even with the most advanced forensics methods. There are a number of ways to wipe your storage devices clean. The most common ones being: physical, encryption, and overwriting.

Physical Destruction - Physically destroying the storage device by shredding, drilling, or incinerating it is a common industry practice and is generally accepted as a secure method of data destruction. The physical destruction of the storage device makes recovering data virtually impossible, but it comes at the cost of not being able to reuse or sell the devices. Not only is this method harmful to the environment, but the data hasn't been fully eliminated since the data remains on fragments of the drive.

Encryption - One of the newest methods of data sanitization, it is also known as cryptographic erasure. The main idea behind the method is you use an encryption software to encrypt or lock data using a key. The key is then destroyed or deleted, rendering the data inaccessible. The biggest drawback to cryptographic erasure is that the data still remains on the drive. Though locked an inaccessible, the fact that data is still present, make it unsuitable for destroying sensitive data.

Overwriting - Overwriting, also known as data erasure is a trusty method of data sanitization. Software is used to overwrite data on the storage media completely destroying data in the process. It is considered the fastest and cheapest method of data sanitization. Not only that, but overwriting is the most eco-friendly process and removes the chance risk of human error when properly applied.

A Good Data Erasure Software is the key here since it does most of the work. To ensure complete sanitization, there are a few points to consider:

• The ability to select a specific standard, based on unique needs and different parameters.

• A feedback mechanism to verify that the data sanitization process was successful and all data is now gone.

• Automated audit trail to confirm complete drive erasure.

• Detailed reporting used as a quality assurance tool.

With so many choices, it is important that you pick the method best suited for your needs. Keep in mind the following when picking a data destruction method:

Economic value: What's the economic value of the data? If it's worth a lot, it might attract unwanted attention and thus the safest method should be chosen (degaussing/data erasure)

Resale value/reusability: Storage equipment can be expensive, therefore you might decide to sell your storage devices or reuse them after safely wiping the drive clean. Data erasure is a good method if this is the case.

Traceability: If it's important to you that you can trace the entire history of your data sanitization process, then that leaves you with the overwriting method which creates a log of serial numbers, security standard used, date of sanitization, and verification of complete erasure.

Chris Boyes is a data solutions specialist with Clarabyte

Digitisation vs. Digitalisation: What it Means for Your Business

By Tim Osman

The terms digitisation and digitalisation get tossed around a lot these days, particularly in the context of document management and digital transformation discussions. The two words are often used interchangeably, but they really mean two different things – one provides for efficiencies in workflow and the other enables business transformation.

Digitisation is the process of taking analogue information and encoding it so that it can be stored and transmitted via a computer.

It is a process applied just to the information being converted – you've transferred a VHS tape to digital format, for example, or scanned a document into a computer. The information has become digital, but the process of generating and using the information may still be highly manual or analogue.

Digitalisation is a more challenging term to define. According to J. Scott Brennen and Daniel Kreiss of the University of North Carolina School of Media and Journalism, as quoted in Forbes magazine, "We refer to digitalization as the way in which many domains of social life are restructured around digital communication and media infrastructures."

Gartner has its own definition: "Digitalisation is the use of digital technologies to change a business model and provide new revenue and value-producing opportunities; it is the process of moving to a digital business," says the company's IT Glossary.

So while digitisation mostly applies to the conversion of items, digitalisation affects how things are delivered and processed – the way email has digitalized communication, for example. Processes are automated and may move entirely online, which impacts employees' jobs in critical ways.

That brings us back to document management. Scanning is well established in many organisations, but most companies are doing a very basic form of scanning – employees scan documents at their desk or a workstation, often in an ad hoc fashion. Or physical documents are sent to a central scanning location where they are imaged and archived.

That's a digitisation workflow. The information in the document has moved from analogue to digital form. But that approach to document management doesn't affect the way the information is generated, collected, or utilized. In fact, scanning processes in many companies can often be laborious, time consuming, and uncoordinated.

There is another approach to document management that can truly enable digital transformation. Using labour-saving, intelligent, connected scanners like the OPEX Falcon Series of document scanning workstations, combined with document management software and analytics, can alter the way information is processed and used within the company.

The digital mailroom is just one example. As physical mail arrives, it can be sorted, opened, and scanned on a single device and single touch.

Those pieces now become digital mail that can be electronically delivered to multiple employees at multiple locations.

Using analytics, digital processes can be applied to the mail flow so that items can be automatically discarded, archived, or disseminated to the correct recipient – the entire process of receiving and delivering mail can be fundamentally changed into a digital process.

What's more, information about the mail, who received it, and whether or not it has been read or forwarded can be used to enable even more automated processes within the company.

Scanning is well established in many organisations, but most companies are doing a very basic form of scanning

In other scanning workflows, information from the newly digital documents can be integrated into other applications, tagged and organised around other data streams, and fed into data analysis tools.

By fully integrating the scanning operation with document management and other applications, you can improve existing applications and create all new business processes – that's the value of digitalisation.

Digitisation is important, but it's just one enabler of a true digitalisation initiative that can eliminate analogue or manual processes, improve efficiencies, and (this is critical) create new opportunities to generate deeper business insights, make better decisions, and enable new types of processes and applications.

Tim Osman has been with OPEX Corporation, a global leader in document scanning solutions, since 2008. He currently serves as the Director of Marketing.

ENTERPRISE GUIDE

ABBYY

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

ABBYY is a leading global provider of technologies and solutions that help businesses to action information. The company sets the standard in content capture and innovative language-based technologies that integrate across the information lifecycle.

ABBYY solutions are relied on to optimize business processes, mitigate risk, accelerate decision making and drive revenue.

Thousands of companies process more than 9.3 billion pages of documents and forms annually using ABBYY technologies.

ABBYY solutions and products are used by many of the largest international enterprises and government organizations, as well as SMBs and individuals. ABBYY technologies are licensed by world-leading hardware and software vendors to provide Image Pre-Processing, OCR, Data Capture and Format conversion capabilities for their products.

ABBYY technologies and products, available on a number of platforms (mobile, desktop and server) and a variety of operating systems (Windows, Linux, Mac, iOS, Android, etc.), include FineReader, PDF Transformer, FlexiCapture, Recognition Server, Mobile Imaging SDK, Lingvo, and ABBYY Compreno-based Semantic technologies.

iCognition

Tel: 1300 00 4264
Email: info@icognition.com.au
Web: http://www.icognition.com.au

iCognition delivers Information Management and Governance strategies, solutions and services to organisations which manage information as a vital corporate asset. iCognition's Document and Records Management System 'as a service' (EDRMSaaS) provides cost effective, class leading governance and security through Azure, while maximising discovery, access, sharing and collaboration, for both desktop and mobile users, through iCognition's award winning products RM Workspace, RM Workfow, and RM Public View. Harness the information explosion, meet your compliance/regulatory requirements, and improve operational efficiency with iCognition.

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.

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 professionals who use enterprise content management systems with integrated, easy-to-use software and services that extend document processing, review, manipulation and publishing workflows inside and outside their environment to drive business efficiency and to increase the value of their existing technology investment.

Our solutions include:

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

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:

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

Brother

Tel: 1300 885 989
Email: corporatesales@brother.com.au
Web: http://corpsolutions.brother.com.au/

Trusted worldwide and always with a "Customer First" approach, Brother continuously meets the needs of consumers through a comprehensive range of quality solutions.

Committed to the advancement of printing and scanning technologies, Brother also offer business solutions designed to fit perfectly in the SOHO, SMB, SME and corporate environments.

With a skilled team specialising in assisting their customer's corporate growth, Brother's business categories such as portable printers and scanners, commercial desktop scanners and high volume corporate printers can help businesses achieve in any industry.

With resellers located Australia-wide, readily available product and a locally based product support team, Brother is always 'at your side'. Contact the Brother Commercial Division today to find the best solution for your business requirements

Alaris, a Kodak Alaris business

Contact: Angelo Krstevski
Email: Angelo.Krstevski@kodakalaris.com
Tel: 0419 559960
Web: https://www.alarisworld.com/en-au

The Information Management division of Kodak Alaris is now Alaris. Our new name is not about reinvention. It's about reinterpretation. Our division is a leading provider of information capture solutions that simplify business processes. We help the world make sense of information with smart, connected solutions powered by decades of image science expertise.

Alaris brings order to data chaos, making sense of business information, reliably and with absolute precision. Our smart, connected solutions bring together document scanners, software and services to help organizations achieve their digital transformation and process automation goals.

The award-winning Alaris portfolio is powered by decades of digital image science expertise, and delivered through our global network of channel partners.

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.

FileBound

Phone: 1300 375 565
Email: sales@filebound.com.au
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.

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. PSI:Capture provides unmatched integration with just about any ECM or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc.] and allows the utmost in flexibility for deployment in large or small organisations.

Whether you want a simple scan workflow or complex document capture, PSI:Capture provides a solution to meet your specific needs. Document Capture and Scanning is a challenge in any organization. With an array of scanning devices, capture needs and backend content management systems, it is ineffective to settle for multiple applications to accomplish one goal.

PSI:Capture provides a single capture platform that can meet all your needs. UpFlow is the Asia Pacific distributor.

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.

Epson

Contact: Clyde Rodrigues
Phone: 0429 487 013
Email: crodrigues@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 an Epson scanner - outstanding results, simple operation and value for money.

ABBYY FlexiCapture goes Cloud Native with enhanced Machine Learning

ABBYY has announced the launch of ABBYY FlexiCapture 12 Release 2, offering improved performance and higher processing speeds, with the addition of integrated machine learning and a new native cloud delivery channel.

It promises faster and more intelligent capture, processing and automation whether from an incoming image, email or document stream coming via MFPs, network scanners, e-mails, FTP, web post or hot folders and mobile devices.

ABBYY FlexiCapture is now available both as a core enterprise capture platform and as a data capture component of robotic process automation (RPA) solutions. FlexiCapture now leverages three classification technologies – image-based, text-based and rule-based - that can be combined into a hierarchical system and intelligent voting mechanism to choosing the best possible result. The new technology delivers optimal straight-through processing performance, enhances accuracy and reduces manual review. FlexiCapture 12 R2 adds a new delivery channel - FlexiCapture Cloud - a multi-tenant platform, which is hosted and managed by ABBYY on Microsoft Azure. It simplifies the consumption, deployment, and supportability of an enterprise capture solution.

ABBYY is promising a substantial increase to processing volume and speed compared to the previous version of the software. The FlexiCapture 12 R2 platform can be scaled both vertically and horizontally to support both high volume and fast document processing scenarios, as much as 3 million documents in 24 hours or 2,000 pages a minute. Multi-tenancy allows several different groups of users to work independently within the system without accessing each other's data and configuration parameters. This makes it possible to maintain data security among the different departments of a large corporation or different clients of a BPO while still managing only a single software installation.

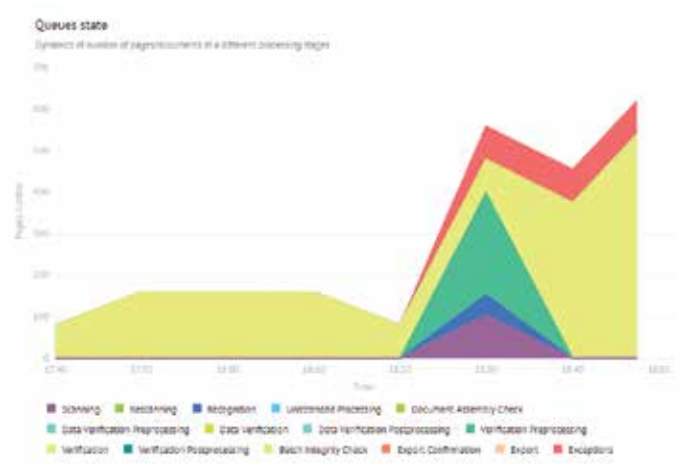
The native multi-tenant architecture is capable of providing public and private cloud-based deployments. This reduces time to market and opens up new opportunities for small and medium sized organizations, who no longer need to invest in infrastructure or ongoing administrative costs to access powerful capabilities.

The AI technology within FlexiCapture R12 V2 promises to continuously improve capture processing to deliver a faster, smoother workflow, while cutting labour and operating costs. The newly implemented machine learning techniques work in two ways: on the one hand, they ensure quick solution deployment, on the other, boost on-going performance while reducing the need for off-line maintenance, system downtime, and costly professional services. FlexiCapture applies machine-learning algorithms to automatically identify and use the most relevant features from a set of training documents, such as sample inputs, to build the classification model.

The system automatically determines which features within a small (>= 10) set of pre-labelled sample documents characterise each document type. During the machine-learning phase, the system automatically tests multiple algorithms and selects the best-performing model and classification parameters for each document set. New AI based classifiers are trained automatically using the latest in machine learning methods.

Whether processing and classifying structured forms, semi-structured documents like invoices, tax, claims or onboarding documents, or completely unstructured documents like correspondence and contracts, FlexiCapture can automate the task of understanding, separating, and routing Documents, meaning no more manual sorting and labelling.

The ability to process Document Sets is a new feature in FlexiCapture R12 V2. Many business processes use documents



The user can also control multi-server installations, distributed infrastructure, and operators via centralised configuration and management. The Administration and Monitoring Console is now available on HTML5 with a new user interface.

that are interrelated because they serve a common purpose. In FlexiCapture, multiple linked documents can now be grouped together into Document Sets and be processed as one complete case file.

This enables the ability to validate case data directly instead of document data and improves efficiency in complex case management scenarios like customer on-boarding, mortgage application and insurance report processing and claims management. These scenarios imply not only document recognition, but also the need to check if all required documents have been provided (completeness check) and that all of them belong to the same case (continuity check).

ABBYY FlexiCapture 12 Release 2 comes with ready-to-use country-specific document profiles to jump-start the automation process and supports multiple input channels including email, paper, fax, e-documents, and mobile clients for iOS and Android to quickly process documents on the go.

ABBYY data capture and document processing solutions smoothly integrate into hundreds of ERP, ECM, CRM, BPM, RPA, LOB and BI systems. Default connectors for UiPath, BluePrism, Pega, Appian, M-Files and Laserfiche are also available.

Contact ABBYY at sales@abbyy.com.au or on (02) 9004 7401 for any further information. https://www.abbyy.com/flexicapture/

A Solution for Correcting Human Data Entry Errors on Forms

AI developer Rulex has launched Rulex Robotic Data Correction (RDC), a turn-key AI-based solution for the automatic correction of forms-oriented business data. The company says it is already in global production use by a Fortune 50 manufacturing company for correcting SAP ERP Master Data errors, delivering labour savings and operational risk reduction. Each RDC user can automatically correct as many as 50,000 data entry errors per day, in just minutes, annually eliminating thousands of hours of manual data auditing, and prevented millions of dollars in potential error-induced costs for transportation, penalties, and supply chain process exceptions.

Rulex RDC is designed to solve a common, costly problem shared by the many thousands of enterprises across many industries and applications that rely heavily on forms-oriented data entry, including:

• Materials, plants, product types, network routes, and shipping addresses for Supply Chain.

• Damage classes, coverage limits, and repair authorizations for Insurance Claims.

• Authorizations, processors, and regulatory clearance for Financial Transactions.

• Procedures, services, supplies, and equipment coding for Medical Billing.

Very common data errors are the result of human mistakes in selecting, reading, or typing the correct values required by various applications process forms.

Rulex's Robotic Data Correction software uses Artificial Intelligence to automatically detect data entry errors when and where they occur, and to automatically correct them before the data can be used for other purposes. RDC also enables process experts to easily review and approve all proposed corrections before they are performed in the system.

Operations personnel control the correction process through a simple Rulex add-in for Microsoft Excel connected to the powerful cloud-based or on-premises Rulex RDC Server, which communicates with enterprise applications data systems through the user's middleware of choice.

Rulex Robotic Data Correction is now available on a subscription basis, and, for enterprises considering the RDC solution, the company offers the Rulex RDC Operational Data Audit, a fast, inexpensive service for analyzing existing historical data to reveal the volume and types of existing errors, and their relationship to other business data and processes.

In addition to quantifying the need for RDC, the Audit also provides actionable operational intelligence showing where in the business the errors are occurring.

www.rulex.ai/rdc

Brother unveils wireless desktop scanner

Of the two million businesses in Australia, a significant portion experience the challenges of transitioning into the digital economy. Brother's ADS-1700W (RRP $A499) wireless desktop scanner delivers the right solution by helping everyday Australian businesses work towards a digital transition of printed documents.

This small and powerful device is designed to create a unified flow between paper and digital documents, resulting in diligent digital backups of important documents, so that businesses are prepared in worst case scenarios.

With connectivity at the heart of the ADS-1700W design, the built-in wireless network function speaks to all of your devices, allowing easy scanning to your PC, NAS, cloud storage, email server, USB host, network, and mobile device.

"There is no denying that technology has become more prominent in user workflows, particularly when it comes to document management." said Stefanie Dixon, Marketing Manager SMB, Brother Australia.

"The ADS-1700W is compact, easy-to-use, and allows users to bring printed paper screen, leading to more efficiency workflow for small businesses that rely heavily on printed paper and repetitive administrative tasks"

The ADS-1700W has a small footprint that is only slightly wider than an A4 sheet of paper, and has been created with intuitive software that is designed to pair with document editing and management programs, Nuance Power PDF and PaperPort. Both programs are available as a standard and provide users with the flexibility of easily scanning, converting, editing and sharing scanned documents.

The ADS-1700W scans up to 25 sheets per minute and allows users to create as many as 25 shortcuts on the easy colour touchscreen; reducing the amount of time spent on repetitive tasks. This is complimented by a 20 sheet Automatic Document Feeder (ADF) that manages paper up to 128gsm with ease, whilst a dedicated card slot comfortably handles plastic ID cards up to 1.24mm with emboss.

www.brother.com.au

docAlpha 6.0 delivers intelligent document automation

Artsyl Technologies, a provider of Intelligent Process Automation technology for data capture and document workflow processing, has announced general availability for docAlpha 6.0, a major update to the company's flagship digital transformation platform.

docAlpha V6 improves extraction speed and capabilities of it's advanced Auto-Find machine learning to intelligently extract information from business documents and now update extraction rules and definitions, as users process documents, without the need for coding or retraining the system. The new release also provides state-based workflows, with a no-code design wizard.

For common back office processes like accounts payable vendor invoice processing or customer sales order processing, Artsyl offers a series of Packaged Solutions with all the necessary system components and application specific workflows that deliver out-of-box code-free automation.

InvoiceAction (for vendor invoices) and OrderAction (for sales orders) are designed to allow partners to add value to their clients existing technology platform investments, without requiring them to invest time and money into custom coding to support common business processes.

Other Highlights of docAlpha V6 include:

• Redesigned User Interface: Search capabilities within the verification station make it easier for users to quickly find documents or batches by name, date or other criteria.

• Machine Learning-based Auto-Find: docAlpha learns from user interactions to build a knowledge database that is shared enterprise-wide to improve the accuracy of data capture.

• State-based Workflows: Workflows based on the state of a document in process, configurable without coding using a drag-and-drop designer, provides greater versatility and decision making options, including returning documents to specific steps in a workflow, or switching documents between workflows.

• Enhanced ERP Integrations: New docAlpha connectors further streamline integration with leading ERP and accounting systems, including Acumatica, QuickBooks and Microsoft Dynamics 365 ERPs.

• REST and API Enhancements: a new docAlpha API enables external users to acquire processing status information and perform operations.

• Extraction for Electronic Forms: includes support for data extraction from electronic form fields to inform rules-based workflows.

www.artsyltech.com

Alaris adds new scanner and software subscription pricing

Alaris has announced a new entry-level addition to its S2000 Scanner line as well as the ability to purchase Alaris Capture Pro Software and the Alaris Info Input Solution as one-year subscriptions in addition to existing perpetual licensing options.

Alaris has developed the new one-year subscription model to offer a lower barrier to entry. Users can pay as they go and align spending with usage of the software instead of investing in a large upfront capital purchase.

According to a survey conducted by IDC , the acquisition cost of solutions is the largest hurdle for businesses to clear when automating document-based workflows.

"Alaris is committed to support clients who choose traditional perpetual licenses as well as those who prefer a subscription-based model," said Don Lofstrom, President & General Manager, Alaris, a Kodak Alaris Business.

The new Alaris S2040 Scanner is being offered at a lower price point than the existing S2050 and S2070 Scanners. This new 40 page-per-minute device delivers all the embedded image processing power of the S2000 line but at a more affordable price.

The S2040 features the latest Alaris Perfect Page technology and is bundled with Smart Touch Software. It also supports the Alaris Passport Accessory and the Integrated A4/Legal Size Flatbed Accessory.

"The Alaris S2040 Scanner offers fast and reliable scanning, versatile media handling, and intelligent, automated features to simplify scanning and optimize business processes," said Lee Davis, Editor for Scanners and Solutions at BLI.

Earlier this year, Alaris won Buyers Lab's Scanner Line of the Year Award for a third consecutive year. "Alaris continues to set the standard for what a scanner needs to be in the age of digital transformation," said Davis.

https://www.alarisworld.com/

compareDocs supports iManage Work 10.2

DocsCorp has announced the release of the newest version of its document comparison solution, compareDocs 4.3 U3, with full support for iManage Work 10.2, the latest version of the cloud-based document management solution from iManage.

iManage Work 10.2 delivers powerful new features, new supported platforms and enhanced search capabilities designed to increase user satisfaction and adoption. The compareDocs integration is built via the modern REST API. This ensures that users have the flexibility to use this integration in an on-premises, cloud or hybrid iManage environment depending on the needs of their clients.

Once configured, compareDocs will seamlessly integrate with the traditional FileSite and DeskSite clients. This facilitates the migration to iManage Cloud without changing the desktop or retraining the end users. Delivered as a service through seven global data centers, iManage Cloud delivered 99.985 percent uptime over the past year.

"The REST API integration from DocsCorp will help accelerate the move to iManage Work 10.2," said Sandeep Joshi, Vice President Business and Corporate Development, iManage.

"We have partnered closely with DocsCorp to develop this integration, and we encourage iManage users to upgrade to the latest versions of the Work 10 platform to improve professional productivity and enable professionals to be more responsive to their clients. DocsCorp is a key iManage partner, and we are excited to work with them to bring innovative solutions to our joint customers."

compareDocs' file comparison engine works with any document type including PDF, Microsoft Word, Excel, and PowerPoint without needing to convert the file to another format first. Users drag and drop the documents they wish to compare, and compareDocs instantly finds all the changes made between versions. compareDocs 4.3 U3 is available for immediate download or purchase.

https://www.docscorp.com/products/comparedocs/document-comparison-software/

Box announces new activity stream for content management

Box is rolling out a new feature that tracks content activity across a range of third-party applications. The company has announced a new, unified activity stream for files stored on Box that will make it easier than ever for people to see how their content is connected to the other SaaS applications they use every day, such as Slack, Salesforce and DocuSign.

"The digital workplace will be built on an ecosystem of best-of-breed applications and platforms. Box is the content hub for the digital workplace -- one place where people can collaborate on the files most relevant to them and easily move between the apps they use to get work done," said Jeetu Patel, Chief Product Officer at Box.

"Enterprises today need a single source of truth for information across their end-user applications and back-end systems. That's the power of cloud content management. One platform to manage, secure and collaborate on content."

Box has also announced the public beta availability of its new Box for G Suite integration, as well as announced the public beta of Box Feed, which provides personalized realtime updates, activities and recommended content on Box.

The new activity stream in Box will surface the latest activity and relevant context from the other apps right in the file preview on Box. If a contract is added to an account in Salesforce Sales Cloud, for example, or if there's a conversation happening around a marketing proposal in a Slack channel, or if an invoice is sent to a customer for signature with DocuSign, that activity will now be visible directly on the preview of the file in-line with comments, tasks and other Box updates. And with just one click, a user will also be able to easily jump to that record or thread directly from Box.

In addition to the activity stream, the new file preview also presents a curated list of recommended applications that people might use in conjunction with that file so they can take action directly from Box – whether it's quickly sharing a link with Gmail, or posting a link to the file in Workplace by Facebook, or sending a file for signature with Adobe Sign.

These recommended apps will be based on a variety of factors, including the apps a person frequently uses, the most popular apps used within a company, and those most closely

associated with that file type. Additionally, the recommended apps displayed in the file preview will consist only of those approved by an organization's Box Administrator.

Box for G Suite integration includes the ability to create, edit and collaborate on G Suite files, including Google Docs, Sheets and Slides, without ever leaving Box, all while maintaining Box's admin controls, security and governance and compliance capabilities. Additionally, Box announced a new integration with Gmail that will allow Gmail users to attach Box files and download email attachments to Box, without leaving the Gmail interface.

Announced as a public beta, Box Feed intelligently curates and surfaces the content and updates that matter most to individuals. It's an all new way to view and interact with everything happening on Box. Feed will surface the latest comments and updates to the files and folders a person is currently working on, and provide recommendations on files an individual cares about most based on their network of people and teams.

Data Archiving for Salesforce

CEPTES has announced its DataArchiva product will be launched on Salesforce AppExchange. DataArchiva is a structured data archiving solution, which will periodically archive infrequently used Salesforce data. With an ability to archive compliance, historical, and analytical data strategically, this application can be used across industries to save data storage cost.

DataArchiva can boost application performance, enable a smooth archival and restore process, empower enterprises with a Do-it-Yourself (DIY) data archiving approach, maintain data integrity and offer data usability and retention management.

DataArchiva comes with features such as policy-driven governance and retention, API enablement, attachment/file support, easy set-up, templatized archiving as per the industry, easy search and restore, scheduled archiving, smart metadata reconciliation, prediction and analytics on archived data, low to zero maintenance cost and more.

Document Automation for Salesforce

PDFfiller has announces the latest release of DaDaDocs, an all-in-one online PDF editor, document generator, built-in e-signature and form collecting app, on Salesforce AppExchange.

Salesforce users can now automate document workflows right in their accounts.

With DaDaDocs, businesses can generate PDF quotes, invoices, contracts and agreements pre-filled with Salesforce data, automatically send them to be signed on any desktop or mobile device and quickly update or create multiple Salesforce records related to different objects.

Salesforce users can now build the Salesforce workflow they need and choose the action that can act as the trigger for a document to be sent for a signature.

Automated signature requests allow businesses to speed up the approval process and increase deal closing rates.

For example, you can set DaDaDocs to automatically send a fillable branded quote or proposal to new contacts in your Salesforce campaign.

Then, DaDaDocs will create or update records with the information each new contact sends back.

DaDaDocs users are provided with advanced templates that allow them to increase data accuracy while generating pre-filled documents. These templates can be used for updating or creating multiple Salesforce records related to different objects.

Admins can instantly connect organization members to their DaDaDocs package without spending time on licenses or obtaining permission sets.

DaDaDocs is currently available on the AppExchange.

M-Files launches hybrid ECM capability

M-Files Corporation has announced M-Files Online, providing users of the information management system the ability to flexibly combine cloud and on-premises deployments with a single user license without having to lock into one model.

This new approach unifies information and related policies and processes across an organisation's systems and repositories, including M-Files, file shares, SharePoint, and ERP and CRM systems, providing immediate access to existing information on day one, without massive, upfront data migration projects.

M-Files Online includes the ability to freely combine on-premises and cloud repositories within the same software subscription. AI identifies and brings together information from legacy "dark data" silos, providing immediate access to critical information.

M-Files Online connects to a variety of systems and repositories, from network folders and SharePoint, to file sharing services, existing DMS and ECM systems, and ECP and CRM systems, without requiring data migration.

M-Files Online is available on a subscription basis, providing immediate access to new features and improvements with automatic updates. This reduces IT workload and ensures access to the latest capabilities, including performance and security improvements, even for on-premises deployments.

www.m-files.com

Microsoft Teams with OnePlaceMail

OnePlace Solutions has announced the launch of Microsoft Teams integration with the OnePlaceMail for Outlook App, allowing the mobile workforce to conveniently move content from Microsoft Outlook to a Microsoft Teams channel, unlocking business critical data traditionally stored in personal mailboxes and promoting more efficient collaboration.

Available immediately from Microsoft AppSource across all Microsoft Outlook environments, including iOS and Android, the OnePlaceMail for Outlook App enables users to capture, classify and access content in SharePoint, while remaining productive anywhere they choose to work.

James Fox , CEO of OnePlace Solutions commented , "Our goal is to enable people in business to do more, simply. We need to strive for efficiency in today's workplace, and this can be achieved by empowering people to work together with the right tools."

Users work in both Outlook and Teams across multiple devices. The decision to use Outlook or Teams is based on the audience and the context of the conversation.

www.oneplacesolutions.com

Zasio Records Retention Online

Zasio Enterprises has announced the release of Versatile Retention Software-as-a-Service (VR SaaS) Global. VR SaaS is a retention schedule management and compliance research solution that gives organizations complete control over their information governance and data compliance efforts.

VR SaaS provides a cloud-based deployment model of this software in addition to expanded capabilities and features.

Legal requirements that direct how records must be stored, retained, and managed are always evolving; worldwide. Keeping pace is labour-intensive and the possibility of non-compliance makes executives uneasy at the potential risk.

VR SaaS Global incorporates extensive legal research covering 130 countries.

The database is updated automatically so you'll always access the latest available citations. You are notified of new updates for review when you launch the application.

https://www.zasio.com/

Shield Docs Secure File Sharing

Shield Docs has announced a new Australian cloud-based file-sharing solution that can be used to share, store and utilise critical files and data sets with a mix of secure file sharing and collaboration, virtual data room, document management and data protection capabilities.

The product is the evolution of data-room solution company DealDocs, which has been a player in the legal, banking and finance space since 2014. The company is headed by Michael Khoury who is also the Forensic IT partner at Ferrier Hodgson, one of the largest specialist corporate turnaround and advisory firms in the Asia Pacific.

Shield Docs offers users full control over who has access to their data and when that access is allowed. These controls are combined with business process-enhancing workflows and in-built analytical features to create a platform that operates comfortably and adroitly between security and efficiency.

An Enterprise Licensing program is aimed at larger corporates and charged on a per workspace basis for unlimited number of users. Shield Docs is designed for confidential business transactions including mergers and acquisitions, and due diligence processes, as well as facilitating tenders, board papers, start-up documents and IP, property transactions, capital and debt raising, procurement processes, franchise data, and more.

https://www.dealdocs.com/

DocsCorp protects against data leaks with NetDocuments

DocsCorp has released a new version of its data leak prevention software, cleanDocs 2.2, which integrates with NetDocuments, the leading cloud-based content management and security platform for law firms and corporate legal and compliance departments, to enable users to clean documents of metadata.

Removing document metadata minimizes the risk of data leaks when sharing files outside of NetDocuments.

DocsCorp Co-Founder and President Dean Sappey encouraged NetDocuments users to adopt the new integration and cautioned them against complacency when managing document metadata.

"Metadata is a data protection risk most people aren't aware of. The most important thing to know is it can lead to inadvertent leaks and compliance breaches. And, without metadata management, every email you send could be putting you at risk of severe financial penalties and professional damage under new laws and regulations."

Metadata is a serious risk, but it is not the only one when emailing documents externally. The major source of data leaks globally is human error: emailing the wrong person, attaching the wrong document, or a combination of both. cleanDocs addresses this by requiring users to confirm recipients and attachments as correct, which are then cleaned of metadata and sent.

www.docscorp.com

Blue Prism and ABBYY offer OCR-enabled Robotic Process Automation

Blue Prism and ABBYY have announced a strategic partnership to integrate ABBYY's FlexiCapture solution with Blue Prism's Digital Workforce – automating the process of turning unstructured content into structured, actionable data.

ABBYY's FlexiCapture content intelligence solution provides the ability to access, extract and validate data from disparate documents – including purchase orders, invoices, applications, bills of lading, and more – and use it within other business processes. The integration with Blue Prism's Digital Workforce automates those processes at high speed – as well as giving enterprises better analysis of content for better performance, document process transparency, and contributing to improved customer experiences.

ABBYY also adds machine learning technologies that help Blue Prism's Digital Workforce intelligently learn and improve over time – along with the added benefits of better operational agility and increasingly efficient processes.

With this integration Blue Prism users can also take advantage of ABBYY FlexiCapture for Invoices – a business-ready invoice solution built on top of FlexiCapture that's pre-built with all the business logic and learning capabilities required for processing invoices and automating the capture of invoice data. With FlexiCapture for Invoices, organizations can increase the productivity of accounts payable processes, while lowering costs.

Joint customers like Zurich, the largest insurance company in Switzerland, indicated that, "ABBYY's ability to extract content and intelligence from documents is a great enabler to a successful RPA strategy", according to Steve McFadden, business partner/consultant, enterprise transformation.

Contact ABBYY at sales@abbyy.com.au or on (02) 9004 7401 for any further information.

Free Guide to SharePoint Framework

Rencore has announced the publication of the eBook *"SharePoint Framework for Administrators"*. Authored by Rencore product owners and Microsoft MVPs Erwin van Hunen and Waldek Mastykarz, the eBook aims to provide a guide for SharePoint administrators when managing SharePoint Framework (SPFx) the newest in a long list of development models for extending SharePoint.

Although developers are usually fast to get up to speed with new development models, SharePoint administrators seldom have the background or resources to keep up to date. Still, SharePoint Administrators are responsible for platform hygiene and stability, requiring them to know if and how a solution impacts the SharePoint environment before deploying it to production.

Rencore provides SharePoint administrators with a comprehensive guide to help them understand if their SharePoint Framework solutions meet organization quality and security standards before going live in the production environment. Furthermore, the eBook also explains other considerations specific to SharePoint Framework solutions.

Both authors of the eBook are members of the Office Dev PnP core team, a Microsoft-lead initiative to help developers get the most out of SharePoint's extensibility capabilities. For Rencore, Erwin and Waldek played a central role in implementing SharePoint Framework capabilities into the Rencore product portfolio ever since the SharePoint Framework was published more than two years ago.

The eBook can be downloaded for free at rencore.com.

I'm fast

fi-6800

- Fast, 130 ppm (simplex) / 260 ipm (duplex) scanning in monochrome or colour (letter, landscape @ 300 dpi)
- Triple Ultrasonic Double Feed Detection with Intelligent MultiFeed Function and retain image feature
- 500-page automatic document feeder with adjustable height hopper

Big time Performer

Fujitsu's office equipment for document capture puts you in safe hands. With decades of experience and leading technology that drives the market, Fujitsu scanners are state-of-the-art. We have the scanners that exactly suit your office needs.

If you would like more information, please contact Proscan 1300 132 001

au.fujitsu.com/scanners

shaping tomorrow with you

FUJITSU

Fast & Efficient Document Management

EPSON
EXCEED YOUR VISION

EPSON WorkForce Business Scanners

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

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

Learn more visit
www.epson.com.au/scanners

EPSON WorkForce DS-70000

EPSON WorkForce DS-7500

EPSON WorkForce DS-570W

Document Capture PRO